

# **Season Ticket 2011-12 FAQs**

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## **SECTION 1: General Information**

**When do Season Tickets for the 2011-12 season go on sale?**

*The On-sale Phases are as follows:*

**On-sale Phase 1 – Existing Season Ticket Holder Renewal Period:**

Tuesday 24th May 2:00pm: Season Ticket Renewal Period Opens

Thursday 30th June 5:00pm: Season Ticket Renewal Period Closes

**On-sale Phase 2 – Member Presale (duration subject to availability):**

Tuesday 5th July 9:00am: Membership Presale Opens

Friday 8th July 5:00pm: Membership Presale Closes

**On-sale Phase 3 – Additional Season Ticket Purchase Period (subject to availability):**

Monday 11th July 9:00am: Season Ticket Holders can purchase one additional Season Ticket

Thursday 13th July 9:00am: Members can purchase one additional Season Ticket

Friday 15th July 5:00pm: Additional Season Ticket Purchase Period Closes

**On-sale Phase 4 – General Sale (subject to availability):**

If there are Season Tickets remaining to go on General Sale, a launch date will be announced in July.

**Will I get sent an application form for 2011-12 Season Tickets?**

*All fans that are eligible for On-Sale Phases 1 and 2 will automatically be sent an application form in the post. Other fans will not receive an application form.*

**My application form has not arrived and my relevant On-sale Phase is about to start / has started. What can I do?**

*The Club appreciates that there can sometimes be delays with postal services and apologises for any inconvenience which may be caused. If you are eligible for On-Sale Phases 1 and 2, you will still be able to buy a Season Ticket at the QPR Box Office, over the phone by calling 08444 777 007 or online by visiting [www.eticketing.co.uk/qpr](http://www.eticketing.co.uk/qpr).*

**What matches are included in the 2011-12 Season Ticket?**

*All 19 home Premier League matches of the 2011-12 campaign.*

**Before I go-ahead with my Season Ticket-purchase, is it possible to go into the stands to see the view from my exact seat?**

*Due to essential building works taking place at Loftus Road Stadium, access to the stands to fans will not be available over the summer. When purchasing your season ticket online, there is an option to see an approximate view of the pitch from your seat.*

**Who do I contact for Hospitality requests?**

*Please contact the QPR Commercial Department on 0208 740 2588 or email [commercial@qpr.co.uk](mailto:commercial@qpr.co.uk).*

**SECTION 2: On-sale Phases**

**I had a Season Ticket last Season and really like my seat. Can I purchase the same seat this season?**

*Yes, for the whole of On-sale Phase 1 you will be able to renew your seat from last season. Please note that after 5pm on Thursday 30th June, any 2010-11 Season Ticket seats which have not been renewed will be released and made available for other fans to purchase from On-sale Phase 2.*

**I used to have a Season Ticket or Official Membership in previous seasons but did not renew during the 2010-11 campaign. Am I eligible for On-sale Phases 1-2?**

*Unfortunately due to the limited capacity at Loftus Road and to ensure all fans that had a Season Ticket or Membership during our Championship-winning 2010-11 campaign have the best chance of obtaining a Season Ticket for the new season, you are not eligible for this presale. To purchase a Season Ticket you will have to wait until On-sale Phase 4 when Season Tickets will go on General Sale subject to availability.*

**I am on the QPR database and have purchased tickets for years. Does that mean I am a Member?**

*No, the Official Membership Scheme is different from having a booking history with the Club. It is a subscription service which offers fans many benefits including access to ticket presales and match ticket discounts.*

**I purchased a Ticket Bundle during the 2010-11 season. Do I have first refusal on the seat I had for the Ticket Bundle matches?**

*No, purchasing Ticket Bundles during the 2010-11 season does not give you the same seat renewal rights as Season Ticket Holders.*

**Can I join the 2011-12 Membership Scheme now in order to gain access to On-sale Phase 2?**

*No, access to On-Sale Phase 2 is only available to fans that purchased a Full or Ticket-Only Membership during the 2010-11 season.*

