

Season Membership Renewals – FAQ's

Q: I want to change my season ticket seat to another seat, what should I do?

A: Whilst the ticket office staff can move people to vacant seats during the renewal window, supporters are advised to renew their existing seat now and wait for the seat swap window which will take place after the second renewal window. This will provide more availability of seats.

Q: What happens if I miss the 4th April 2022 renewal deadline?

A: If a supporter fails to renew their season ticket before the renewal deadline, we cannot guarantee that your seat will be secure. However, you will still be able to purchase a season ticket in the next window. Beyond 4th April, any renewal will be subject to availability and will be more expensive than the current early bird offering. The current window will offer the lowest price.

Q: What happens if I miss the 4th April 2022 payment deadline?

A: If a supporter misses the payment deadline after choosing the BACS option, your season ticket will not be secure and will be released for sale in the next available window.

Q: What happens if I select the BACS option?

A: You will be sent an automated email with your invoice, which will include the value to pay, your supporter number which you should use with your bank for the transfer reference and the due date of no later than 4th April 2022. When making payment, it is critically important that you provide the correct supporter number as a reference.

Q: Where can I find my supporter number?

A: This is detailed next to your name on the confirmation email or if you sign into your e-ticketing account [Login - eTickets \(eticketing.co.uk\)](#) and click on the head and shoulders logo in the top right hand corner it will display your first name followed by your supporter number.

Q: Why can't I pay by card online or over the phone?

A: Due to the way the merchant bank agreement works since the pandemic, any card payments not taken directly through the card machines where the supporter does not enter their pin delays the money being received by the club until matches have been played (up to 12 months later in some cases). If the customer is present and enters their pin number, then the full payment will be released to the club.

Q: Do I need to make an appointment with the ticket office to pay for my season ticket?

A: You may visit the ticket office without an appointment during opening hours which are Monday-Friday 10am-5pm. We cannot offer renewals or accept payment on a home match day due to the volume of people using the ticket office for match day tickets and wanting to offer the best customer service and experience. Additional hours will be available later in the renewal window.

Q: Do I have to renew online if I want to pay in the ticket office by card, cash or cheque?

A: No, the ticket office can help with the renewal process and take payment at the same time.

Q: What if I have a health concern which is preventing me from renewing?

A: We understand there are many concerns for the fans right now. If you would like to discuss your options, please email tickets@theredimps.com to organise a telephone consultation.

Q: Can a Junior Gold+ member have an Adult shirt?

A: Yes, but there will be a £10 price increase to cover the cost of the adult shirt.

Q: I was a 60+ Concession, can I still get this price despite not being 65+?

A: If you were a 60+ Concession season ticket holder during the 2019/20 season, you will continue to pay the Concession rate providing you renew each year.