

**Q – I have seen that the Government have confirmed the return of football and we will be hosting 10,000 fans for our last home fixture of the season against Brighton, can I apply for tickets?**

A – This reduced capacity fixture will be on sale to members only. The majority of tickets will be sold to our season ticket holders who have made their Initial Payment and registered for the ballot. Silver, Red, Purple and JG members who renewed for the 2020/21 season will also be contacted regarding this fixture.

**Q – Can Gold and Platinum members still pay their Initial Payment and register for the ballot?**

A – Yes, to make your Initial Payment please call Fan Services on +44 (0)207 619 5000 (option 1) before midday (UK) on Friday 7<sup>th</sup> May 2021. Service centre opening hours are 9:30am-5pm, Monday-Friday. If your seat is situated on Club Level, please call on 0345 262 0001 (option 2), Monday-Friday 9am-5pm

**Q – Can I confirm that my Initial Payment will be deducted from my renewal fee for the 2021/22 season?**

A – Yes, that is correct.

**Q- Why are we holding an allocation for Silver, Red, Purple and JG members when so many season ticket holders will miss out due to the limited capacity?**

A – A small percentage of our capacity will be balloted amongst our paid match by match membership levels who renewed for the 2020/21 season. This is a token allocation and an acknowledgement to our appreciation to these members for renewing in such uncertain times.

**Q- What areas of the stadium will be open for this fixture?**

A – We will be opening all levels of the stadium for this fixture.

**Q – Will I be balloted into the price point of my season ticket as originally advertised?**

A – For this fixture Gold members may be balloted into any available tier of the stadium within the general admission area. Premium Members may be balloted into any available block within the Premium tier.

**Q – How much will tickets cost the Brighton & Hove Albion fixture?**

A – Please see the price list below which is relevant to the Brighton & Hove Albion fixture only.

#### **Club Level**

Club Level Adult £90

Club Level Disabled £45

#### **Upper Tier**

Upper Tier Adult £35.50

Upper Tier Disabled £17.75

Upper Tier Junior Gunner £13.75

Upper Tier Senior/Cannon £15

#### **Lower Tier**

Lower Tier Adult £25.70

Lower Tier Disabled £12.85

Lower Tier Junior Gunner £9.90

Lower Tier Senior/Cannon £11.15

**Q – Can I choose my location and the maximum price that I want to pay?**

A – It is our intention to ballot members into the area of the stadium that their season ticket is normally situated and charge a set price for that area.

**Q – What percentage of the capacity will be allocated to Silver, Red, Purple & JG members?**

A – We have made the decision to ballot 5% of the allocation split between all renewed match by match membership levels for the 2020/21 season.

**Q – How much is the Initial Payment for Gold Members?**

A – The Initial Payment is equivalent to the behind closed doors credit and any unused cup tie credits from the 2019/20 season. Any combination of this 2019/20 credit, any accumulated ticket exchange monies and / or a debit or credit card can be used to make the Initial Payment.

Please be reminded that your Initial Payment will be deducted from your 2021/22 renewal fee. To make your Initial Payment, please call Fan Services on 0207 619 5000 (option 1) before the deadline of midday (UK) on Friday 7<sup>th</sup> May 2021.

**Full Initial Payment prices:**

Area	Initial Payment Value
Family Enclosure - Adult	£ 210.14
Family Enclosure - Cannon	£ 90.52
Family Enclosure - Disabled	£ 105.07
Family Enclosure - Junior	£ 68.32
Family Enclosure - OAP	£ 90.52
Lower Behind Goal	£ 210.14
Lower Behind Goal - Disabled	£ 105.07
Lower Centre	£ 229.29
Lower Centre - Disabled	£ 114.65
Lower Corner	£ 210.14
Lower Corner - Disabled	£ 105.07
Lower Wing	£ 210.14
Lower Wing - Disabled	£ 105.07
Upper Behind Goal	£ 298.06
Upper Behind Goal - Disabled	£ 149.06
Upper Behind Goal (Back)	£ 245.54
Upper Centre	£ 417.68
Upper Centre (Back)	£ 316.38
Upper Centre (Back) - Disabled	£ 158.22
Upper Centre (No EL)	£ 396.42
Upper Corner	£ 280.17
Upper Corner - Disabled	£ 139.87
Upper NTC	£ 316.38
Upper NTC (Back)	£ 280.17
Upper NTC (No EL)	£ 306.40
Upper Wing	£ 280.17
Upper Wing (Back)	£ 245.54
Upper Wing (No EL)	£ 280.17

