**CORPORATE TICKETING POLICY – 2019/20 SEASON**

**SEASON CARDS**

Corporate season cards are on sale until kick-off on the first home league fixture of the 2019/20 season. On purchase of a season card, supporters are asked to provide full contact details to confirm their name, address, contact number, email address, if applicable, along with payment via cash, cheque, card or by company invoice. If the balance is invoiced, the full balance is due by the first home league fixture.

Corporate season cards are priced in the following categories: Adult, senior (age 65 and over), junior (age 11 to 18) and U11.

Disabled and carer season cards can be purchased - the disabled supporter pays the relevant age band and the carer season card is given the ticket element free of charge with only the hospitality element to be paid. Supporting documentation and disabled supporter criteria must be met; please check the club’s disabled terms and conditions for details.

New corporate season cards will be available for collection on the relevant executive reception on the first home league fixture of the season, however, renewals for the 2019/20 season will be uploaded to your existing card from the 2018/19 season.

Corporate season card holders are required to bring their season cards to every home fixture to gain entry via the corporate entrances.

All corporate lounges; the Invincibles Lounge, the Guild Lounge and the Sir Tom Finney Lounge, as well as executive boxes, are sold subject to availability.

2018/19 season card holders have until the close of business on Friday 28th June to renew their seat for the 2019/20 season. After this deadline, the seat will be released for general sale.

The Premier Member offering of a free season card when the club gets promoted to the Premier League remains in place for all Premier Members, who must retain their season card status in order to retain the offer of a like-for-like season card in the first season the club is playing in the Premier League on or before the 2022/23 season.

**HOME MATCH BY MATCH CORPORATE TICKETS**Corporate tickets for all home league games will go on sale from Monday 1st July 2019. Tickets can be purchased from the commercial department, on 0344 856 1960 (opening times can be found below).

All corporate lounges; the Invincibles Lounge, the Guild Lounge, Sir Tom Finney Lounge and The Greats’ Room, as well as executive boxes are sold subject to availability.

Full payment is due at the time of booking.

*\*Supporters under the age of 14 are not permitted entry to the stadium without adult supervision.*

**BOOKING AND COLLECTION PROCESS**Supporters are asked to provide contact details: name, address, contact number and email address, if available, at time of purchase. The full amount is due at time of purchase to confirm the booking.

Once the payment has been made, a letter of confirmation, receipt/invoice along with the matchday itinerary and directions will be sent to the customer by email or post.

Corporate tickets will be ready for collection on the relevant executive reception two hours prior to kick off for a Saturday fixture, or 1 hour 45 minutes for a mid-week fixture.

**CONCESSIONS**Senior citizens (age 65 and over): Corporate prices start from £73

Juniors (ages 11 to 18-year-old): Corporate prices start from £59

U11: Corporate prices start from £5

*\*Please note all concessions are required to bring identification when entering the stadium as this may be challenged.*

**DISABLED SUPPORTERS**All supporters with a disability must be registered with Preston North End FC by completing a disability registration form.

The registration form consists of two parts; part one is to be completed by the applicant or their representative and part two must be completed by a person who works in (or is retired from) a recognised profession. This person must know the applicant well, but cannot be related to or live at the same address as the applicant. A recognised profession can be defined as a job which requires special knowledge and skills derived from research, training and education and is acknowledged by the public as such. i.e. doctor, teacher, solicitor. One of the following documents will also need to be provided at the time of registration in support of the registration form:

* Disability Living Allowance (DLA) at the medium to high rate;
* Personal Independence Payment (PIP) at the standard or enhanced rate;
* Certificate of Visual Impairment
* Attendance Allowance

You will be advised at the time of completing your registration if/when your application will be reviewed.

*\*Any carer’s proposing to provide assistance who are under the age of 16 will be looked at on an individual basis by the club and will only be issued if the club believes they are fulfilling the role of a carer.*

Wheelchair disabled spaces are subject to availability in the Invincibles Lounge and the Guild Lounge. Ambulant disabled supporters are permitted to sit in the Executive seating areas, however depending on accessibility restrictions, advice will be provided on booking in terms of most suitable seating arrangements.

For the full disabled supporter and carer terms and conditions please visit the club’s website www.pne.com or contact our disability liaison officer on 0344 856 1966 or via email slo@pne.com.

**SEASON CARD UPGRADES**Stand season card holders are able to upgrade their season card to a corporate lounge on a match by match basis, subject to availability. The value of the discount applied on the lounge prices are based on the match-by-match value of the season card purchase.

**REFUNDS**
Refunds will only be issued in line with the club’s terms and conditions.

**FORGOTTEN, LOST OR STOLEN SEASON CARDS**
Forgotten season card: In the event of a forgotten hospitality season card, in the first instance contact the Commercial Manager for authorised entry. On occasion you may be required to pay the full value for a new hospitality ticket and you will be reimbursed after the event.

Lost or stolen season cards: A replacement fee of £10 must be paid to replace a lost or stolen season card.

**LOYALTY POINTS**The loyalty point’s scheme has been introduced for the 2015/16 season to benefit both the supporters and the Football Club. Supporters whom purchase their tickets through Preston North End’s commercial department will receive loyalty points providing they purchase using their own individual account at each transaction. These loyalty points are accumulated and prioritised for a high demand fixture where there is a small allocation.

Season card holders are automatically allocated 260 points.

All league fixtures, Carabao Cup, Emirates FA Cup and home pre-season friendlies are each worth ten loyalty points.

*\*Please note season card holders purchasing additional home league tickets do not gain any extra points.*

*\*Only ten points are allocated per registered account. Please ensure all tickets purchased are allocated to the correct accounts to ensure all points are assigned.*

**ADDITIONAL EVENTS**In the event of Preston North End hosting additional events, this ticketing policy will apply unless otherwise stated.

**INCLUSION AND ANTI-DISCRIMINATION**Preston North End Football Club are committed to providing an inclusive environment for all and preventing discrimination. The club recognises the nine protected characteristics as sighted in the Equality Act 2010 and will not discriminate on the terms of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

**GDPR**Supporters are advised to refer to the club’s privacy policy which can be found on [www.pne.com](http://www.pne.com).

You can find our mission statement for inclusion and anti-discrimination by following the website.

**COMMERCIAL DEPARTMENT OPENING HOURS**Week of home matchesMonday to Friday: 9am until 5pm
Saturday matchday: 9.30am until 11.30am
Evening matchday: 9am until 4.30pm
Sunday: Closed

Week of away matches
Monday to Friday: 9am until 5pm
Saturday: Closed
Sunday: Closed

Bank Holidays: Closed (unless otherwise announced)

\*Opening hours are subject to change