



STEP UP...

18/19 SEASON TICKETS

SEASON TICKET FREQUENTLY ASKED QUESTIONS

Q1. How do I purchase my Season Ticket?

You can purchase your Season Ticket through one of the following options;

- Online at www.brfctickets.com
- In person at the Memorial Stadium
- Over the phone on 0117 952 4001

Q2. When will I receive my Season Ticket?

All Season Ticket Cards will be sent out to you via post before the start of the 2018/19 season.

Q3. What is included in my Season Ticket?

Your Season Ticket entitles you to access all SkyBet Home League One fixtures only. You will also receive special offers and priority to purchase Cup and Away fixtures.

Q4. Can I pay by instalments?

Yes. The option to spread the cost of your Season Ticket over 6 or 9 months is available with Zebra Finance and will be subject to status based on the usual credit checks.

For the first time, this season you can complete this process online at; www.seasonticketfinance.com/bristol_rovers

Q5. As a season ticket holder, can I move my seat for individual games?

You can move your season ticket for an individual game only if you are purchasing an additional ticket alongside it. You can do so by calling the ticket office on 0117 952 4001.

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.

Q6. How can I activate my offers and purchase Cup games?

Your offers will be loaded on to your Season Ticket cards. Cup games can be purchased separately 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, you will be issued a paper ticket and your Season Ticket will be de-activated for that fixture.

Q7. 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 so a paper ticket can be issued and your season ticket card will be de-activated for that fixture. Please note a £5 charge is payable for paper tickets.

Q8. What happens if I lose/forget my Season Ticket?

If your Season Ticket is lost or stolen, please contact the ticket office as soon as possible so that a replacement can be issued and the old one becomes de-activated. If you forget your Season Ticket, you can let the ticket office know and they will print you a paper ticket, and your Season Ticket will be de-activated for that fixture. Please note there is a £5 charge payable to replace lost/stolen cards and for paper ticket print outs.

Q9. Can I come to The Memorial Stadium 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.

Q10. Is there a specific section for families?

Yes, there is a family stand at The Memorial Stadium. You can also find in the Fan Zone an entertainment area for families and kids.

Q11. What is the admin fee when purchasing my Season Ticket?

There is a £1.50 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.

For further information, please contact our ticket office on 0117 952 4001.