**Q – How much is the Initial Payment for Premium Members?**

A – The Initial Payment is equivalent to the behind closed doors credit from the 2019/20 season. Any combination of this 2019/20 credit, any accumulated ticket exchange monies and / or a debit or credit card can be used to make the Initial Payment.

Full Initial Payment prices:

Initial Payment Season 2020-21	
SEAT TYPE	PER SEAT INC. VAT
Corner	£440.80
Behind Goal	£451.20
Midfield	£610.40
Halfway Line	£872.00
Disabled Member	£220.00

Initial Payment Season 2020-21 - The WM	
MEMBERSHIP TYPE	INITIAL PAYMENT PER COVER INC. VAT
The WM Table	£1,039.20
The WM Booth	£1,088.80

Initial Payment Season 2020-21 - The Avenell Club	
MEMBERSHIP TYPE	INITIAL PAYMENT PER SEAT INC. VAT
The Avenell Club	£1,435.20

Please note, if you have already paid in full for the 2020/21 season, you do not need to take any action as you will automatically be entered into the ballot and rebated for any match tickets for which you are unsuccessful. If you have any questions, please contact the Platinum Memberships Team on 0345 262 0001 (option 1) or call +44 (0)20 7619 5005 if you are based outside of the UK.

**Q - What are my chances of success?**

A – We are unable to give clear clarity on exactly what fans’ chances are of success at this stage. given members can opt-in and -out up until the deadline.

**Q – If I was successful in the ballot for the Burnley fixture, will I be excluded for the Brighton fixture?**

A – As previously communicated, prioritisation for tickets will be given to Ballot Registered Members who were not successful in the ballot for the Burnley fixture.

**Q – If I have registered myself / my group for the ballot originally, will I automatically be included in ballot for the Brighton & Hove Albion fixture?**

A- Yes, no action is needed.

**Q – Is there a deadline that I need to register before to be included in the ballot for the Brighton & Hove Albion fixture?**

A – Any member who wishes to be included for the Brighton & Hove Albion ballot will need to complete the two-stage process of paying their Initial payment and registering their application before midday (UK) on Friday 7 May 2021.

**Q – I have already completed both stages of the ballot process by making my Initial Payment and registering my payment card, but I am not ready to return and do NOT wish to be included for the ballot, can I remove my registration.**

A – Yes, please login to your online account and withdraw your ballot application. This will withdraw your entire application. If your application consisted of more than one member and they wish to still be included, they will need to submit a new application and enter their payment details. The deadline to withdraw your application is midday (UK) on Friday 7 May 2021.

**Q – If I am successful in the ballot and do not wish to attend, can I get a refund?**

A – We will not be issuing any refunds. We advise that you remove your application from the ballot before midday (UK) on Friday 7 May 2021.

**Q – Can I be balloted into Club Level if my season ticket is situated in the lower / upper tier?**

A – No, we will be balloting Club Level members only into this area and we will not be balloting Club Level members into the lower / upper tiers.

**Q- Can I use Ticket Transfer to forward my ticket(s) to family or Friends within my network?**

A – No, this will not be necessary. You will need to complete the track and trace health questionnaire and at this stage you can assign the attendee to the specific seat if it differs from the named owner.

**Q – Will I be able to buy food and drink for the Brighton & Hove Albion fixture?**

A – Yes, we will have soft drinks and limited food available in the General Admission areas. On Club Level we will be operating table service only with limited food and beverage options.

