

Q - How do I enter the ballot?

A - Please login to your [online account here](#) to enter the ballot.

Q - Do I need to enter a payment card?

A - Yes. This is required to complete your ballot application.

Q - What is the deadline that I need to submit my ballot application?

A - You will need to submit a ballot application before midday (UK) on Friday 7 May.

Q - What is the maximum group size that I can register for in the ballot?

A - The maximum group size will be 2.

Q - How many tickets have been held for the Silver/Red members ballot?

A - We have held 250 tickets for each Silver and Red Member's ballot.

Q - If I am successful in the ballot, will my membership card(s) be activated to gain entry?

A - No, successful applicants will be emailed an e-ticket to print off to gain entry.

Q - I am applying with a Junior Gunner, but I wish to bring an adult friend, can I upgrade my junior ticket?

A - No, this will not be possible, please only apply with a Junior Gunner if they are intending to attend the fixture.

Q - Will I be balloted as an individual or as a group if applying with a fellow member.

A - You will be balloted as a group.

Q - Why can I only apply in groups of a maximum of 2 members?

A - Due to the limited stadium capacity we want to try and ensure that as many groups as possible get a fair chance at being successful and by limiting the groups to a maximum of 2, this improves our ability to supply as many members as possible.

Q - Can Silver and Red members register in the ballot together?

A - No, the only level of membership who can apply in both ballots in Junior Gunners, but they cannot apply in twice.

Q - If my payment fails, how do you contact me?

A - If your payment fails you will be informed via email and have 48 hours to pay for your ticket(s) before they are passed on another member who was originally unsuccessful.

Q - I will be registering with a Junior Gunner; Can I apply for a concession priced ticket?

A - Yes, we will have concession pricing available for Junior Gunners, Cannon and Senior Silver/Red members. Please note that there will be no upgrades and you should only apply for a concession if that member is attending.

Q - I am an adult member and I want to apply with a Senior/Cannon member, is this possible and will they receive the concession price?

A - On this occasion we will allow you to apply with a Senior/Cannon member(s) with having a Junior Gunner present in the group and they will be able to receive a concession priced ticket. There will be no upgrades, so please only apply with a cannon/senior member if they are attending.

Q - Do I have to attend, or can I assign a family or friend to my ticket if I am successful in the ballot?

A - We expect the owner of the membership to attend, you will be asked to complete a health form and you can assign the attendee to that form, if you have a concession ticket, you can only reassign that ticket to a concession of the same age group.

Q - Can two Junior Gunner members under the age of 14 apply together for the ballot?

A - No, under 14s cannot attend a fixture unaccompanied by an adult, so any applications that do not meet the age requirements will be cancelled.

Q - Can Junior Gunners apply in both ballots?

A - No, any Junior Gunner members that apply in both ballots will be removed.

Q - Why are we not offering tickets to members based on their previous booking history?

A - As it is a home game and the tickets are limited, we wanted to give all our members a chance or applying for a ticket.

Q - I did not renew my membership for the 20/21 season, can I register for the ballot?

A - This ballot is only available to members who joined or renewed for the 20/21 season.

Q - What areas of the stadium will be available to Silver and Red Members applying in the ballot?

A - Tickets will be situated in the upper tier of the stadium for the allocations held for Silver and Red Members.

Q - Will there be concession priced seating available all over the stadium?

A - Yes.

Q - How much will the ticket(s) cost for this fixture?

A - Please see the below price list.

Upper Tier

Upper Tier Adult £35.50

Upper Tier JG £13.75

Upper Tier Cannon/Senior £15

Lower Tier

Lower Adult £25.70

Lower Tier Junior Gunner - £9.90

Lower Tier Cannon/Senior - £11.15