



FLEETWOOD WANDERERS LTD T/A FLEETWOOD TOWN FOOTBALL CLUB (the “Club”) ONWARD CARD HOLDERS FAQs

1. Am I guaranteed access to league matches as an Onward Card/Season ticket holder?

Yes. All season ticket holders will be prioritised as match attendees. We are confident all season ticket holders will have access to all league matches that take place which.

2. Season Ticket renewals – Can I guarantee my seat?

We will hold your seat from last season, and it will be auto renewed on 1 July at the end of the relevant season by the same payment method you had in place the previous season i.e., full or monthly payments. If it is not auto renewed, we cannot guarantee the same seat.

3. How can I purchase my Onward Card/Season ticket?

An Onward Card/standard Season ticket can be purchased as follows:

- Online via the club website, see instructions below; or
- Pay by card, over the telephone – 01253 775070; or
- At the ticket office at Highbury (identification will be required). Ticket office opening times; Monday – Friday 9am – 5pm.

3.1. Purchasing a new Onward Card/Season ticket.

- Go to <https://store.fleetwoodtownfc.com/tickets>
- Pick an available seat and then category and go to checkout.
- At the checkout, you will need the following details per Onward Card/season ticket holder.
 - Season Ticket Holders First Name
 - Season Ticket Holders Last Name
 - Date of Birth
 - Email
 - Contact Number

Please note that when you attend any match you may be required to provide identification.

3.2. Onward Card Hospitality season ticket.

You can email our Commercial Executive Sam Heaney on email sam.heaney@fleetwoodtownfc.com or call him on **0161 775080**.

4. Which games can I attend?

Onward Card holders/Season Ticket Holders will have their chosen seat or space reserved for all home league fixtures in the 2021/2022 season. Cup fixtures are not included in this; however, Season Ticket Holders will be given priority in any restricted capacity fixture & cup games.

5. Can I change my seat to another seat in the same or another stand?

Yes, if you wish to relocate and move to another available seat this can be undertaken. Please email tickets@fleetwoodtownfc.com.

6. When renewing or purchasing an Onward Card/Season ticket, can I buy another season ticket/s for someone else?

Yes, you can purchase additional seats for someone else either in your or their name.

7. How do I purchase a disabled and carer Onward Card/Season ticket?

You can renew or purchase the Onward Card/Season ticket in the same way as standard ticket as set out at 3 above. You will also need to bring Identification with you when purchasing your Onward Card at the ticket office, or if you purchased online, you will need to bring your identification with you for the first match. Please note that you may be asked for your Identification on any matchday, so please make sure you have it with you for all matches.

8. How will I receive my Onward Card/Season ticket?

Both post and collection options are available. You can specify which you would prefer at the time of purchase.

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