

## FREQUENTLY ASKED QUESTIONS – 2024/25 SEASON TICKETS

### ***When do season tickets go on sale?***

Early Bird Season Tickets go on sale on Friday 1<sup>st</sup> March 2024. Supporters will be able to take advantage of discounted rates until midnight on Monday 1<sup>st</sup> April 2024. Season Tickets will then be available at the standard rates thereafter.

### ***How do I buy a season ticket?***

Supporters will be able to buy their season tickets online via our e-ticketing site <https://www.eticketing.co.uk/walsallfc>, over the phone and via the Ticket Office window. Should you encounter any problems buying a season ticket online, please call the Ticket Office helpline on 01922 651 416; available Monday-Friday 9am-4.30pm and they will be happy to assist you.

### ***How do I access the club's e-ticketing site and how do I use it?***

Head to <https://www.eticketing.co.uk/walsallfc> to purchase your tickets. We will be publishing step-by-step guides on how to purchase on the site prior to season tickets going on sale and they will be re-shared throughout the campaign across our media channels.

### ***Will I need to have an account on e-ticketing?***

Supporters who have previously purchased tickets on our e-ticketing site will already have an account. Anyone who hasn't used the service before will be able to create an account.

### ***Can I buy more than one season ticket at once?***

Yes. You can buy more than one season ticket at once. You can hold multiple tickets on your phone and cards will also be issued. You can add friends and family to your network on our e-ticketing site. We will also be publishing a guide on how to do this prior to season tickets going on sale and it will be re-shared throughout the campaign.

### ***Will I get a season ticket book?***

Supporters no longer receive a physical season ticket book unlike previous years. Instead, your season ticket will be downloadable onto your smartphone and the QR code will be scanned at the turnstile. Supporters will also receive a physical season card which can be used at the relevant access points around the stadium should you not have access to a smartphone.

### ***How do I download my season ticket onto my smartphone?***

We will be publishing a guide on how to do this prior to season tickets going on sale and it will be reshared throughout the campaign.

### ***Will I be able to print off my season ticket at home when it is sent to me?***

You will **not** be able to print off your season ticket. It can only be downloaded to your smartphone. Your physical season card will also be another way to gain access into the ground on matchdays should you not have access to a smartphone.

### ***Can I spread the cost of my season ticket?***

Yes. You will be able to spread the cost of your season ticket via monthly instalments by selecting the Premium Credit option when in the checkout on the e-ticketing site. Please note, this option is only available online.

### ***Will 2023/24 season ticket holders' seats be reserved for the coming season?***

Yes, if you had a 2023/24 season ticket your current seat will be reserved until **30th June 2024**.

***If I am part of the Junior or Swifty Squad Season Ticket, will I still get £4 or £1 at the turnstile for every match I attend?***

As the Poundland Bescot Stadium is now a cashless stadium, Junior and Swifty Squad season ticket holders will not receive £4 or £1 in cash on the turnstile but they will still be refunded £4 or £1 for every match they attend. The money accumulated from games attended will be refunded at the end of the 2024/25 season.

***Can I purchase a Albert McPherson pass?***

Albert McPherson passes will be available for purchase for the 2024/25 season. These will be made available to existing Pass holders in the first instance before going on general sale. More details on this will be communicated in due course.

***Will the 1888 Lounge be open?***

1888 Season Tickets will also be on sale from Friday 1<sup>st</sup> March 2024. Details will be publicised prior to season tickets going on sale. For any further queries, please email our Commercial team via [commercial@walsallfc.co.uk](mailto:commercial@walsallfc.co.uk).

***Will there be any other hospitality packages on offer?***

Yes, there will be.

For more details on hospitality packages please email our Commercial team via [commercial@walsallfc.co.uk](mailto:commercial@walsallfc.co.uk).

***What if I purchase a ticket for the incorrect age category?***

Supporters **must** ensure they purchase tickets for the correct age category. If, for example, an adult supporter arrives at the turnstile with a junior ticket you will be refused entry into the stadium.

***I purchased car parking for the 2023/24 season. Will it be rolled over to the new season?***

Supporters who purchased a car park season pass will have until **30th June 2024** to renew their pass. Any passes not renewed by this date will then be released for general sale.

***When will I receive my season ticket download/season card?***

Supporters will receive their season ticket via email and physical card through the post in plenty of time ahead of the 2024/25 season. Confirmation of dates will be publicised in due course.