

2021-2022 Season Tickets '#HomelsWhereTheHeartls' – Terms & Conditions

General

1. All season tickets (be it electronic or physical) are issued subject to these terms and conditions and use of the season ticket to access the Stadium will be deemed to be an acceptance of these conditions.

2. Season tickets can be purchased online at <https://www.eticketing.co.uk/walsallfc> using a credit card or debit card.

3. Should a supporter require finance, the option to pay by monthly instalments is also available.

4. Season tickets will be issued either as an electronic download onto a Supporter's smart phone or as a physical season ticket card.

5. Prices include VAT at 20% and relate to the Club's English Football League Home matches only (play-off matches / cup / friendly games are not included).

6. Season tickets are for the use of the season ticket holder only. They should not be resold under any circumstances.

7. Season tickets are allocated to a specific seat and are non-transferable. Season ticket holders can only transfer to an alternative seat on medical grounds or at the discretion of the Club.

8. In areas of the Stadium where concessionary tickets apply, proof of age must be provided.

9. The Club reserves the right to refuse entry where, in the opinion of the Club, a person attempts to gain admission using a concessionary season ticket and does not fulfil the condition of issue on such a season ticket.

10. Any season ticket card stolen will only be replaced if an application is received in writing, explaining the circumstances in which the season ticket card has been stolen, and including a crime number issued by West Midlands Police. An administration charge of £15.00 will apply.

11. Season tickets must be produced on reasonable demand of Club officials and matchday stewards.

12. The Club reserves the right to refuse season ticket applications or to demand the surrender of season tickets forthwith in the event of terms and conditions of sale not being adhered to or where there has been any breach of Ground Regulations by the holder. In such circumstances, compensation will not be paid.

13. Ground Regulations are displayed at the Ticket Office.

14. The Club reserves the right where, for safety reasons, visiting supporters have to be allocated the entire Community Stand, to relocate

season tickets holders in this area to alternative seated accommodation.

15. The Club reserves the right to relocate season ticket holders to alternative seated accommodation in order to accommodate Television cameras in the event a game is selected for TV coverage.

16. Match dates and kick off times will be announced via the Club's official media channels and may be altered at short notice.

17. No refund will be issued in respect of matches not attended by the season ticket holder for any reason whatsoever.

18. The season ticket remains the property of the Club at all times and the Club reserves the right to withdraw it for any reason they see fit.

19. It is a breach of Ground Regulations for spectators to stand in the seated area.

20. The Banks's Stadium is a no smoking venue.

Senior Citizen Season Ticket (Over 60 years)

1. Supporter must be over the age of 60 on 1st August 2021 to qualify.

2. Proof of age will be required and must be photo ID.

3. Senior citizen season tickets are available in the HomeServe Stand, the Community Stand and Blocks J & K of the Poundland Stand only.

Young Person Season Ticket (Under 21 years)

1. Supporter must be under the age of 21 on 1st August 2021 to qualify.

2. Proof of age will be required and must be photo ID.

3. Young person season tickets are available in the HomeServe Stand, the Community Stand and Blocks J & K of the Poundland Stand only.

Saddlers Crew Season Ticket 'Cash Back Scheme' (Under 18 years)

1. Supporter must be under the age of 18 on 1st August 2021 to qualify.

2. Proof of age will be required and must be photo ID.

3. Season ticket must be purchased during the '#HomelsWhereTheHeartls' season ticket campaign – 21st June 2021 to 18th July 2021 inclusive.

4. The initial cost of the season ticket will be £69.00.

5. The initial cost of the season ticket will be electronically refunded to the supporter at the conclusion of the 2021-2022 season at a pro-rata rate of £3.00 for every First Team Home League game attended by the supporter

during the season. For example, should the supporter attend 10 matches during the season, they will receive a total refund of 10 x £3.00 = £30.00.

6. For the avoidance of doubt, the £3.00 refund will not be issued in respect of matches the supporter does not attend for any reason whatsoever. Their £3.00 refund in respect of a 'missed' game will be forfeited.

7. The option to pay in monthly instalments is not available for a Saddlers Crew season ticket, unless purchased together with a full paying adult.

8. Saddlers Crew season tickets are available in the HomeServe Stand, the Community Stand and Blocks J & K of the Poundland Stand only.

Swiftly's Squad Season Ticket (Under 12 years)

1. Supporter must be under the age of 12 on 1st August 2021 to qualify.

2. Proof of age will be required and must be photo ID.

3. There is no charge for a 'Swiftly's Squad' season ticket.

4. To qualify, the supporter must be accompanied by a parent or their legal guardian who at the same time must have purchased an Adult or a Senior Citizen season-ticket.

5. Swiftly's Squad Season Tickets are available in the HomeServe Stand, the Community Stand and Blocks J & K of the Poundland Stand only.

Covid-19 Restrictions

1. Season tickets will be selected and sold on the basis there will be no UK Government imposed 'Covid-19 restrictions' affecting social distancing and/or the Club's maximum capacity for the 2021-2022 season ("the purchased season ticket seat").

2. In the event Covid-19 restrictions are imposed on the Club and social distancing is required, season ticket holders will be allocated an alternative seat ("the alternative season ticket seat").

3. The Club will endeavour to allocate the alternative season ticket seat in the same stand as their purchased season ticket seat but this may not always be possible.

4. In the event the season ticket holder does not want to take up their allocated season ticket seat then they will be entitled a pro-rata refund for all matches their purchased season ticket seat is not available.

5. In the event Covid-19 restrictions mean a match has to be played behind closed doors (i.e. no

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public admission) then the season ticket holder will be entitled to a) claim a pro-rata refund for all matches that are played behind closed doors, or b) accept an *iFollow* live stream and a digital programme for all matches that are played behind closed doors as compensation for being unable to attend in person.