

## Terms & Conditions

These terms and conditions apply to annual and five-year season tickets for season 2017/18. The club reserves the right to amend the terms and conditions for future seasons.

### **Applications for season tickets**

All applicants for a season ticket must complete the relevant renewal or application form. An application does not guarantee that a ticket will be supplied.

### **Conditions for discounted prices**

The following applicants are entitled to concessionary prices on the basis of their age:

- Applicants aged 65 or over on 1 August 2017
- Applicants aged under 18 on 1 August 2017
- Applicants who are aged over 18 on 1 August 2017 and under 21 on that date

As appropriate, a birth certificate, passport or pension book (or equivalent) must be supplied by new applicants and by existing season-ticket holders who are applying for a category for the first time. The club may also request evidence of age in respect of the holders of existing concessionary season tickets.

Applicants aged over 21 on 1 August 2017 but who are in full-time education are entitled to concession prices. Applicants who are in full-time education must provide written evidence that they will be in full time studies for the entire 2017/18 season. Student cards are not sufficient evidence for this purpose.

Disabled people who occupy a seat in the main stand or a place on the terrace must pay full price. If a disabled person needs someone to assist them so that they can attend, that person will be given free entry.

### **Payment by direct debit**

Payment for one year and five year season tickets (including top up payments to return an existing five year season ticket to a five year duration) may be made in instalments, by direct debit over a maximum 12 month period. If the payments are not made on the due dates then the club may cancel the ticket and take any necessary steps to retrieve the season ticket book.

There is no obligation on the club to repay any amounts paid in advance for a season ticket. An administration charge may be levied for season tickets paid for by direct debit.

### **Transferability and upgrade of tickets**

Season tickets are transferable for a single match but may not be transferred permanently to another person.

Where a season ticket which was issued at a discounted price is transferred to another person for a single match, the person using the ticket must be entitled to a similar discount as the holder of the season ticket. If the user is not entitled to a similar discount, they must pay for an upgrade to the ticket.

For example, an adult may use an under-18 season ticket so long as they pay the difference in price (based on match day prices) to upgrade the ticket for the match. No refund will be given if someone entitled to a concessionary price uses a more expensive season ticket.

Terrace season ticket holders may upgrade to a seat (if available) by paying the additional cost, based on current match day prices.

Season tickets are not transferable to supporters of the visiting team and any season ticket holder who facilitates the admission of such a person to a designated home area of The Cherry Red Record Stadium is liable to have their season ticket cancelled without compensation.

### **Entitlement to entry to matches**

Purchase of a season ticket covers all league home matches played by AFC Wimbledon during the season 2017/18, excluding any play-off matches in which the club might be involved. The ticket carries with it no other rights or privileges except preferential consideration in connection with those games described later in this document.

In particular, admission to friendly matches, cup matches, testimonial matches and matches involving other clubs (for example, Kingstonian), is not included.

The club cannot guarantee that a match will take place at a particular time or on a particular date or at a particular venue, although it will make its best efforts to make public any changes to the scheduled programme of first team matches.

In the event of any rescheduling, postponement or abandonment of a league match, season ticket holders will be entitled to entry at the rescheduled game but the club will have no liability to season ticket holders in respect of any direct or indirect losses or costs.

The club reserves the right to withdraw or cancel, with no refund, the season ticket if the holder does not comply with the ground regulations. The ground regulations are listed in the season ticket book and are displayed at various places in the stadium. In the event of any changes to ground regulations, the copies displayed in the stadium take precedence.

### **Entitlement to tickets for all home FA Cup, League Cup and play off games**

Season ticket holders will be allocated, on application, one ticket per book only for each game, at the price advertised, providing such application is received in accordance with advertised instructions published on our official website, in our official programme and/or in the local press.

Where possible, season ticket holders in the main stand will be allocated their usual seats for FA Cup games and play off games, but this will not normally be done for League Cup games where seats may be sold on an unallocated basis.

### **Entitlement to preference for tickets to away games and games at neutral venues**

Where we are asked to sell tickets for an away game, season ticket holders will be given preference on applications at the rate of one per season ticket where possible, but no guarantee of allocation can be given owing to the fact that the number of applications from season ticket holders may exceed the number of tickets issued to this club by the home team.

The club reserves the right to set aside some tickets for volunteers and players. Where we are selling tickets to a restricted access away game, full details will be published on our official website, in our official programme and/or in the local press.

Where an FA Cup, League Cup or play off game is played at a neutral ground, tickets may be sold by the organising competition and we may not be able to guarantee a ticket for such games.

### **Entitlement to tickets for other games at The Cherry Red Record Stadium**

No guarantee of preferential ticket application can be given in respect of matches between other clubs, or for any matches other than those listed above.

### **Season ticket books**

Season ticket books remain the property of the club and must be available for inspection at any time on request while the holder is on the club premises on a match day.

For league matches, the appropriate voucher must be torn out in the presence of the turnstile operator or doorkeeper and handed over.

The club reserves the right to refuse entry where only the voucher, and not the book, is presented.

Duplicate matchday tickets in respect of forgotten or mislaid season tickets may be issued up to kick-off time on request, however, replacements of this nature will be entirely at the discretion of club management. The club will normally make a charge for such replacement tickets.

The club does not accept any responsibility for lost or destroyed season tickets and any replacements will be at the discretion of club management.

A fee will be charged for replacement books. Any person seeking to obtain a season ticket book or replacement ticket on a fraudulent basis will be liable to exclusion from the stadium without refund and may be subject to criminal prosecution.

### **Refunds**

No refunds will be given for season tickets, except at the discretion of the club.

Where the owner of a main stand season ticket is unable to attend a particular game and returns the voucher to the club for re-sale, the season ticket holder is entitled to a refund of the relevant proportion of the total cost of the ticket. The club may re-sell the seat for that game and retain the

sale proceeds. The club may in its absolute discretion decline to accept a returned voucher if, for example, it believes that it will not be possible to sell the relevant seat.

### **Change of address**

It is the season ticket holder's responsibility to notify the club of a change of address or other contact details, such as phone number or email address.

### **Responsibility for applying for a season ticket**

The club will publicise, usually near the end of the season, the arrangements for the following season. It is season ticket holders' responsibility to make themselves aware of the arrangements.