**Guide to purchasing home tickets for Non-League fixtures**

**Season Ticket Holders**

Season ticket holders will have first priority for non-league fixtures. The dates for priority periods will always be announced on the club’s website ahead of sales starting. During the priority period, season ticket holders can secure their 2019/20 season ticket seat through the “Pre-Sale” event.

In order to secure your seat, you will be required to enter your access code – this is your season ticket membership number and can be found on your season ticket card or within your Eventbrite account.

Each membership number is specific to that seat so it is **vital** that you enter your number correctly to avoid your seat being released to anyone else.

Once you have entered your access code, you then need to select the correct ticket type (Adult, 60+, Wheelchair Disabled etc) then complete the checkout process. There is no need to rush as you have 30 minutes to complete your order.

*Please note that you can only secure* ***one*** *season ticket seat at a time in each transaction.*

Once complete, you will receive a confirmation email for your order but the email WILL NOT show seat details or contain an e-ticket.

When the pre-sale period has ended, all orders are then uploaded to the stadium map in the main event. At this point it generates a second email which shows the seat details. Your ticket is then added to your season ticket card to allow you to gain entry in the usual way.

All of those season ticket seats that have not been secured in the pre-sale period are then released.

**MyImps Priority Period**

During this period, MyImps members can purchase their tickets from all available seats within the main event. Those season ticket holders that haven’t secured their seats in the pre-sale event will also be able to purchase in this period.

This process is the same as any other home fixture in that you will need to enter your membership number to access the tickets/stadium map. As usual, you will have the opportunity to purchase multiple tickets but you will be required to enter the membership number that relates to each ticket.

Any orders that do not comply to the limit of one per member/season ticket holder or fail to supply the correct membership number(s) will be cancelled.

Once you have completed your order, you will receive a confirmation email that contains a PDF of your ticket(s). The ticket(s) will also show in your Eventbrite account and within the app. Tickets can also be printed from the Ticket Office if required.

**Season ticket holders that purchase in this period WILL NOT be able to gain access using their season ticket cards.**

**General Sale**

Once the priority periods have ended, general sale will commence. All tickets purchased online will be sent electronically but tickets can be printed at the ticket office if required.