



NORFOLK ARSENAL SUPPORTERS CLUB

TICKET AND TRAVEL POLICY

SEPTEMBER 2020



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01 OVERVIEW

This Ticket and Travel policy has evolved over many seasons with the input and agreement of members. It aims to ensure a fair allocation of tickets to members, makes responsibilities clear and protects the club and members from loss.

By applying for a match ticket and/or a travel place through the club, members agree to the terms of this Ticket and Travel Policy in full.

Members also agree to be supportive of the Travel Organisers, and appreciative of the key role the Travel Organisers have in the club. Travel Organisers are volunteers from the membership; they take on considerable responsibilities and workloads organising tickets and travel for club members. Members are expected to respect this, and to make every effort to support the Travel Organisers by following procedures - this will make a difficult job a little easier to the benefit of everyone concerned.

02 HOW THE CLUB OBTAINS MATCH TICKETS

To obtain home match tickets, the club applies to Arsenal using individual Arsenal silver memberships.

To obtain away match tickets, the club applies to Arsenal using individual away scheme memberships.

These individual memberships are assigned to and used by the club with the consent of club members past or present.

The number of tickets applied for is at the discretion of the Travel Organiser taking account of the number of applications received and/or the anticipated demand from members.

Typically the club must apply to Arsenal at least 2 months prior to a fixture (and pay in advance) in order to get tickets, which is why the club asks members to apply and pay at least 2 months in advance as well.

03 HOW THE CLUB ARRANGES MATCH TRANSPORT

The method of transport to and from matches is determined by the Travel Organiser at his or her discretion based on demand, availability and cost.

For home matches, a coach is organised whenever viable. If a coach is not viable, a minibus or car share may be arranged instead. Away games are by minibus, car share or no travel provision depending on the fixture. If the club organises a self drive minibus, a driver shall be determined in advance of the journey. An additional (reserve) driver will also be determined to cover for illness or other unforeseen circumstances.

The club recognises that members might be happy to travel by coach, but not happy to travel by minibus or car share. The club therefore allows members to express a preference including a 'non-coach opt out' on the Ticket and Travel Booking Form.

Typically the club must book a coach or minibus at least 2 months prior to a fixture in order to get a vehicle, which is why late travel cancellations cannot be refunded.

04 TICKET AND TRAVEL APPLICATION PROCEDURE

Use the club application form, send a cheque, and apply at least two months in advance!

All ticket and/or travel applications must be made by completing the official club Ticket and Travel booking form. The form must be accurately completed and sent to the Travel Organiser at his or her home address at least two months prior to the fixture. A signed blank cheque made payable to NASC must also be sent with the application form, together with a stamped addressed envelope for despatch of tickets.

Applications received less than two months prior to the fixture, or incorrectly completed, or without a cheque, may be accepted or rejected by the Travel Organiser at his or her discretion. If accepted, they will only be considered after any applications correctly made and on time have taken priority.

Members may apply for tickets and/or travel to any Arsenal first team match, home or away.

Members may apply for one ticket and/or travel place per match (and one additional ticket and/or travel place for each family member if included in their family membership). There are no restrictions on the number of matches that members may apply for.

Non members may not apply for tickets and/or travel. However, members may apply for tickets for non members who will be accompanying the members as their guests.

A ticket and/or travel application does not guarantee a ticket or travel place. In addition, the club cannot guarantee that a match seat preference can be accommodated; final allocation of tickets to the club is made by Arsenal, and may not always match the seats the club has requested.

Allocation of tickets and travel places will be determined by the Travel Organiser in accordance with this policy, and in the case of dispute at the sole discretion of the Travel Organiser.

The Travel Organiser will communicate with members making applications as soon as is reasonable in order to let them know if their application has been successful or not.

The Travel Organiser and Treasurer will process payments for all successful applications; this may be before or shortly after the fixture depending on circumstances. Unsuccessful applications will not be charged.

05 ALLOCATION OF TICKETS & TRAVEL - HOME GAMES

Allocation of home match tickets and travel places is different depending on one of two periods of the season, and is as follows:

PERIOD ONE : From the **start of each season** up to and including the **28th February**

- 1st Priority : Members with additional NASC Silver add-on
- 2nd Priority : Members without additional NASC Silver add-on
- 3rd Priority : Non member guests

PERIOD TWO : From and the **1st March** until **the end of the season**

- 1st Priority : Members with additional NASC Silver add-on who have attended (or applied to attend) 5 home games or more during period one
- 2nd Priority : All other members in order of home matches attended
- 3rd Priority : Non member guests

For the purposes of ticket and travel place allocation the number of home matches attended does not include testimonials, friendlies, pre-season tournaments, reserve team, youth team or women's team fixtures.

After the above allocation procedure has been followed, if the club does not have enough tickets or travel places to satisfy all ticket and travel applications, final allocation will be at the sole discretion of the Travel Organiser.

06 THE SILVER ADD ON SCHEME

The silver add on scheme is a club initiative, and is separate from both Arsenal silver membership and normal NASC membership. Full details can be found in the rules.

In brief, the club maintains a number of silver memberships with Arsenal (around 50) which the club uses in order to obtain match tickets. Club members can apply for one of our silver add on memberships at a subsidised rate of 50% of the usual Arsenal silver membership cost. In return for helping the club to afford to keep these silver memberships, you have priority access to **home** match tickets in accordance with this policy.

If you would like a silver add on, please contact the Travel Organiser for further details.

