

# SEASON 2017/18 SEASON TICKET FAQ'S



## WHEN IS THE DEADLINE TO RENEW MY SEASON TICKET?

The deadline is Friday 19th May 2017.

## HOW MANY HOME MATCHES ARE INCLUDED IN MY SEASON TICKET?

Adult Season Tickets and 65+ Season Tickets are valid for 21 home matches, including all home SPFL league matches and such other home matches as nominated by the Club.

Under 13, 13-16, 17-18 and Student Season Tickets, are valid for 21 home matches, including all home SPFL league matches and such other home matches as nominated by the Club.

Under 13 Opt Out, 13-16 Opt Out, 17-18 Opt Out, Student Opt Out and Overseas Season Tickets are valid for a minimum of 19 and a maximum of 20 home matches: all home SPFL league matches, excluding any matches against Rangers FC, and such other home matches as nominated by the Club.

Under 13 Opt Out, 13-16 Opt Out, 17-18 Opt Out, Student Opt Out and Overseas Season Tickets **are not valid for home SPFL league matches versus Rangers FC.** Holders of Under 13 Opt Out, 13-16 Opt Out, 17-18 Opt Out, Student Opt Out and Overseas Season Tickets will have the opportunity to purchase a full price adult match ticket for entry to the Stadium for any such match(es).

Special Season Tickets for seats in Areas 115 to 118 and 416 to 419 are valid for a minimum of 19 and a maximum of 20 home matches: all home SPFL league matches, excluding any matches against Rangers FC, and such other home matches as nominated by the Club. Holders of Special Season Tickets, including members of the Home Cup Ticket Scheme, are not guaranteed a ticket to purchase for matches against Rangers FC.

## MY SEAT IS BEING AUTOMATICALLY RENEWED, WHEN ARE YOU GOING TO TAKE THE MONEY OUT OF MY ACCOUNT FOR THE DEPOSIT?

If your renewal form states that your seat will be automatically renewed and paid for by Direct Debit, we will take the deposit out of your account on Wednesday 7th June 2017. The dates for the remaining instalments are: Friday, 25th August 2017; Friday, 29th September 2017; and Friday, 27th October 2017. See Automatic Renewal form for details.

## I WANT TO PAY IN FULL FOR MY SEASON TICKET, HOW CAN I DO THIS?

You can pay by Credit\*/Debit card online at [www.celticfc.net](http://www.celticfc.net) or by calling 0871 226 1888 option 1,\*\* Alternatively, you can return your completed renewal form in the envelope provided or visit the Ticket Office.

## I WANT TO PAY FOR MY SEASON TICKET OVER 4 INSTALMENTS, WHY CAN I NOT APPLY FOR THIS SCHEME DIRECTLY WITH CELTIC?

The Club only offers its own 4 instalment payment scheme to existing Season Ticket Holders whose seats are automatically renewed and paid for by Direct Debit. Season Ticket Holders whose seats are not automatically renewed and who wish to pay by instalments must select from the schemes offered by Zebra Finance.

## HOW CAN I APPLY FOR THE 4 MONTH SCHEME WITH ZEBRA FINANCE?

Season Ticket Holders can renew their Season Ticket via Zebra Finance online (accessible at [www.celticfc.net](http://www.celticfc.net)). Please ensure that you select the 4 month payment option. Alternatively, please complete and return the 4 Month Zebra Finance application form together with your **signed** renewal form in the envelope provided. Your Season Ticket will not be activated until after Zebra Finance pays the price of your Season Ticket to the Club.

## HOW CAN I APPLY FOR THE 10 MONTH SCHEME WITH ZEBRA FINANCE?

Season Ticket Holders can renew their Season Ticket via Zebra Finance online (accessible at [www.celticfc.net](http://www.celticfc.net)). Please ensure that you select the 10 month payment option. Alternatively, please complete and return the 10 Month Zebra Finance application form together with your **signed** renewal form in the envelope provided. Your Season Ticket will not be activated until after Zebra Finance pays the price of your Season Ticket to the Club.

## I WAS A STUDENT SEASON TICKET HOLDER LAST SEASON, HOW DO I PURCHASE MY SEASON SEAT AT STUDENT PRICE FOR SEASON 2017/18?

