

SEASON 2020/21 SEASON TICKET FAQs



WHEN IS THE DEADLINE TO RENEW MY SEASON TICKET?

The deadline is Friday 1st May 2020.

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 and Student Opt Out Tickets are valid for all home SPFL league matches, **excluding** any matches against Rangers FC, and such other home matches as nominated by the Club (in total, a minimum of 19 and a maximum of 20 home matches).

Under 13 Opt Out, 13-16 Opt Out, 17-18 Opt Out and Student Opt Out 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 and Student Opt Out 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 sections 115 to 118, half of section 416, and sections 417 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.

The specific details and benefits associated to other categories of Season Ticket will be as set out in the additional terms and conditions which will be notified to those holding the relevant category of Season Ticket.

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

If your renewal letter states that your Season Ticket will be automatically renewed and paid for by Direct Debit, we will take the deposit out of your account on Friday, 29th May 2020. The dates for the remaining instalments are: 28th August 2020, 25th September 2020 and 20th October 2020. See Automatic Renewal letter for details.

WILL I RECEIVE A PAPER RENEWAL FORM FOR MY SEASON TICKET FOR SEASON 2021/22?

If you renew your Season Ticket for the upcoming season 2020/21 using the paper application form then you will receive a paper renewal form again for season 2021/22. If you renew your Season Ticket online for season 2020/21, all future Season Ticket renewal information will only be sent to the email address you provide us. You can however change your preferences at any time by contacting the Ticket Office.

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

You can pay by Credit/Debit card online at celticfc.net or by calling 0871 226 1888 option 1 (please note that calls cost 13p per minute plus your phone company's access charge). Alternatively, you can return your completed renewal form in the envelope provided or visit the Ticket Office, in each case by the deadline of 27th April 2020.

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

The Club only offers its own four instalment payment scheme to existing Season Ticket Holders whose seats are automatically renewed and paid for by Direct Debit. Season Ticket Holders whose Season Tickets are not automatically renewed and who wish to pay by instalments must apply for one of the products offered by V12 Retail Finance.



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HOW CAN I APPLY FOR THE 4 OR 10 MONTH SCHEME WITH V12 RETAIL FINANCE?

Season Ticket Holders can renew their Season Ticket via V12 Retail Finance online, accessible at celticfc.net. Select either the 4 or 10 month payment option (as appropriate). Please note V12 Retail Finance applications are only available online, **Please ensure that you complete the e-signature process to secure your Season Ticket.** Your Season Ticket will not be activated until after V12 Retail 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 TICKET AT THE STUDENT PRICE FOR SEASON 2020/21?

If you were a Student Season Ticket Holder last season, your renewal has been reserved as a Student Season Ticket. If you opted out of those matches against Rangers FC, your seat will have been reserved as a Student Opt Out. If you wish to opt in to these matches, please visit the Celtic 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 Friday 2nd October 2020. 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. Only original student application forms will be accepted. Forms will not be accepted by email.

I WAS A STUDENT SEASON TICKET HOLDER AND WISH TO CHANGE TO AN ADULT SEASON TICKET, HOW DO I DO THIS?

If you wish to change from a Student Season Ticket Holder to an Adult Season Ticket Holder, please visit the Ticket Office or call Customer Services on 0141 230 1967* and the Ticket Office will assist with this request. Please ensure you contact the Ticket Office prior to the renewal deadline should you wish to change price.

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 2019/20 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 advise on this request. We reserve the right to decline such a 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 Friday 2nd October 2020. 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. Only original student application forms will be accepted. Forms will not be accepted by email.

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 at a fee of £20 per upgrade.

IS THERE A DEADLINE BY WHICH I MUST CHOOSE TO JOIN THE HOME CUP TICKET SCHEME?

Yes, the deadline to join the Home Cup Ticket Scheme for Season 2020/21 is Friday, 19th June 2020.

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 this section of your renewal form. If you choose to renew your Season Ticket online, or have your Season Ticket automatically renewed, you will need to print out and complete a Home Cup Ticket Scheme form which can be found on the Club website at celticfc.net. Please note these forms cannot be accepted via email. Please ensure you detail your client reference on the Form.



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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.

IF I JOIN THE HOME CUP TICKET SCHEME AND FAIL TO MAKE PAYMENTS, WILL I REMAIN ON THE SCHEME?

No, if you fail to make any required payment pursuant to the scheme as specified on the Club's website from time to time, the Club reserves the right to remove you from the scheme.

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 but 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 the booking line or from the Celtic Ticket Office. Full sales arrangements for these matches will be detailed on our website, 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 will 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. Information will be published on the Club website celticfc.net and will be announced via the Ticket Office Twitter feed, [@celticfctickets](https://twitter.com/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 £20 is applicable. We reserve the right to decline such a request. Transfer of Season Tickets in Rail Seating is not permitted.

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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.

We wish to highlight to Season Ticket Holders that a significant waiting list for relocations is already in place and we cannot guarantee that a relocation will be available for Season 2020/21.

Season Ticket Holders who wish to relocate their Season Ticket should complete and return the Season Ticket Relocation Form which can be found on the Club website at celticfc.net. Alternatively, a Relocation Form is available from the Celtic Ticket Office.

Season Ticket Holders must renew their current seat to be considered for a relocation.

I AM A SPECIAL SEASON TICKET HOLDER – AM I GUARANTEED THE OPPORTUNITY TO PURCHASE A TICKET FOR THE MATCHES AGAINST 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 at celticfc.net and via the Ticket Office Twitter Feed, [@celticfctickets](https://twitter.com/celticfctickets).

WHEN WILL I RECEIVE MY NEW SEASON TICKET?

New Season Ticket Holders will be sent their season card within 30 days of purchase.

Season Ticket Holders renewing their Season Ticket will not receive a new season card. Your existing season card will be reactivated on renewal. Please keep your season card in a safe place. Youth Opt Out and Student Opt Out Season Ticket Holders who choose to opt in to those matches against Rangers FC will receive a new season card. Season Ticket Holders who change price category will also be issued with a new season card. Season Ticket Holders in Rail Seating will also be issued with a new season card.

WHAT IF I LOSE MY SEASON TICKET?

If your Season Ticket is lost, stolen, broken or destroyed, a replacement fee of £20 is applicable. Please note replacement Season Tickets can only be obtained if the named Season Ticket Holder is present with identification. We reserve the right to decline such a request. For Holders in the rail seating section, lost Seasons Tickets should be reported to the ticket office immediately.

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 tickets@celticfc.co.uk. You can also change your address using your online ticketing account. You cannot change your address by telephone.

CELTIC TICKET OFFICE OPENING HOURS

Monday to Friday 11am until 2pm

Saturday/Sunday match days (3pm kick-offs)

10:30am until kick-off

Saturday/Sunday match days (early kick-off)

9:30am until kick-off

Weekday matches 11am until kick-off

Please check celticfc.net for any changes to these hours.

CONTACT US

Customer Services Line: 0141 230 1967 option 1*

Email: tickets@celticfc.co.uk

Twitter: [@celticfctickets](https://twitter.com/celticfctickets)