07 ALLOCATION OF TICKETS & TRAVEL - AWAY GAMES

For the entire season all away match tickets (including those in Europe) will be allocated on the following basis:-

- 1st Priority : Members who hold an Arsenal Travel Club membership, and in order of number of away games attended.
- 2nd Priority : All other members, and in order of number of away games attended
- 3rd Priority : Non member guests

For the purposes of ticket and travel place allocation the number of away matches attended does not include testimonials, friendlies, pre-season tournaments, reserve team, youth team or women's team fixtures.

After the above allocation procedure has been followed, if the club does not have enough tickets or travel places to satisfy all ticket and travel applications, final allocation will be at the sole discretion of the Travel Organiser.

For every away game the Travel Organiser will appoint a NASC representative attending the match; their contact details will be notified to The Arsenal Supporters Club Liaison Officer in the event of emergencies etc.

For European away games the club will require the passport number of any member who is successful in getting a ticket. This is a requirement of Arsenal FC. No ticket will be allocated to any member unable or unwilling to provide their passport number to the club.

Any match played on a neutral ground, including cup finals and semi finals, shall be deemed to be an away game for the purpose of ticket and travel allocation.

08 SELLING OR GIFTING TICKETS

Members obtaining tickets through the club for themselves, their family members or their guests must not sell on or gift tickets to another person (including members, non members and ticket touts) under any circumstances. To do so is contrary to the rules under which Arsenal supply tickets to the club and risks the ability of the club to secure future tickets for members. To protect our privileges with Arsenal, the club must know who has our club allocated tickets at all times.

If a member cannot use their ticket for any reason the member must advise the Travel Organiser as soon as possible.

09 CANCELLATIONS AND REFUNDS

The club understands that a member's circumstances can change and that some cancellations cannot be avoided. However the club has a responsibility to all members to protect club funds and act fairly to all. Tickets and travel arrangements need to be organised well in advance of any fixture, so late cancellations can have serious consequences to club finances. Therefore members cancelling tickets and/or travel places are **NOT** entitled to a refund.

This cancellation policy applies to all ticket and travel applications without exception.

A) TICKETS

Can't use your ticket? Contact the Travel Organiser!

If a member applies for a ticket and subsequently wishes to cancel, the member must advise the Travel Organiser as soon as possible.

- i) The Travel Organiser will, at his or her discretion, try to reallocate a cancelled ticket to another club member.
- ii) If the Travel Organiser can reallocate the ticket, the member cancelling will not be charged and the member taking the reallocated ticket will be charged instead.
- iii) If the Travel Organiser cannot reallocate the ticket, the original member will be charged the full cost of the ticket and booking fee.

The Travel Organiser may also, at his or her sole discretion, authorise the member cancelling to pass the ticket on to a non member. Tickets will only be available to non members if accompanied by a member. The non member taking the reallocated ticket will be charged the full cost of the ticket and the non member booking fee. If the non member accepting the reallocated ticket fails to pay for it within 1 month, the original member will be charged the full cost of the ticket and booking fee.

Final decisions relating to cancellations and refunds will be at the sole discretion of the Travel Organiser.

Don't delay - if you need to cancel a ticket booking, the sooner you contact the Travel Organiser the more chance they have of reallocating the ticket for you.

B) TRAVEL

Can't use your travel place? Contact the Travel Organiser!

If a member applies for a travel place and then wishes to cancel, the member must advise the Travel Organiser as soon as possible.

Unlike tickets, the Travel Organiser will not attempt to reassign a cancelled travel cost. Instead the following rules will apply:

Members cancelling before the club books transport

No charge (this is usually 8 weeks before a match but can vary).

Members cancelling after the club books transport

Charged in full (the club will be unable to change the transport method booked).

The club orders coaches or minibuses in advance depending on demand (the number of travel requests received from members). This is typically 8 weeks or more before a game. It can make a huge difference to costs if the club doesn't have to pay for additional seats that are not required. For example, the difference in cost between a coach and a minibus is substantial. Therefore do let the club know of any changes/cancellations to your booking as early as possible.

You will be charged in full if you cancel a travel place after we have booked transport.

10 BOOKING FEES

Every ticket ordered through the club is made available to members at face value plus a small booking fee. Booking fees are reviewed annually and agreed by members at the club's AGM.

The booking fee contributes to the expenses of the club, and helps the club's ability to keep travel fees as low as possible. It also ensures that members booking tickets without travel contribute to the wider social aspect of the club.

Booking fees are currently £3.50 for members, and £5 for non-member guests.

For the purposes of cancellations and refunds, the booking fee is considered integral to the ticket purchase and is treated in exactly the same way.

11 FAILURE OF PAYMENT

In the event of non payment, including non-presented (bounced) cheques, the following action will be taken by the club :

- 1st occurrence : The club will issue a warning letter and a £10 levy will be imposed
- 2nd occurrence : The club will issue a warning letter and a £20 levy will be imposed
- 3rd occurrence : No further tickets or travel places will be issued to the member for the remainder of the season.

Should any member owe money to the club at the end of the season, such amount must be paid in full to the club before the start of the following season. No travel and ticket orders will be accepted from any member owing money until the amount owed has been paid in full.

12 MATCHDAY BEHAVIOUR

The club's privileges with Arsenal and our ability to secure vehicle bookings are dependant on the continued good conduct of our members. Therefore all members should be aware of the importance of their behaviour in enabling the club to continue getting tickets and travel.

While travelling to and attending Arsenal matches with the club, members shall be expected to take responsibility for their own (and their guests') behaviour and safety; behave in a responsible manner that does not risk the good standing of the club; be respectful to other members of the club; refrain from all forms of violent, sexist or racial abuse.

Alcohol is not permitted to be carried or consumed on any club transport used for travel to or from Arsenal matches home or away.

END OF TICKET AND TRAVEL POLICY
SEPTEMBER 2020
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