**I was a Season Ticket-Holder or Member during the 2010-11 season. How many Season Tickets can I purchase during On-sale Phases 1 or 2?**

*Season Ticket holders will only be able to renew their existing Season Tickets during On-sale Phase 1 and Members will be eligible to purchase one Season Ticket per Membership held during On-sale Phase 2 subject to availability.*

**What do I do if I want to purchase additional Season Tickets for a family member or friend?**

*These can only be purchased during On-sale phase 3 and are subject to availability.*

**Can I reserve the seat next to me so that when On-sale Phase 3 begins I can ensure my family member / friend can sit next to me?**

*No, you will only be able to select seats which are still available following the end of On-sale Phases 1 and 2.*

**Am I guaranteed I'll be able to purchase an additional Season Ticket in On-sale Phase 3?**

*No, all Season Tickets are subject to availability and will be sold on a first-come-first-served basis.*

**I have more than one family member / friend I would like to purchase Season Tickets for. Can I purchase more than one additional Season Ticket in Phase 3?**

*No, to be fair to all fans that purchase a Season Ticket, any individual fan can only secure one extra Season Ticket during On-sale Phase 3 (subject to availability).*

**I have a small child who does not need their own seat. Will they need a Season Ticket to come in with me to every match?**

*Yes, due to health and safety reasons, every fan in the stadium must hold a valid ticket. If you wish to purchase an additional Season Ticket for this child, you will need to purchase it during On-Sale Phase 3 (see above).*

**When will Season Tickets go on General Sale?**

*Season Tickets are subject to availability and should any still be remaining after On-sale Phases 1-3 a General Sale release date will be announced in due course.*

**I was not a Season Ticket Holder or Member during the 2010-11 Season. Is there a waiting list I can join to get a Season Ticket for the 2011-12 campaign?**

*There is no waiting list for Season Tickets, however if you would like to register your interest in becoming a Season Ticket Holder should Season Tickets go on General Sale, please send an email with the heading 'SEASON TICKET INTEREST' and containing your Client Reference number to [boxoffice@qpr.co.uk](mailto:boxoffice@qpr.co.uk). If you do not have a Client Reference number, please go to [www.eticketing.co.uk/qpr](http://www.eticketing.co.uk/qpr) to create an account now and a Client Reference Number will be generated for you during the registration process.*

### **SECTION 3: Moving or Swapping Seats**

**I was a Season Ticket Holder in 2010-11 but I would like to change seat for the new campaign. Is this possible?**

*If the seat you would like to move to was not held by a Season Ticket holder during the 2010-11 season, a member of the Box Office team will be happy to move your seat into this new location. If your desired seat was occupied by a Season Ticket Holder last season, we recommend you renew your existing seat during On-sale Phase 1. Then, you must request your move in writing to the QPR Box Office. At the end of On-sale Phase 1, the QPR Box Office will go through all move requests in STRICT ORDER OF WHEN THE REQUESTS WERE RECEIVED and will accommodate as many as possible.*

**Once the season starts, if I am unhappy with my seat can I chose to permanently move to a new location?**

*Yes, this will be possible subject to availability. If you wish to upgrade your Season Ticket to a higher price category, the Box Office will charge you the pro-rata difference.*

**During the Season am I able to move my seat for a single match?**

*Yes, each season you are able to move your Season Ticket seat a maximum of three times. You must contact the QPR Box Office prior to matchday and will be issued with a paper ticket for your new seat. If you upgrade to a higher category seat you will have to pay a supplement price.*

### **SECTION 4: Pricing and Payment**

**How much is a Season Ticket?**

Please refer to the 'Pricing' section within the Season Ticket website ([www.yourqpr.co.uk](http://www.yourqpr.co.uk))

**My seat is classed as Restricted View. Will I get a discount?**

*No, if you chose a restricted view seat when there are normal view seats still available, no discount applies.*

