

# SEASON TICKET RENEWALS

## QUESTIONS AND ANSWERS

You can find answers to the most common season ticket queries in this section. If there are any questions you have that are not covered please contact us by calling 020 8547 3528 or email [info@afcwimbledon.co.uk](mailto:info@afcwimbledon.co.uk).

The following pages aim to give guidance on the main features of season tickets (“STs”) but do not take the place of the formal Terms and Conditions. In the event of any conflict between the two, the Terms and Conditions will take precedence.

### DEADLINES & MOVES

**Q What is the deadline for making sure I get the same seat/terrace as last year?**

A To ensure you get the same seat as last year, your application must arrive in our office, complete with a signed application form or renewal complete online by 3pm **on Saturday 27 April 2019** (i.e. immediately before our last home game of the season). After that date, your space may be allocated to another applicant.

**Q Is the season ticket price frozen?**

A Yes. Prices are unchanged from season 2018/19.

**Q I am a current ST holder but I want to move to a different seat or terrace. What should I do?**

A Apply in the normal way to make sure you don’t lose your current place, but state your wishes on the form. Once all the renewals are dealt with we will then try to offer you the move you’ve requested.

**Q I am applying for a more expensive section than the one I currently occupy. What should I pay?**

A Please send payment for the area you are applying for. If we can’t give you what you asked for, we will refund the difference. Please note that we will bank your payment and make a refund later – we don’t hold it until we know the outcome of your application. If you currently pay by direct debit your monthly instalments will be adjusted if you are successful in your application

### ENTITLEMENT TO ENTRY

**Q Which games does an ST entitle me to attend?**

A You will be entitled to attend first team home league games but not cup or play-off games.

### ENTITLEMENT TO REDUCED PRICES

**Q How do I qualify for a reduced price ST?**

A Reduced price STs are available to:

- Applicants who are 65 or over on 1 August 2019 ('Concessions')
- Applicants who are 18 or over and under 21 on 1 August 2019 ('Young adults')
- Applicants of any age who will be in full-time education throughout season 2019-20 ('Concessions')
- Applicants who are under 18 on 1 August 2019 ('Under 18s')

If you are uncertain about your status, please call us.

As explained later in this document, disabled people will not normally be eligible for concession prices.

**Q What evidence will I need to supply if I want a reduced price ST?**

A The relevant evidence for proof of age is your birth certificate or passport. Once you have provided us with evidence of your age, we should not need it again in subsequent years.

Student applicants are required to provide proof of eligibility for reduced prices every year. Students who have been offered a place but have not yet got a formal letter from their college may apply for an ST and send the relevant documentation later.

**TICKET PRIORITIES**

**Q Does having a ST guarantee that I will get my usual seat or terrace area?**

A Yes, for all league games. For FA Cup and play off home games it guarantees you the same area as usual so long as you apply sufficiently early. The deadline to reserve your usual place will be announced at the time. However, please note that for other games, including League Cup games, we may sell seats on an unallocated basis and general tickets for all parts of the home terraces.

**Q Does an ST give me priority for tickets for away games?**

A If we are asked to sell tickets for an away game, we will try to give ST holders priority, although we reserve the right to set aside some tickets for volunteers and players. Please note that decisions about how tickets are allocated are the home club's responsibility, so we can't guarantee that you will get a ticket. Also, please note that tickets for play-off games may be sold by a third party and we cannot therefore guarantee that you will get a ticket.

**SEAT AVAILABILITY**

**Q Are there any restrictions on where I can apply to sit?**

A We are not selling STs for Blocks M or S.

**Q Which seats are under cover?**

A All the seats are designated as being under cover. In practice, the leading edge of the roof is directly above A, the front row, and so this will only give partial protection from the rain.

**TRANSFERABILITY**

**Q Can someone else use my ST if I can't go to a game?**

A Yes, you can lend the ticket to a friend for use at a game so long as they are eligible for any price concession that applies to you (they can pay for an upgrade if necessary). However, you cannot permanently transfer the ticket to someone else.

**SEASON TICKET DESPATCH**

**Q When will I get my ST book?**

A It will be posted to you at least a week before the season starts. You may have the opportunity to collect your season ticket prior to a home friendly match; if this is possible we will publish details nearer the time.