If you were a Student Season Ticket Holder last season, your renewal form has been sent to you as a Student Season Ticket, which includes home SPFL league matches against Rangers FC. If you wish to opt out of those matches against Rangers FC, please visit the Ticket Office or call Customer Services on 0141 230 1967. To retain the student price, you must complete and return the Student Application Form to the Ticket Office by Saturday, 30th September 2017. Failure to return this form by this date will result in your Season Ticket being suspended and your ability to use the Season Ticket to enter the Stadium and/or purchase match tickets for domestic cup and European competitions being withdrawn.

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## I CURRENTLY HOLD AN ADULT/CONCESSION SEASON TICKET BUT I'M GOING INTO FULL-TIME EDUCATION. HOW DO I RECEIVE THE STUDENT PRICE?

If you were a Concession/Adult Season Ticket Holder in Season 2016/17 and are now a Student, please contact Customer Services on 0141 230 1967 or visit the Ticket Office with your renewal form and the Ticket Office will assist with this request. You can select to opt in or opt out of those matches against Rangers FC. To retain the student price, you must complete and return the Student Application Form to the Ticket Office by Saturday, 30th September 2017. Failure to return this form by this date will result in your Season Ticket being suspended and your ability to use the Season Ticket to enter the Stadium and/or purchase match tickets for Domestic Cup and European competitions being withdrawn.

## WHY CAN I ONLY UPGRADE A CONCESSION TICKET TWICE A SEASON?

The Concession Season Ticket is intended for the sole use of the Season Ticket Holder. We do appreciate that there will be circumstances which prevent the Holder being able to use this ticket therefore we have made available the option to upgrade the Concession Season Ticket twice a season only at a fee of £20 per upgrade.

## CAN I JOIN THE HOME CUP TICKET SCHEME BY CREDIT CARD?

No. You can only join the Home Cup Ticket Scheme by Direct Debit. If you wish to join the Home Cup Ticket Scheme, complete section 6 of your renewal form.

## IF I JOIN THE HOME CUP TICKET SCHEME, CAN I PICK AND CHOOSE THE GAMES I ATTEND?

No. If you join the scheme at the start of the season, you are signing up to take **ALL** Home Cup games. This includes all Domestic Cup ties and European ties. If you cannot attend any of these matches at Celtic Park, a refund will NOT be given.

## DOES THE HOME CUP TICKET SCHEME INCLUDE SEMI-FINALS AND CUP FINALS?

No. This scheme only includes cup ties played at Celtic Park (except where Celtic Park is a neutral venue). Semi-Finals and Finals are not included in this Scheme. Membership of the Home Cup Ticket Scheme will be taken into consideration in the allocation of Domestic Cup Semi-Final and Final tickets. Membership of the Home Cup Ticket Scheme does not guarantee a ticket for Domestic Cup Semi-Final and Final tickets.

Payment will NOT be taken automatically for Semi-Finals/Finals. Tickets must be purchased online, via booking line or from the Celtic Ticket Office. Full sales arrangements for these matches will be detailed on our website, [www.celticfc.net](http://www.celticfc.net). Booking fees apply online/via booking line.

## WILL I BE ABLE TO SIT IN MY SEAT FOR EVERY HOME CUP MATCH?

Depending on the competition and/or the opposition, we cannot guarantee that your usual seat will be available for Home Cup matches. In such cases we will send you a ticket for an alternative seat. If this is not possible we will not charge you and may ask you to apply for a ticket.

## IF I AM ON THE HOME CUP TICKET SCHEME, WILL I BE SENT A MATCH TICKET FOR MY SEAT FOR EVERY MATCH?

Depending on the circumstances, Season Tickets may be activated for Season Ticket Holders on the Home Cup Ticket Scheme to permit entry to a match, rather than send a ticket to you for that match. In the event that Season Tickets are activated for a match, information will be published on the Club website, [www.celticfc.net](http://www.celticfc.net) and will be announced via the Ticket Office twitter feed, @celticfctickets. Please ensure that you complete your email address on your renewal form to receive updates from the Celtic Ticket Office on the arrangements for these matches.

