

SEASON TICKETS, QUESTIONS AND ANSWERS NEW APPLICANTS

DEADLINES - SEATS

Q I am applying for a main stand season ticket for the first time. When should I apply?

A You should apply as soon as possible. New applications will be dealt with in the order in which we receive them but we will not process new applications until we have dealt with:

- current ST renewals
- applications to move seats by current ST holders

Q I am applying for one of the more expensive seats but am worried that I might not get it. What should I do?

A Apply for the type of seat you really want and send us payment for that seat. If we can't give you that seat, we will refund the difference between the cost of that one and the seat we are able to offer you. 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.

THE NEW STAND IN THE KINGSTON ROAD END

Q How do I get a seat in the new stand?

A Apply in the usual way, as described above, indicating your preference.

Q How do I apply to be in the family section of the KRE?

A Please indicate if you are applying to be in the family section of the stand and submit your applications together. There must be at least one child per two adults applying, so please take that into account when you apply

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, plus any reserve and under 18 league (but not FA youth cup) home 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 2012 ('Concessions')
- Applicants who are over 16 and under 21 on 1 August 2012 ('Young adults')
- Applicants of any age who will be in full-time education throughout season 2012/13 ('Concessions')
- Applicants who are under 16 on 1 August 2012 ('Under 16s')

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 a copy of your birth certificate. 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 an ST guarantee that I will get my usual seat or terrace area?

A Yes, for all league games. For FA Cup and play off games it guarantees you the same seat 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 most other games we will 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. But 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, R and 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, but rows B and C should usually be dry

TERRACE AVAILABILITY

Q Which stands can I have a season ticket for?

A You can nominate the Tempest End and the southern end of the East stand (formerly the John Smith's stand)

Q Why do I have to nominate my preferred stand?

A Under the Ground Grading rules, we must be able to segregate games, which means that you will not be able to move around the stadium. To enable us to know how many tickets we can sell in each terrace we need to know where ST holders want to go – and we want you to have the right to choose which stand you are in.

Q Must I always go in my preferred terrace?

A You are expected to go in the stand you've nominated. For games that are likely to have a low gate, we may relax the rules and announce that in advance.

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.

ONE YEAR SEASON TICKETS (OYSTs)

Q How much is an OYST?

A See the charges in the table on the next page

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 and occupy a seat that could be used by an able-bodied person then you will be asked to pay full price. If, however, you need someone to accompany you to enable you to attend, then that person will be admitted free.

One year season ticket prices

		Basic Price	Optional Donation	Total
Main Stand Blocks A-C and J-L and KRE blocks N, P & Q	Adults	£320	£50	£370
	Concessions (full-time students aged 21 or over, and 65 or over)	£200	£50	£250
	Young adults (aged 16 - 21)	£135		£135
	Under 16	£75		£75
Main Stand Blocks D-H	Adults	£390	£50	£440
	Concessions (full-time students aged 21 or over and 65 or over)	£225	£50	£275
	Young adults (aged 16- under 21)	£135		£180
	Under 16	£90		£120
President's Lounge	Adult	£650	£50	£700
Tempest End	Adult	£280	£50	£330
	Concessions (full-time students aged 21 or over and 65 or over)	£170	£50	£220
	Young adults (aged 16-under 21)	£120		£120
	Under 16	£50		£50
East Stand	Adult	£260	£50	£310
	Concessions (full-time students aged 21 or over and 65 or over)	£160	£50	£210
	Young adults (aged 16-under 21)	£100		£100
	Under 16	£40		£40

FIVE-YEAR SEASON TICKETS (FYSTs)

Availability

Q Can anyone buy a FYST?

A Yes. However, there are special provisions for certain classes of concession tickets and for those people who will become 16, 21 or 65 in fewer than 5 years, as set out below.

Five year season ticket prices

		Basic Price	Optional Donation	Total
Main Stand Blocks A-C and J-L and KRE blocks N, P & Q	Adults	£1,600	£250	£1,850
	Concessions (full-time students aged 21 or over, and 65 or over)	£1,000	£250	£1,250
	Young adults (aged 16 - 21)	£675		£675
	Under 16	£375		£375
Main Stand Blocks D-H	Adults	£1,950	£250	£2,200
	Concessions (full-time students aged 21 or over and 65 or over)	£1,125	£250	£1,375
	Young adults (aged 16 - under 21)	£675		£675
	Under 16	£450		£450
President's Lounge	Adult	£3,250	£250	£3,500
Tempest End	Adult	£1,400	£250	£1,650
	Concessions (full-time students aged 21 or over and 65 or over)	£850	£250	£1,100
	Young adults (aged 16 - under 21)	£600		£600
	Under 16	£250		£250
East Stand	Adult	£1,300	£250	£1,550
	Concessions (full-time students aged 21 or over and 65 or over)	£800	£250	£1,050
	Young adults (aged 16-under 21)	£500		£500
	Under 16	£200		£200

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 pay in instalments?

A No, sorry, payment must be in one amount for FYSTs.

Special circumstances

Q I am a student. Can I buy a FYST and what would it cost me?

A Yes, you can buy a FYST. We will require proof that you are a student and also how much longer your course runs for. So, for example, if you have two years to go in your course, your FYST would be priced with two years as a concession and the remaining three years as full adult price. If you subsequently extend your studies then we will reimburse the difference between the adult price you paid and the concession price at the date of application, one season at a time

Q My child is over 11 on 1 August 2012 so he/she doesn't qualify for an under 16 ticket for all the next five years. Can I buy him/her a main stand FYST and what will it cost?

A Yes, you can buy him/her a FYST. All you need to do is calculate the price for the period when your child is under 16 on 1 August and then a young adult price for the remainder.

Q I will be 65 during the next 5 years. Can I buy a FYST now?

A Yes, the cost will be based on the adult price for the number of years that you are still under 65 and concession prices thereafter. Remember we will need proof of age for that discount if we've not previously seen it.

Q I am disabled. What prices apply to me?

A See the questions and answers for annual STs earlier in this document. Find the circumstances that relate to you and then extend the result over five years.

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 books

Q What happens if I lose my book?

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 season ticket.

Q How can I pay by direct debit?

A 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 Why can't I pay by monthly direct debit for a five year season ticket?

A We are guaranteeing prices for the next five years in return for payment in advance for all five years.

Q How much will I pay each month?

A We will spread the cost of your payment over twelve months, starting in April 2012 so that you will have paid in full for the ticket by March 2013. If you apply too late for the first payment to be in April 2012 then we will spread the payments equally over the relevant number of months to March 2013. 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

Q How will I be notified of the amounts and dates?

A You will either be sent a letter or, if you supplied an email address, an email setting out all the details. This will be sent no later than 10 days prior to the first payment date.

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 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 7 days of the failure. Payment for the missing instalment will be required by return. If your direct debit is rejected a further time the payment facility will be withdrawn and the full amount will be due.