**Is there an Earlybird discount price for securing my Season Ticket early?**

*There will be no Earlybird price for the 2011-12 season, however, existing Season Ticket holders that book their Season Tickets prior to 30th June will be rewarded through the additional Loyalty Points they will receive.*

**Why have Season Ticket prices gone up?**

*When forming pricing for the upcoming season the Club has had to consider the commercial needs of the Club whilst also ensuring that our loyal supporters are not out-priced. The Club has also looked at pricing of other London Premier League Clubs to ensure they remain competitive.*

**What proof of age is required to purchase a Senior, Young Adult, Junior or U8 Season Ticket?**

*If you have previously been a Season Ticket holder and you wish to purchase a concession ticket, you do not need to supply proof of age. However, if you are becoming a Season Ticket Holder for the first time, you will need to send proof of age in the form of a photocopy of a birth certificate or passport to the QPR Box Office before your Season Ticket will be dispatched to you.*

**How do I know if I am eligible for a concession ticket?**

*To get a Senior Over 60 Season Ticket you must be born on or before 1<sup>st</sup> August 1951*

*To get a Young Adult 17-21 Season Ticket you must be born on or after 1<sup>st</sup> August 1990*

*To get a Junior Under 16 Season Ticket you must be born on or before 1<sup>st</sup> August 1995*

*To get a Kids U8 Season Ticket you must be born on or before 1<sup>st</sup> August 2003*

**What are the matchday prices & when will they be released?**

*These will be released in due course. They will be released first on [www.qpr.co.uk](http://www.qpr.co.uk) so please watch this space for the latest information.*

**How can I pay for my Season Ticket?**

*The Season Ticket can be paid for in cash (in person only), cheque (made payable to **QPR Holdings Ltd**), using 4 or 10 month payment plans through Zebra Finance or with a Credit/Debit card (£3.50 booking fee will apply / Amex not accepted).*

**Where can I download the Zebra Finance application form?**

*Zebra Finance forms can be downloaded from within the 'Pricing' section within the Season Ticket website ([www.yourqpr.co.uk](http://www.yourqpr.co.uk))*

**SECTION 5: Season Ticket Add-ons****What is the Super Hoops Upgrade?**

*The new official full-season Membership scheme for 2011-12 is called the Super Hoops Membership (for adults) and the Junior Hoops Membership (for junior U16s). For the 2011-12 Season Ticket Holders will need to purchase a full Membership should they wish to gain access to the Members' presale for an additional home match ticket. There will be lots of additional benefits of being a Super Hoops Member which will be announced when the Membership Scheme is launched for General Sale later in the summer.*

**Do I get extra Loyalty Points for getting the Super Hoops Upgrade?**

*Yes, all fans joining the Membership Scheme are awarded an additional 30 Loyalty Points.*

**I already have an Official Membership from the 2010-11 season which has a few months remaining on it. Do I need the Super Hoops Upgrade?**

*Your existing Membership will still be valid until the expiry date printed on your Membership Card. However should you wish to purchase the Super Hoops Upgrade, your Membership become valid until the end of the 2011-12 season. The Box Office will also send you a voucher equivalent to £2.50 (adults) or £1.50 (juniors) for each month you had remaining on your old Membership.*

**What is the Automatic Home Cup Tie Add-on?**

*By selecting this add-on, you guarantee your Season Ticket seat for all home cup ties. Should QPR be awarded a home Cup tie, the price of the match ticket as well as a £3.50 administration fee will be charged to your Credit /Debit card.*

**What is an Away Season Ticket?**

*Through the scheme, the price of every away league and cup match ticket as well as a £3.50 administration fee will be automatically charged to your Credit /Debit card for each match.*

**How can I join the Away Season Ticket Scheme?**

*Season Ticket Holders who have upgraded to a Super Hoops Season Ticket will be eligible to join the Away Season Ticket Scheme. The Scheme will be limited to 500 Season Ticket Holders on a first come first served basis and priority will be given to supporters that held an Away Season Ticket during the 2011-12 season. To apply, you must tick the appropriate box on the season ticket application form and the QPR Box Office will send you a separate application form. This option must be taken up at the same time as you purchase your Season Ticket.*

