

## 2024-2025 Season Tickets 'Be Inspired, Be involved' – Terms & Conditions

1. All season tickets (be it electronic or physical) are issued subject to these terms and conditions and use of the season ticket to access the Stadium will be deemed to be an acceptance of these conditions.
2. Season tickets can be purchased online at <https://www.eticketing.co.uk/walsallfc> using a credit card or debit card.
3. Should a supporter require finance, the option to pay by monthly instalments is available to purchase online only via Premium Credit.
4. Season tickets will be issued both as an electronic download onto a Supporter's smart phone and as a physical season ticket card.
5. Prices include VAT at 20% and relate to the Club's English Football League Home matches only (play-off matches / cup / friendly games are not included).
6. Season tickets are for the use of the season ticket holder only. They should not be resold under any circumstances.
7. Season tickets are allocated to a specific seat and are non-transferable. Season ticket holders can only transfer to an alternative seat on medical grounds or at the discretion of the Club.
8. In areas of the Stadium where concessionary tickets apply, proof of age must be provided.
9. The Club reserves the right to refuse entry where, in the opinion of the Club, a person attempts to gain admission using a concessionary season ticket and does not fulfil the condition of issue on such a season ticket.
10. Any lost, stolen or damaged season tickets will be replaced at an admin fee of £15.00.
11. Season tickets must be produced on reasonable demand of Club officials and matchday stewards.
12. The Club reserves the right to refuse season ticket applications or to demand the surrender of season tickets forthwith in the event of terms and conditions of sale not being adhered to or where there has been any breach of Ground Regulations by the holder. In such circumstances, compensation will not be paid.
13. Ground Regulations are displayed at the Ticket Office.
14. The Club reserves the right where, for safety reasons, visiting supporters have to be allocated the entire Experienced Energy Solutions Stand, to relocate season tickets holders in this area to alternative seated accommodation.
15. The Club reserves the right to relocate season ticket holders to alternative seated accommodation in order to accommodate Television cameras in the event a game is selected for TV coverage.
16. Match dates and kick off times will be announced via the Club's official media channels and may be altered at short notice.

17. No refund will be issued in respect of matches not attended by the season ticket holder for any reason whatsoever.

18. The season ticket remains the property of the Club at all times and the Club reserves the right to withdraw it for any reason they see fit.

19. It is a breach of Ground Regulations for spectators to stand in the seated area.

20. The Poundland Bescot Stadium is a no smoking venue.

#### **Senior Citizen Season Ticket (Over 60 years)**

1. Supporter must be over the age of 60 on 30<sup>th</sup> July 2024 to qualify.

2. Proof of age will be required and must be photo ID.

3. Senior citizen season tickets are available in the Poundland Stand, the Experienced Energy Solutions Stand and Blocks J & K of the Tile Choice Stand only.

#### **Young Person Season Ticket (Under 21 years)**

1. Supporter must be under the age of 21 on 30<sup>th</sup> July 2024 to qualify.

2. Proof of age will be required and must be photo ID.

3. Young person season tickets are available in the Poundland Stand, the Experienced Energy Solutions Stand and Blocks J & K of the Tile Choice Stand only.

#### **Junior Season Ticket 'Cash Back Scheme' (Under 18 years)**

1. Supporter must be under the age of 18 on 30<sup>th</sup> July 2023 to qualify.

2. Proof of age will be required and must be photo ID.

3. Season ticket must be purchased during the '*Be Involved, Be Inspired*' season ticket campaign – 1st March 2024 to 1<sup>st</sup> April 2024 inclusive.

4. The initial cost of the season ticket will be £92.00.

5. The initial cost of the season ticket will be electronically refunded to the supporter at the conclusion of the 2024-2025 season at a pro-rata rate of £4.00 for every First Team Home League game attended by the supporter during the season. For example, should the supporter attend 10 matches during the season, they will receive a total refund of  $10 \times £4.00 = £40.00$ .

6. For the avoidance of doubt, the £4.00 refund will not be issued in respect of matches the supporter does not attend for any reason whatsoever. Their £4.00 refund in respect of a 'missed' game will be forfeited.

7. The option to pay in monthly instalments is not available for a Junior season ticket, unless purchased together with a full paying adult.

8. Junior season tickets are available in the Poundland Stand, the Experienced Energy Solutions Stand and Blocks J & K of the Tile Choice Stand only.

#### **Swiftly's Squad Season Ticket 'Cash Back Scheme' (Under 12 years)**

1. Supporter must be under the age of 12 on 30<sup>th</sup> July 2024 to qualify.

2. Proof of age will be required and must be photo ID.
4. The initial cost of the season ticket will be £23.00.
5. The initial cost of the season ticket will be electronically refunded to the supporter at the conclusion of the 2024-2025 season at a pro-rata rate of £1.00 for every First Team Home League game attended by the supporter during the season. For example, should the supporter attend 10 matches during the season, they will receive a total refund of  $10 \times £1.00 = £10.00$ .
6. For the avoidance of doubt, the £1.00 refund will not be issued in respect of matches the supporter does not attend for any reason whatsoever. Their £1.00 refund in respect of a 'missed' game will be forfeited.
7. The option to pay in monthly instalments is not available for a Swifty Squad season ticket, unless purchased together with a full paying adult.
8. To qualify, the supporter must be accompanied by a parent or their legal guardian who at the same time must have purchased an Adult or a Senior Citizen season-ticket.
9. Swifty's Squad Season Tickets are available in the Poundland Stand, the Experienced Energy Solutions Stand and Blocks J & K of the Tile Choice Stand only.

#### **'Government Imposed Restrictions'**

1. Season tickets will be selected and sold on the basis there will be no UK Government Imposed Restrictions affecting social distancing and/or the Club's maximum capacity for the 2024-2025 season ("the purchased season ticket seat").
2. In the event Government Imposed Restrictions are imposed on the Club and social distancing is required, season ticket holders will be allocated an alternative seat ("the alternative season ticket seat.")
3. The Club will endeavour to allocate the alternative season ticket seat in the same stand as their purchased season ticket seat but this may not always be possible.
4. In the event the season ticket holder does not want to take up their allocated season ticket seat then they will be entitled a pro-rata refund for all matches their purchased season ticket seat is not available.
5. In the event Government Imposed Restrictions mean a match has to be played behind closed doors (i.e. no public admission) then the season ticket holder will be entitled to a) claim a pro-rata refund for all matches that are played behind closed doors, or b) accept a live stream and a digital programme for all matches that are played behind closed doors as compensation for being unable to attend in person.