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# 2020/21 SEASON TICKETS FAQS

## Streaming

### What are the streaming services being provided as part of my Season Ticket?

In the event that any home fixtures included as part of your Season Ticket are played behind closed doors, or with a reduced capacity (that affects your purchase) during the 2020/21 season as a consequence of the COVID-19 pandemic, it will be our intention (subject to governing body permissions) that you will be provided, free of any charge, a streaming voucher to view the fixture.

### Is a cash refund available for matches Season Ticket Holders who can't attend due to coronavirus, should they choose not to use the streaming service or are unable to?

No. Whilst we appreciate that not all supporters may wish (or be able to make use of) streaming services, there will be no price reduction or cash refund available in the event a fixture must be played behind closed doors.

### Will there be any change to the price of my Season Ticket as a result of a game being played behind closed doors/using a streaming service?

No. The price communicated by the Club will remain the same. Whilst we appreciate that supporters will be disappointed not to be able to support the team at The Lamex Stadium for every match, a streaming service (subject to governing body approval) will ensure that Season Ticket Holders will not miss out completely on the action in these unprecedented times.

### What matches would I be able to stream, should games be played behind closed doors?

All home games included within your Season Ticket which have to be played behind closed doors or with a reduced capacity as a consequence of the COVID-19 pandemic will be available to stream, subject to governing body approval.

## Stadium Capacity Reduction & Behind Closed Door Matches

### How will the club determine which Season Ticket Holders are allowed into The Lamex Stadium in the event of a reduced capacity being required?

Season Tickets will be sold based upon the following order of priority:

THURSDAY 27TH AUGUST 2020 - MONDAY 31ST AUGUST 2020	SFC Shareholders and those Season Ticket Holders (STH) that donated their game credit back to the Club, choosing Option A in the STH direction letter.
WEDNESDAY 2ND SEPTEMBER 2020 - FRIDAY 4TH SEPTEMBER 2020	STH that chose to take 6 game credits or tickets, choosing Option B or C in the STH direction letter.
MONDAY 7TH SEPTEMBER - TUESDAY 8TH SEPTEMBER	2019/20 SA Members
WEDNESDAY 9TH SEPTEMBER	Bondholders
THURSDAY 10TH SEPTEMBER	General Sale in advance of games

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## **Will I be able to sit in my normal seat for every home fixture?**

Unfortunately it will not be possible to allocate Season Ticket Holders their normal seats due to social distancing measures, as a the requirement to relocate substitutes, press and hospitality guests within the West and North Stands. However, all 2019/20 Season Ticket seats will be held and reallocated back to their original holders for the 2020/21 season (subject to operational restraints) irrespective of if a Season Ticket is renewed this season.

## **Shielding Supporters**

**I'm not comfortable returning to the stadium because I'm shielding/vulnerable. What will happen to my Season Ticket?**

For those supporters unable to renew their Season Ticket due to COVID-19 related medical circumstances, we shall reserve your seat and hold it for you for the 2021/22 season no payment shall be required this season.

## **Seat Relocations**

**Can I relocate my seat?**

Season Ticket seats will be allocated on a first come first served best availability basis. All 2019/20 Season Ticket seats will be reserved for the 2020/21 season subject to operational restrictions.

## **Disabled supporters**

Due to changes in stadium policy, all disabled supporters will be assisted on an individual basis. Stadium changes and requirements may affect disabled access areas. Supporters can contact us now via email at [lindsay@stevenagefc.com](mailto:lindsay@stevenagefc.com) or via phone on 01438 223223.