**SECTION 6: Season Ticket Benefits**

**How many Loyalty Points do I get for being a Season Ticket Holder?**

*Fans who secure their Season Ticket during On-sale Phase 1: 140 Loyalty Points*

*Fans who secure their Season Ticket during On-sale Phase 2: 120 Loyalty Points*

*Fans who secure their Season Ticket during On-sale Phases 3 & 4: 100 Loyalty Points*

**What can I use these Loyalty Points for?**

*For the 2011-12 season, high-demand away matches will be sold in a series of presales based on Loyalty Points. The high number of Loyalty Points you receive by becoming a Season Ticket holder will give you an advantage over fans who are not Season Ticket Holders. At the end of the season the Club plans to hold an event for those supports that have gained the most Loyalty Points across the course of the season.*

**What other benefits are there from becoming a Season Ticket Holder?**

Please refer to the 'Benefits' section within the Season Ticket website ([www.yourqpr.co.uk](http://www.yourqpr.co.uk))

**Why is the Platinum Bar not available for Platinum Season Ticket Holders?**

*In order to meet Premier League requirements and due to the limited space available within the stadium, it is necessary for the Club to turn the Platinum Bar into a new Press Room ahead of the start of the new season.*

## **SECTION 7: Disabled Supporters**

### **How much are Season Tickets for disabled supporters?**

*Adult disabled supporters are charged the same rate as the Senior Over 60 / Young Adult 16-21 price concession for their chosen seating area and they are entitled to have a Season Ticket for an accompanying helper free of charge (if required). Junior U16 and Kids U8 supporters pay their standard concession price and are also entitled to have a Season Ticket for an accompanying helper free of charge (if required).*

### **Do the On-sale Phases still apply to disabled supporters?**

*Yes, the rules are the same for all fan groups.*

### **Last season I supplied the QPR Box Office with my Proof of Disability Paperwork from the DWP. Do I need to send this again in order to receive the disabled concession price and a free carer for the 2011-12 season?**

*Yes, the QPR Box Office needs to receive valid paperwork each season.*

### **Is there a limit on the number of Season Tickets available for fans in wheelchairs?**

*To ensure wheelchair spaces are available to fans on a match-by-match basis, the Club only makes available a limited number of wheelchair space Season Tickets. These spaces were sold out in the 2010-11 season and these existing Season Ticket holders will have first-refusal to renew their Season Tickets during On-sale Phase 1. If you would like to be put on a waiting list should any of these spaces become available please contact the Club's Disability Liaison Officer at [jond@qpr.co.uk](mailto:jond@qpr.co.uk).*

### **Is there a limit on the number of Season Tickets available for ambulant disabled fans?**

*No, subject to availability ambulant disabled fans will be able to purchase tickets for their chosen area upon production of eligible proof of disability paperwork.*

### **Where can I find more information about Season Tickets for disabled supporters including prices etc?**

Please visit the QPR Official website for more details – [www.qpr.co.uk](http://www.qpr.co.uk)

## **SECTION 8: Delivery**

### **When will I receive my Season Ticket?**

*Season Tickets will be dispatched from our independent mailing house towards the end of July 2011. Please do not contact the QPR Box Office until Monday August 8<sup>th</sup> if you have not received your card.*

### **Can I collect my Season Ticket from the QPR Box Office?**

*All Season Tickets will be dispatched directly from an independent mailing house to each Season Ticket Holder individually, so cannot be collected from the QPR Box Office.*

## **SECTION 9: Cancellation**

### **Can I cancel my Season Ticket?**

*The QPR Box Office does not generally offer refunds on Season Ticket purchases. However if you wish to be considered for a refund prior to the start of the 2011-12 season you must send a request in writing to the QPR Box Office and each request will be reviewed on a case-by-case basis. Please note that Season Tickets cannot be cancelled after the 2011-12 season has commenced.*