**Q - If I have outstanding Ticket Exchange funds from the 2019/20 Season, can I use this to pay for tickets which are issued to me in the ballot?**

A – No. You are required to enter a payment card when you register which will be charged once you have been assigned seat(s).

**Q – Will my payment card be charged, and the tickets issued automatically if I am successful in the Brighton & Hove Albion ballot, or will I need to login and complete the purchase?**

A – Your card will be charged automatically once the ballot has been completed.

**Q – How will I be notified that I have been successful in the ballot?**

A – An email notification will be sent to the lead registrant if you are successful, and your tickets will be emailed at a later stage for you to print off or download to your mobile device to gain entry.

**Q – I had previously registered for the ballot, but my submitted payment card has now expired / been replaced, how do I update my payment details?**

A – Please withdraw your online application and resubmit a new request before midday (UK) on Friday 7 May 2021.

**Q – Can I still apply for finance to pay my Initial Payment?**

A – We are no longer offering this service.

**Q – What is the maximum group size Platinum and Gold members can register for the Brighton & Hove Albion ballot?**

A – You can register up to four people who have made their Initial Payments and whose season tickets are situated in the same area of the stadium. It is your responsibility to ensure that your group is adhering to current UK Government guidelines that are imposed.

**Q – Are you balloting each Platinum and Gold member in their registered group or as individuals?**

A - We will be balloting in group(s) (maximum 4) to ensure that fans who register as a group will not be attending alone. If your group is successful for the Brighton & Hove Albion fixture, it is our aim to allocate you seats within your seasonal tier or the best available. If you register for the ballot as an individual, you will be balloted as an individual.

**Q – I hold seats which are not in my name. How can I inform the club of the person using my season ticket for the 2020/21 season?**

A – A track & trace form and health questionnaire will be sent to the email address assigned to each membership shortly after being charged for tickets you are successful for in the ballot. You will be able to assign the attendee on this form and forward them the e-ticket once received.

The information provided will only be used for matchday checks and will NOT update the information held against your season ticket.

**Q – I do not have a smart phone or a computer, but I would like to register for the Brighton & Hove Albion, how can this be done?**

A – Please call Fan Services on 0207 619 5000 (option 1) for further assistance before midday (UK) on Friday 7 May 2021. Opening times are 9:30am-5pm (Mon-Fri)

**Q - One or more of my group has a concessionary membership (senior citizen or child). Will I be able to apply for a concessionary priced ticket?**

A – If you hold a concessionary priced season ticket within the Family Enclosure, you will automatically be charged the concessionary price for your seat.

**Q – My season tickets are situated in the Family Enclosure, but I do not wish to bring my children into the stadium environment. Can I still register for the Brighton & Hove Albion ballot without my child/children?**

A – We appreciate that this might be a concern for members situated in the Family Enclosure, so we are not applying the usual rules. We are happy for you to register without your children for the Brighton & Hove Albion ballot.

**Q – Once I have been allocated a seat, can I ask that I am relocated to sit near friends / family members?**

A – No. The stadium will be fully optimised and configured within social distancing guidelines, so we will not be able to move your allocated seats.

**Q – Can you confirm if my membership card(s) will be activated for any tickets that I am successful for in the ballot, or will I be sent e-tickets to gain entry?**

A – No, membership cards will not be valid for this fixture. Successful applicants will be emailed a Ticketfast PDF that can be printed off or scanned on their mobile device to gain entry. Digital Ticketing will also be available as an option for this fixture and successful applicants will be able to add a digital ticket to their Apple or Android wallet to be used to gain entry to Emirates Stadium.

**Q – If I am successful in the ballot but my payment card does not authorise, how will I be contacted?**

A – We will contact you by email if your payment fails. Your allocated seats will be reserved for a 48hr period. If payment has not been processed within this allotted time, then your ticket reservation will be cancelled and offered to an unsuccessful member in the ballot for this fixture.