

Season Membership Renewals – FAQ's

What happens if I miss the 28th May 2021 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 may still be able to purchase a season ticket in the next window. Beyond 28th May, any renewal will be subject to availability and aligned to the price of new Gold/Gold+ members.

What happens if I miss the 2nd June 2021 payment deadline?

A = If a supporter misses the payment deadline after choosing the 'Secure Now, Pay Later' option, your season ticket will not be secure and will be released for sale in the next available window.

What happens if I select the 'Secure Now, Pay Later' BACS option?

A = You will be sent an automated email with your invoice, which will include the value, reference and due date of your payment up until 2nd June 2021. When making payment, it is critically important that you provide the correct reference required.

What happens if the season is curtailed?

A = Should the season be curtailed, supporters will once again have the opportunity to claim a pro-rata refund or credit for the games missed.

What happens if games are played behind closed doors or with partial attendances and I've purchased a Gold/Gold+ membership?

A = Should games be played behind closed doors; supporters will be offered the iFollow + credit option or the credit option. If attendance is limited, priority will be given in the ballot to Gold members, Silver members then Bronze members, in that order.

How do I make an appointment with the ticket office to pay for my season ticket?

A = Information on this will be announced in the coming days.

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 in order to organise a telephone consultation.

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.

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.