

HALF SEASON TICKETS - TERRACE

QUESTIONS AND ANSWERS

This document aims to give guidance on the main features of half season tickets (“STs”) but it does 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.

AVAILABILITY

Q What terraces are the half season tickets available for?

Half Season Tickets are available for the southern end of the John Smith’s terrace and the Kingston Road End terrace. We are sorry but there are no seat half season tickets available.

Q Must I always go in my preferred stand?

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.

ENTITLEMENT TO ENTRY

Q Which games does a half year ST entitle me to attend?

A You will be entitled to attend the remaining 12 first team home league games from the Oxford United game on the 26 December 2011, plus any reserve and under 18 league home games.

Q Can an ST be used for cup or play off games?

A No, it is only for the games described above.

DEADLINES

Q What is the deadline for application?

A To ensure the season ticket is available for the Oxford United game, please apply by Friday 16 December. After that date we cannot guarantee we will be able to process your application in time.

Q Can I include the Accrington game on 10 December in my half season ticket?

A Yes. As a special offer, fans who buy a half season ticket on or before Thursday 8 December will also be entitled to attend the Accrington Stanley home game at no additional cost.

ENTITLEMENT TO REDUCED PRICES

Q How do I qualify for a reduced price half year ST?

A Reduced price STs are available to:

- Applicants who are 65 or over on 1 August 2011 ('Concessions')
- Applicants who are over 16 and under 21 on 1 August 2011 ('Young adults')
- Applicants of any age who will be in full-time education throughout the remainder of season 2011/12 ('Concessions')
- Applicants who are unemployed and unlikely to obtain work during the season 2011/12 ('Concessions').
- Applicants who are under 16 on 1 August 2011 ('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 subsequent years.

Students and unemployed applicants are required to provide proof of eligibility for reduced prices every year.

TICKET PRIORITIES

Q Does having an ST guarantee that I will get my terrace area?

A Yes, for all league games. For FA Cup and play off games it guarantees you the same terrace as usual so long as you apply sufficiently early. The deadline to reserve your usual place will be announced at the time.

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 the play off final may be sold by a third party and we cannot therefore guarantee that you will get a ticket.

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 If you apply before 8 December your ST book will be available from the pre-paid tickets window prior to the Accrington Stanley game on 10 December. For applications after this date, books will be dispatched according to the Christmas posting deadlines, available for collection at the club office, or at the ticket window prior to the Oxford United.

PRICES

Q How much is a Half ST?

A See below:

Ticket category	Price
Adults	£135
Concessions	£80
Young adults (aged 16–21)	£40
Under-16s	£15

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 place 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.

PAYING FOR YOUR HALF SEASON TICKET BY DIRECT DEBIT

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

Q How can I pay by direct debit?

A You should complete the direct debit mandate form and enclose it with your Half ST application form.

Q Is there a fee for paying by direct debit?

A Yes, for a half ST there is an administration fee of £5 to cover the club's costs. 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 £5 fee in total.

Q How much will I pay each month?

A The club would require an initial payment with your application and will then spread the balance of the cost of your payment over three months, starting in January 2012 so that you will have paid in full for the ticket by March 2012. The payment profile is set out below

	Price	Admin	Total	Initial payment	Instalments
Adult	£135	£5	£140	£35	£35
Concession	£80	£5	£85	£25	£20
Young adult	£40	£5	£45	£15	£10
Under 16	£15	£5	320	£5	£5

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 What should I do if my bank account details change?

A You must advise the club immediately so the instruction can be amended

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.