## I NO LONGER WANT MY SEASON TICKET BUT ONE OF MY FRIENDS/ FAMILY WANTS TO PURCHASE THE SEAT I USE. HOW DO I TRANSFER MY SEAT INTO THEIR DETAILS?

If you wish to transfer your Season Ticket to someone else, we would require a signed letter from the Season Ticket Holder making the request together with the renewal form. The accompanying letter should provide the full details, including contact details, of the person wishing to purchase the Season Ticket. We may from time to time contact the previous Season Ticket Holder to confirm any changes. An administration fee of £15 is applicable. We reserve the right to decline such a request.

Transfer of Season Tickets in Rail Seating is not permitted. Any Season Tickets not renewed in Rail Seating will be offered to Season Ticket Holders who have registered their interest in this area.

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## CAN I RELOCATE MY SEAT TO ANOTHER PART OF THE STADIUM?

Whilst we do our very best to accommodate any request for seat moves, supporters will appreciate that it can be very difficult to satisfy all requests. Supporters should initially renew their existing seat and shortly after the renewal deadline date, subject to availability, there will be a relocation period where supporters can seek to relocate their seat. Please check the website, [www.celticfc.net](http://www.celticfc.net) for details on this. Any relocation requested after the relocation period will be subject to an administration fee of £15 per relocation.

## I AM A SPECIAL SEASON TICKET HOLDER – AM I GUARANTEED THE OPPORTUNITY TO PURCHASE A TICKET FOR THE MATCHES V. RANGERS FC?

No, Special Season Ticket Holders are not guaranteed a ticket to purchase for matches against Rangers FC. Special Season Ticket Holders will be given the opportunity to purchase any available tickets for these matches prior to tickets going on general sale. In the event that tickets are made available to Special Season Ticket Holders for these matches, information will be detailed on the Club website, [www.celticfc.net](http://www.celticfc.net) and via Ticket Office Twitter Feed, @celticfctickets

## HOW CAN I APPLY FOR DOMESTIC AWAY / EUROPEAN AWAY MATCH TICKETS?

At this time, the Club are reviewing the current procedures for the allocation of both European and Domestic Away tickets. Season Ticket holders should refer to the website, [www.celticfc.net](http://www.celticfc.net) for details for Season 2017/18.

## WHEN WILL I RECEIVE MY NEW SEASON TICKET?

Season Ticket Holders renewing their Season Ticket will not receive a new season card. Your season card for Season 2017/18 will be re-activated on renewal. Please keep your season card in a safe place.

Youth and Student Season Ticket Holders who choose to opt out of those matches against Rangers FC will receive a new season card.

Season Ticket Holders in Rail Seating will also be issued with a new season card.

New Season Ticket holders will be sent their new season card by 3<sup>rd</sup> July 2017, or within 30 days of purchase if purchased later.

## WHAT IF I LOSE MY SEASON TICKET?

If your Season Ticket is lost, stolen, broken or destroyed, a replacement fee of £15 is applicable.

## HOW DO I CHANGE MY ADDRESS?

If you change your address during the season, you must notify the Club as soon as possible. You may do so by writing to Celtic Ticket Office, Celtic Park, Glasgow, G40 3RE or by email [celticfctickets@celticfc.co.uk](mailto:celticfctickets@celticfc.co.uk) **You cannot change your address by telephone.**

## CELTIC TICKET OFFICE OPENING HOURS

### Monday to Friday

9.30am until 5pm

### Saturday matchdays (3pm kick-offs)

10.30am until kick-off

### Saturday/Sunday matchdays (early kick-off)

9.30am until kick-off

### Weekday matches

9.30am until kick-off

Please check [www.celticfc.net](http://www.celticfc.net) for any changes to these hours.

## CONTACT US

### Customer Services Line:

0141 230 1967

### By Email:

[celticfctickets@celticfc.co.uk](mailto:celticfctickets@celticfc.co.uk)

### Twitter:

@celticfctickets

\* Booking fees apply

\*\* Calls cost 13p per minute plus your phone company's access charge. Mobile and other provider charges may vary.