**ONE YEAR SEASON TICKETS (OYSTs)**

**Q How much is an OYST?**

A See the seating chart on the price list. These prices are frozen at the same level as for the 2018/19 season.

**Q Can I pay in instalments?**

A Yes, you can. See later in this document about paying by direct debit.

**Q What prices do disabled people pay?**

A If you are disabled you should pay the full price that is appropriate to your age. If, however, you need someone to accompany you to enable you to attend, then that person will be admitted free.

**FIVE-YEAR SEASON TICKETS (FYSTs)**

*Availability*

**Q Can anyone buy a FYST?**

A No. The option to purchase a FYST ended in 2018.

**Q Why is the amount of the optional donation so high?**

A Some season ticket holders have always given a donation when applying for their seat. We have indicated the amount that would be paid over a period of five years if a season ticket was bought annually. Making a donation is entirely optional.

**Q Can I 'top up' a FYST to get back to five years?**

A Yes. The top up will be calculated based on the current price of an OYST. Note that you must top it up to five years – if, for example, you have two years left on your FYST you can't just add one more year.

**Q Can I pay in instalments?**

A Yes, payment for a FYST can be made by monthly direct debit but it must be paid in full within one year – it cannot be spread over the length of the ticket. The “top up” payment can also be paid over one year’s instalments.

**Q Will a FYST be valid if we move to a new stadium?**

A Yes. We are not yet in a position to determine prices should we move to a new stadium but holders of FYSTs will be given discounts from the price of a season ticket in the new stadium.

#### *Priorities*

**Q What special priorities will I get as a FYST holder?**

A All season ticket holders are treated equally, whether they are OYST or FYST holders.

#### *Seats for FYSTs*

**Q Is my specific seat guaranteed for 5 years?**

A We will only move people if absolutely essential and, at present, we are not planning to do so

**Q As a FYST holder, will I get preference in moving to a better seat?**

A All current season ticket holders get preference for moving seats, ahead of new applicants. FYSTs holders do not get precedence over OYST holders.

#### *Season ticket cards*

**Q What happens if I lose my card?**

A We will replace it. There will be an admin charge for doing so.

### **PAYING FOR YOUR SEASON TICKET BY DIRECT DEBIT**

This section explains how you can apply and how the payments will be deducted.

**Q Who can apply to pay by monthly direct debit?**

A Anyone who buys a one year or five year season ticket or “tops up” their existing five year ticket.

**Q How can I pay by direct debit?**

A If you are renewing your ST and were already paying by direct debit you need not do anything – we will write to you to tell you the monthly amount to be paid. If you are applying to pay by direct debit for the first time you should complete the direct debit mandate form and enclose it with your season ticket application form

**Q How much will I pay each month?**

A We will spread the cost of your payment over twelve months, starting in April 2018 so that you will have paid in full for the ticket by March 2018. If you apply too late for the first payment to be in April 2018 then we will spread the payments equally over the relevant

number of months to March 2018. We will calculate the payments and notify you of the amount at least 10 working days before the first payment.

**Q When will the money be withdrawn from my account?**

A In the middle of each month (usually on the 18<sup>th</sup>)

**Q What happens if I stop paying?**

A If you stop paying, we will cancel your season ticket and ask for it to be returned. We will not refund money paid in advance, which is the same as for season ticket holders who pay the entire year in advance.

**Q Is there a charge for paying by direct debit?**

A Yes, there is an annual charge of £12. If you are buying several tickets (for example, for several members of your family), where we can make a single withdrawal for all of you, then please write to us. We will then make a single monthly withdrawal for you all and there will be only one £12 admin charge in total.

**Q Can I give a donation by monthly direct debit?**

A Yes, just add it to your application form and we will deduct it as part of the monthly payment.

**Q Can I cancel my direct debit?**

A Yes you can, but the remaining balance for your season tickets will become payable immediately. Please contact the club if you want to do this at least 10 working days before the next payment is due or it is likely that the next instalment will be taken. If you want to reinstate the direct debit a fresh instruction will be required

**Q What happens if my monthly direct debit is rejected for any reason?**

A You will be contacted by the club within seven days of the failure. Payment for the missing instalment will be required by return, your season ticket card may be temporarily blocked for upcoming fixtures until this payment has been processed. If your direct debit is rejected a further time the payment facility will be withdrawn and the full amount will be due.