

# **WOLVERHAMPTON WANDERERS FC TICKET OFFICE**

## **MEMBERSHIP TERMS AND CONDITIONS 2020-21**



By purchasing My Wolves\*, Dribblers\* or Young Wolves\* or #WolfPack\* membership, you are deemed to have accepted and agree to be bound by these Terms and Conditions of use. Use of a smartcard to gain entry into the stadium is subject to the Club's ground regulations, which are displayed at turnstiles or can be viewed online at wolves.co.uk. By using a smartcard to enter the stadium you are deemed to have accepted and agreed to be bound by the Club's ground regulations. Use of the smartcard when making purchases is subject to the terms and conditions of purchase applicable to that item, which can be requested prior to completing the purchase.

#### Overall Terms & Conditions

1. My Wolves\* membership is valid for persons aged 17 or over. Dribblers\* is valid for 0 – 2 year olds, Young Wolves\* is valid for 3-11 year olds and #WolfPack is valid for 12 – 16 year olds. International Membership is valid for persons aged 17 or over and whose home address resides outside of the United Kingdom.
2. Subject to condition 1, season ticket holders shall be automatically enrolled to My Wolves\*, Dribblers\*, Young Wolves\*, or #WolfPack\*, or International\* membership schemes and their membership shall automatically be activated on their smartcards with exclusion of the relevant exclusive gift.
3. Enrolment to My Wolves\*, Young Wolves\*, #WolfPack\*, or International\* membership scheme for all other supporters is subject to a £35.00 or £20.00 annual membership fee. Enrolment to Dribblers\* is subject to a £15 annual membership fee.
4. My Wolves\*, Dribblers\*, Young Wolves\*, or #WolfPack\*, or International\* membership commences once the membership fee has been paid and received by the Club in cleared funds. Therefore, if paying by cheque, once the cheque has cleared.
5. My Wolves\*, Dribblers\*, Young Wolves\*, or #WolfPack\*, or International\* membership expires on 31st May each year regardless of the date of joining.
6. Membership is non-transferable and can only be used by the named individual as shown on the back of the card. The smartcard is issued for the Ticket holder's private use. The Ticket holder shall not resell, advertise for sale or transfer the smartcard to any other person for any purpose without the prior written consent of the Club.
7. Memberships are for the use of home supporters only. By applying for a My Wolves, Wolf Pack, Young Wolves, International\* or Dribblers membership, you warrant and represent that you are a home supporter

- and, in particular (but without limitation to the foregoing), that you are not a supporter of the opposing team at any such match.
8. If a member changes their postal address or email address registered with their membership, they must notify the Club's Ticket Office in writing of the change or email the Club at [ticketoffice@wolves.co.uk](mailto:ticketoffice@wolves.co.uk) as soon as reasonably practicable.
  9. If a membership is cancelled, subject to their statutory rights, their membership fee will not be refunded. All unused credit on the card will be invalidated from 2 weeks after the date of cancellation and their smartcard or My Wolves\*, Dribblers\*, Young Wolves\*, #WolfPack\*, or International\* membership on their smartcard deactivated.
  10. Lost, stolen, misplaced or damaged smartcards should be reported to the Club's Ticket Office immediately. The Club shall then de-register the lost, stolen, misplaced or damaged smartcard and, if requested by the member and subject to condition 10 and 11, re-issue the member with a replacement card.
  11. Replacement of a lost, stolen misplaced or damaged smartcard will incur a replacement fee of £10 which is strictly non-refundable and the replacement card will only be issued in the name of the original member.
  12. A smartcard remains the property of the Club at all times and must be produced for inspection upon demand, together with evidence of the Ticket holders identity, if required to do so by any official, steward or employee of the Club or any police officer.
  13. The Club is not liable, at any point, for any Wolves Cash which is fraudulently redeemed between the card being stolen or lost and then subsequently reported to the Ticket Office as being stolen or lost.
  14. The Club reserves the right to run membership joining incentive schemes from time to time without liability to existing members.
  15. The Club reserves the right to change or amend these Terms and Conditions at any time on giving the members 30 days' prior written notice using the contact details supplied by each member.
  16. If, at any point, you become a season ticket holder after purchasing a membership you will not be able to receive a refund for the fee paid for the membership.
  17. Upon becoming a My Wolves\*, Dribblers\*, Young Wolves\*, #WolfPack\* member or International\* member supporters will be awarded 100 loyalty points, which means that they will qualify for home and away match ticket purchase opportunities ahead of non-members in line with the Club's loyalty scheme. This priority period will occur in

advance of tickets going on 'general sale' to the public and during this period, the club reserves the right to offer such tickets for sale to such Members subscribed to the priority scheme using payment options determined by the club. There are a limited number of Priority tickets available for purchase via this method. Tickets will be sold on a 'first come first served basis'.

18. All supporters paying a £35.00 or £20.00 or £15 enrolment fee (i.e. non STH's) will be rewarded with Wolves Cash\* when purchasing home League match tickets using qualifying supporter numbers. Wolves Cash\* can only be earned on the purchase of a single ticket for each home fixture.
19. The Wolves Cash\* will then be held 'on account' until such time as the member wishes to redeem their Wolves Cash\* or their membership is terminated or expires. Wolves Cash\* earned through ticket purchases can only be spent on home League match ticket purchases and will only become valid once the match that has accrued the Wolves Cash\* has been played.
20. Wolves Cash\* is calculated at a minimum of 10% of qualifying spend for League match ticket fixtures. For example, a ticket purchased for £25 will earn a minimum of £2.50 of Wolves Cash\*. The amount of Wolves Cash\* awarded may vary by league match but will be at least 10% of qualifying spend as detailed above.
21. Members can redeem the accrued Wolves Cash\* of friends and family who are listed on their friend and family supporter registration in order to purchase home match tickets for them. This can be done either online or via the Club's ticket office.
22. Wolves Cash\* can be used in full as either part payment or full payment for home league match tickets. Any subsequent refund of tickets will result in any Wolves Cash\* originally used as payment for that ticket being reinstated. For the avoidance of doubt, refunds in actual currency will not be given for any proportion of tickets purchased using Wolves Cash\*.
23. Any proportion of a ticket purchased using Wolves Cash\* will not earn further Wolves Cash\*. For example a £25 ticket that was paid for using £10 of Wolves Cash\* and £15 on a credit card will entitle the member to £1.50 of Wolves Cash\* for the credit card payment element.
24. Purchasing of tickets using a credit/debit card will incur a booking fee of £1.50 per ticket, the only exception being if the ticket has been paid for by Wolves Cash\* in its entirety or if the ticket is booked online with

“card upload” option selected as delivery method. Wolves Cash\* is not earned on the booking fee element of any purchase.

25. Members can find out their Wolves Cash\* balance at any time by [logging in here](#), viewing their emailed monthly statement or asking one of Wolves’ Ticket Office staff.

26. To earn Wolves Cash\*, a member must present their smartcard (activated for the My Wolves\*, Dribblers\*, Young Wolves\*, #WolfPack\* or International\* membership schemes) or provide their supporter number and /or contact details at the point of purchase.

27. International membership is for overseas supporters only. If an International membership is purchased by a UK supporter the membership will be cancelled after checkout and a refund email confirmation will be sent.

28. Any discount codes associated with the purchase of your membership will be sent within 48 hours of purchasing to the email you provided (excluding weekends).

\* Season Ticket Holders receiving My Wolves\*, Dribblers\*, Young Wolves\*, #WolfPack\* or International\* membership benefits in conjunction with their season ticket purchase are not eligible to earn Wolves Cash on any match ticket purchases.