

Loyalty Point Scheme Information

The 2015/16 season saw the launch of a new loyalty scheme for Preston North End supporters.

The scheme was adopted to help ensure that those supporters who attend fixtures on a regular basis receive an increased chance of obtaining tickets for matches where sales restriction may need to be put in place.

This means that for big derby matches or other away games where demand for tickets is likely to exceed the allocation, those supporters who attend the most games will have the best chance of getting tickets if they want them.

The scheme gives most benefit to season ticket holders, which everyone who purchases one for the 2015/16 season being allocated 260 loyalty points.

Season ticket holders who attend home friendlies, cup matches or away games will also receive an additional ten points for every one of those games they attend.

For supporters who do not wish to purchase a season ticket, for every home or away league game, cup or home friendly they attend, you will also receive ten loyalty points per match.

In addition, on a matchday, the Club will no longer be offering a quick sell (usually available in the final hour before kick-off) so that all ticket sales are allocated to individual supporters, allowing fans the best possible opportunity to take full advantage of the new scheme.

Supporters purchasing away match tickets on the day at away grounds will not be eligible for loyalty points, all tickets must be bought in advance from Deepdale.

For fans already registered on the database, the information we hold needs to be up to date, so fans purchasing match tickets and season tickets will be asked to provide the following information, as will new registrations:

- Full name
- Address
- Postcode
- DOB
- Contact telephone number
- Email address

Once fully registered supporters will be able to supply their member number when buying to speed up transaction time in the future.

The following FAQs have been put together to explain the process in detail:

Q: How does the loyalty scheme work?

A: Each time you purchase a home or away ticket at MyPNE.Com, by phone or at the PNE ticket office, you will receive loyalty points. Please be reminded that you will only benefit from the loyalty points scheme when purchasing from Preston North End – buying tickets at the away ticket office on the day of a match will result in you not receiving loyalty points on that occasion.

Q: What can these points be used for?

A: These points will give you a higher priority when purchasing tickets if sales restriction need to be put in place. The Club will announce the priority windows ahead of those fixtures.

Q: How do I know how many points I have?

A: You can access your information on MyPNE.com or by speaking to a member of the PNE ticket office on 0344 856 1966.

Q: Who do I need to contact for queries or issues?

A: Please email ticketoffice@pne.com who will deal with your issue or request; alternatively, call 0344 856 1966.

Q: If I am booking for family and friends, how are loyalty points assigned?

A: Loyalty points will be assigned to individual accounts IF the purchaser has the full details of each individual. If not, the purchaser will receive the loyalty points he/she is entitled to only – that person cannot claim the loyalty points of someone else he/she is purchasing for if they don't know the full details of the other accounts. If the customer is not on the database, to set up an account we will require the full name, address, date of birth and contact details of the new customer and a unique membership number will be assigned to that account. All supporters on the PNE database have a unique membership number. If you would like to be informed of your membership number please contact the ticket office on 0844 856 1966. Points cannot be added retrospectively, they must be done at the time of purchase.

Q: Will I gain loyalty points when purchasing corporate hospitality?

A: Yes, loyalty points will be assigned for home ticket purchases made by telephoning 01772 693311 or 693304 or in person at the ticket office. Loyalty points will be assigned to individual accounts IF the purchaser has the full details of each individual. If not, the purchaser will receive the loyalty points he/she is entitled to only – that person cannot claim the loyalty points of someone else he/she is purchasing for if they don't know the full details of the other accounts. If the customer is not on the database, to set up an account we will require the full name, address, date of birth and contact details of the new customer and a unique membership number will be assigned to that account. All supporters on the PNE database have a unique membership number. If you would like to be informed of your membership number please contact the commercial department on 01772 693311/04. Points cannot be added retrospectively, they must be done at the time of purchase.

To book match tickets, visit MyPNE.Com, call us during opening hours on the ticket hotline - 0344 856 1966 or visit the PNE ticket office in the Sir Tom Finney Stand at Deepdale.