



## 2019/20 SEASON TICKETS

# FREQUENTLY ASKED QUESTIONS

### **Q1. How do I renew my season ticket?**

Renewing your season ticket is easier than ever before. You can renew;

Online at [bristolrovers.co.uk/tickets](http://bristolrovers.co.uk/tickets)

In person at the Memorial Stadium

Over the phone on 0117 952 4001

### **Q2. Can I move my Season Ticket seat to a different part of the ground?**

You can move your Season Ticket to any available seat however we advise supporters to do so during the 'Seat Move' window as there is more availability. Should you wish to move your seat in advance of this, your existing seat will be released immediately. More details on this window will be released at a later date, however we anticipate this process to take place on Wednesday 17th April.

### **Q3. Can I introduce a friend to become a Season Ticket Holder?**

Of course. We welcome new Season Ticket holders and encourage you to bring friends and family into the Rovers family. However, new Season Tickets cannot be purchased until the general sale window which opens on Wednesday 18th April. If you would like to discuss the options please contact the Ticket Office on 0117 952 4001.

### **Q4. When will I receive my Season Ticket?**

All new Season Tickets will be sent out to you via post before the start of the 19/20 season. Existing season ticket holders can just continue to use their current card.

### **Q5. Will I receive the voucher booklet as in previous seasons?**

No. Next season all supporters will have an electronic card as opposed to a voucher booklet to enter the stadium. Any season ticket holder specific offers will be communicated to you without the need for the exchange of a voucher. All cup games can be added to your season ticket card if purchased additionally.

### **Q6. Can I pay by instalments?**

Yes. The option to spread the cost of your Season Ticket over 10 months is available with Zebra Finance and will be subject to status and the usual credit checks.

### **Q7. Are there any seats on the terrace?**

No. All terrace areas are standing only, we ask all supporters that are unable to stand for long periods of time, to look at our seating options in the West, East, South and South West Stands.

### **Q8. As a Season Ticket Holder can I move my seat for individual games?**

You can move your Season Ticket for an individual game if you are purchasing an additional ticket alongside it. You can do so by calling the Ticket Office on 0117 952 4001. This policy will also apply for specific supporter offers to 'Bring a Friend'. If you are moving to a more expensive area, you will be charged the relevant price difference. A paper ticket will be issued when your seat is moved and your card will be de-activated for that fixture.



**Q9. Can I upgrade my Season Ticket for individual games?**

You can only upgrade a Junior or Concession Season, however you will be required to pay a fee to upgrade the seat to the new price category.

**Q10. Are cup games loaded onto my Season Ticket card & does this still happen if I choose a seat that is not my own?**

Your Season Ticket card is valid for League games only. You have the option purchase cup games additionally and provided that you are in the same seat or on the same terrace then this can be added to your card. However, if you are moving to a different part of the ground, a paper ticket will be issued for this fixture and your season ticket card will not be activated.

**Q11. What happens if I forget/lose my Season Ticket?**

If your Season Ticket is lost or stolen, please contact the Ticket Office as soon as possible so that replacement can be issued. Please note there is a £5 charge payable to replace lost or stolen cards.

**Q12. How do I update my contact details?**

All supporters that have received a renewal email, can update their details via the website here. However, if you do not currently have a log-in to the site, please contact our ticket office on 0117 952 4001 and they will be able to update your details over the phone.

**Q13. Can I have a paper match ticket printed to replace my Season Ticket card?**

If you forget to bring your Season Ticket card to a home game, you will need to go to the Ticket Office where a replacement paper ticket can be issued. A £5 charge is payable for any replacement paper tickets.

**Q14. Can I come to The Memorial Ground to look at seats?**

Yes, on an appointment basis. If you would like to arrange a seat viewing, please contact the Ticket Office in advance to book an appointment.

**Q15. Can I share my Season Ticket with a friend?**

Season Tickets are for the sole use of the named supporter. If you are unable to attend a game and would like a friend to use your ticket, you will need to request this in writing by emailing [ClareMcDonagh@bristolrovers.co.uk](mailto:ClareMcDonagh@bristolrovers.co.uk) so a paper ticket can be issued. Please note a £5 charge is payable for paper tickets.

**Q16. Will I receive a discount on my season ticket as a Helpline Member or Supporters Club Share scheme Member?**

No. These discount have been removed, however members of these groups will instead receive a retail voucher of a comparable value.

**Q17. Will I get sent a new card in the post?**

No. Existing season ticket holders who renew will have next season loaded onto their current cards. If you do not renew your season ticket then your card will not work when you arrive at the stadium.

**Q18. How do I purchase my season ticket online?**

Purchasing online is the easiest way to renew. Simply visit our online ticketing site [here](#) and follow the step by step process that can be found [here](#).

**Q19. What is included in my Season Ticket?**

Your season ticket entitles you to access to all SkyBet Home League One fixtures only.

**Q20. Can I change the name on my Season Ticket?**

Season Tickets are for the sole use of the named supporter. If you are unable to renew and would like a friend to use your ticket, you will need to request this in writing by emailing [ClareMcDonagh@bristolrovers.co.uk](mailto:ClareMcDonagh@bristolrovers.co.uk)

**Q21. Can I purchase a Season Ticket after the initial renewal phase?**

Yes. However, the current renewal price is only valid until the 16th April. After this date, season ticket prices will increase as we go on general sale.

**Q22. What is the admin fee for when purchasing my Season Ticket?**

As in previous seasons there will be a £4 admin fee charged per season ticket purchased. This fee covers the administration of the ticket and will also cover the postage of your new card.

**Q23. Where is the Family Stand?**

The Family Stand is based on the East Terrace by the North Stand. The Family Terrace is on the opposite side of the ground on the North side of the West terrace. Both areas offer families the best value supporting the team next season.

