

Ticketing Policy

We hope that the Club's detailed ticketing policy, as set out on the ticketing section of the official website, will answer the great majority of queries relating to season tickets. For matches which are arranged at short notice or are all-ticket, the Club will publicise the arrangements for buying tickets on the Club's official website, the local press, Twitter, Facebook and other social media channels.

Entitlement to tickets for home Cup and playoff games

Football Club Members and Season ticket holders will be allocated, on application, one ticket only for each home Cup or playoff game, that is designated as being an all ticket game at the price advertised, provided the application received is in accordance with advertised instructions published on the official website, in the match day programme and/or in the local press. Twitter, Facebook and other social media channels Where possible, season ticket holders will be allocated their usual seat or terrace. Football Club Members and Season ticket holders will, where possible, be given time to make preferential applications before all remaining tickets go on general sale. Subsequently, tickets will be available on a first-come, first-served basis, except that the Club reserves the right to retain some tickets for allocation to playing staff.

Entitlement to preference for tickets to away games

When we are asked to sell tickets for an away game that is designated as being an all ticket game, Football Club Members and Season ticket holders will be given preference on applications at the rate of one per season ticket unless agreed otherwise where possible, but no guarantee of allocation can be given in cases where the number of applications from season ticket holders exceeds the number of tickets issued to the Club by the home team. The Club reserves the right to set aside some such away tickets for players. When we are selling tickets to a restricted access away game, full details will be published on the official website, in the match day programme and/or in the local press, Twitter, Facebook and other social media channels.

Sale of Season Tickets

The ticket is valid for Football Conference South League fixtures and any home Reserve matches specified for the season showing on the face of the season ticket. The conditions of purchase are:

- The person named on the ticket must present the ticket at the appropriate turnstile.
- The ticket is not transferable.
- The ticket guarantees the holder the right to purchase a ticket in the event of any all-ticket home Cup ties and Play-Off games. It should be noted that FA and League regulations state that all season ticket holders must pay full admission for these ties.
- In the event of lost tickets the Club will charge a £10.00 administration fee a replacement ticket.

Refunds on season tickets

Refunds on season tickets will not normally be made. Refunds on tickets for specific matches will be at the discretion of the Club.

Away fans

The Club abides by Football League and Football Association and Football Conference regulations governing the allocation and pricing of tickets to visiting clubs. The Club will not charge admission prices to supporters of a visiting club which are higher than those charged to our own supporters for comparable accommodation. Concessionary rates offered to our own supporters who are over 65,

students or under 16 also apply to supporters of a visiting club. We reserve the right to charge normal adult match day admission prices in the absence of proof of qualifying for a concessionary rate.

Disabled fans

Disabled fans pay the normal ticket price for the area of the ground where they will be accommodated, depending on their age. A qualified carer accompanying a disabled fan will be admitted to the stadium free of charge. Further information on disabled access may be obtained from the Club office.