

## **Barnet FC Season Ticket 2022/23 FAQs**

### **When can I buy my 2022/23 Season Ticket?**

2022/23 Season Tickets can be bought from Friday 8<sup>th</sup> July at 9am for 2021/22 season ticket holders and Monday 11<sup>th</sup> July at 9am for general sale.

### **How long does the Buy One Get One Free promotion last?**

Our BUY ONE GET ONE FREE promotion will be running up to Friday 5<sup>th</sup> August at 23:59pm.

### **What if I want my buy one get one free “friend” to sit next to me and that seat is already taken?**

You will have to wait until Monday 11<sup>th</sup> July at 9am for tickets to go on general sale to see whether the seat next to you becomes available. There is always the option to switch seats when you purchase to two available seats next to each other near to where you usually sit.

### **What stands will be available to buy season tickets in?**

Season Tickets will be available to purchase in the Legends Stand Blocks A to E and Hive Stand Blocks A & B for the upcoming season.

### **How can I pay for my season ticket?**

Supporters can select to use an upfront payment or spread the cost of their Season Ticket over 12 months.

### **How long is the contract for?**

Our Season Tickets run on a 12 month rolling contract regardless of whether you pay up front or monthly. As an example, if you buy a season ticket on 4<sup>th</sup> August 2022, this will run up until 4<sup>th</sup> August 2023. If season ticket prices increase, you will benefit by maintaining your monthly payment price from this season.

### **How does that work given that next season’s season tickets will be released around the beginning of July 2023?**

Quite simply, there is an option to auto-renew. The system will automatically be set to auto-renew which you must deselect if you don’t want to renew. Auto renewals will start a new 12 month contract but the payment value will change to the 2023/24 price. There is an option to cancel your season ticket however you can only cancel once the 12 months has expired.

### **Do the same rules apply for my extra buy one get one free season ticket?**

Yes they do!

### **Do I have to purchase my season ticket online?**

Yes. Season Tickets can only be bought online.

### **If I take you up on the promotion, do I pay for one season ticket in full and the other one is completely free?**

From a systems perspective, you are actually paying a reduced price for two tickets in your online order. As an example, if you buy an Adult Season Ticket for £396 and pay monthly, you will be making one monthly payment of £33.00 which covers the cost of both tickets.

### **Can I ever transfer my season ticket to someone else?**

Afraid not - season tickets are non-transferrable!

### **Can I collect my Season Ticket in person?**

No. Season Tickets will be posted out to you and will cost £4 for admin and postage.

### **Where do I go online to buy?**

Please visit [www.barnetfc.com/tickets-memberships](http://www.barnetfc.com/tickets-memberships)

### **Can I buy more than one Season Ticket?**

Yes, you're able to allocate more than one Season Ticket in your basket but each Season Ticket must be allocated to a different name and date of birth with an up to date headshot.

### **How do I upload a photo?**

Really easy! Log in to your Barnet FC account, select "edit my details", then select "photos" at which point you can either take a new photo or upload an existing photo. Clear headshots only please! Please also note that the Safari browser does not support the "take photo now" function but it does support the "upload photo" function.

### **If I am purchasing a Concession (U21 or 65+) or an Under-17 ticket, will I have to provide proof of age?**

Any concession or under-17 Season Ticket will be subject to proof of age. We will be running spot checks at all matchday turnstiles and reserve the right to ask for photographic proof where necessary.

### **How do I purchase a Season Ticket if I am a disabled supporter?**

Disabled supporters must pay for a full-priced Season Ticket relevant to their age category and will be entitled to a carer Season Ticket for free. To redeem this, please call the Ticket Office on 020 8381 3800 (Option One) Monday to Friday (excluding Wednesdays) between 10am and 5pm or email [tellus@thehivelondon.com](mailto:tellus@thehivelondon.com). Disabled supporters can of course benefit from the buy one get one free offer as well.

### **What happens if I would like to purchase an under-17 Season Ticket but turn 17 before the start of the season?**

The age you are at the time of purchase is what applies to your 2022/23 Season Ticket.

### **What do I do if I have issues purchasing my Season Ticket online?**

The Hive London's Membership Desk will be open Monday to Friday between 10am to 5pm for supporters who need help with their online purchase.

**I would like to move my Season Ticket seat to somewhere else in the stadium. Will I need to pay anything to move my seat?**

No, you can move your Season Ticket seat for free online when you purchase.

**I would like to attend the pre-season friendlies at The Hive London. Will I be able to sit in my season card seat?**

Yes, once you have purchased your season ticket, you will be able to use it for the home pre-season friendlies. You will receive your season ticket via email and post so if you attend a match and have yet to receive your physical season ticket, please make sure you have your phone/mobile device with your season e-ticket on to get access to the games. This can be printed out or collected from the ticket office on a matchday but if you are collecting, you will need to bring proof of your season ticket purchase with you along with a form of photo ID.

**What if I have a query or difficulty buying my Barnet FC 2022/23 Season Ticket?**

Please feel free to contact [tellus@thehivelondon.com](mailto:tellus@thehivelondon.com) and we will be more than happy to assist with any support you may require.