

GREATER
TOGETHER



TERMS & CONDITIONS

The age of applicants on 1st September 2020 will determine discount qualification for season ticket(s), categories are defined as follows;

- **Adult** - Born between 02/09/60 - 01/09/1998 (18-59)
- **Concessions:**
 - **Disabled** (Proof of medium-high living disability allowance or equivalent PIP Award)
 - **Students** with valid ID Card
 - **60 & over** - Born on or before 01/09/1960
 - **Ex / Current Serviceman** (with a Defence Discount Service Card)
 - **Emergency Services** (with a Blue Light Card)
- **Under 18** - Born after 01/09/2002
- **Under 12** - Born after 01/09/2008

Concessions have a duty to inform the Club if circumstances change, and upgrade remaining tickets. Proof of qualification for Concessions must be carried at all times. Failure to provide proof may result in sanctions being imposed which may include, but not limited to, ejection and banning from the Stadium without refund.

The Club reserve the right to request each Season Ticket holder provides proof of identification in the form of a Driving License, Passport or valid Photo ID Card upon entry or at any time within the Stadium footprint.

Fixtures

Season Tickets provide admission to 23 First Team home league matches. Season Tickets are not valid for away matches, cup matches or play-off matches, but will provide you with ticket priority for any such fixtures.

The Club reserve the right to amend the date, time and venue of any publicised fixture for any reason without prior notification or reimbursement of any such costs.

If capacity is limited for any reason, the Club will determine priority order of attendance, but Season Ticket Holders will have priority over non-Season Ticket Holders.

Entry into any game is not guaranteed and should the club be advised or instructed to play any game behind closed doors for any reason, a streaming pass or credit shall be provided at the discretion of the Club.

Payment Plan

The Payment Plan option is only available online. Should a payment fail for any reason your season ticket(s) will be suspended for a period of 3 working days. Should payment not be received during this time period your Season Ticket will be cancelled. Should your payment fail on 3 occasions your season ticket(s) would be cancelled immediately with no option to reactivate.

No refunds will be provided for payments already received for Season Tickets cancelled due to failed payments. Payment instalments will be taken on the same monthly date as the initial payment.

Seat Allocation

Season Tickets will be allocated on a first come first serve, best availability premise. Season Ticket Holders seats which have been assigned for the 2019/20 season are not automatically guaranteed for the 2020/21 season, but shall be reserved for the 2021/22 season subject to restrictions and regulations at the time of sale.

The Club reserve the right to move your Season Ticket to another equivalent area of the Stadium for nominated matches, as directed by the police, for television requirements or for any other reason.

Additional Charges

- Prices displayed include VAT at 20% and are subject to change at the Club's discretion.
- The Club reserve the right to charge a fee for upgrading tickets.
- Any lost Season Ticket cards shall be replaced at a replacement fee of £10.00.
- Seat stickers for the 2020/21 season shall be provided free of charge, personalisation is unavailable.

Acceptance of Terms

By applying for a Season Ticket you are indicating that you have read, understood, accepted and agreed to abide by the Ground Rules and Regulations, and The Lamex Stadium Supporter COVID Code of Conduct (copy attached to Season Ticket Application, available on request and at stevenagefc.com).

In the event that a Season Ticket Holder sustains a ban from the stadium for breaching ground regulations or the Supporter COVID Code of Conduct, no refund will be given.

Remittance

Season Tickets may be purchased by cash or by all major credit/debit cards, except American Express. All cards are subject to a £2.50 fee when booking online or over the phone. 2020/21 Season Tickets will be processed online, by phone or in person. Postal applications shall not be accepted. Season Ticket access cards will be available in advance of the first league game.

Inclusion Policy

Stevenage Football Club is an inclusive club which welcomes people from all backgrounds. We have a zero tolerance policy on abusive and discriminative behaviour. By becoming a Season Ticket Holder, you agree to comply with our Customer Charter & Ground Regulations. See www.stevenagefc.com for details.