

# BETFRED LEAGUE CUP SEMI FINAL

HIBERNIAN V CELTIC

THE NATIONAL STADIUM HAMPDEN PARK

SATURDAY 21ST OCTOBER 2017. KO - 12:15PM



## FAQS

### Q. I am a Season Ticket holder, how have tickets been allocated for this match?

A. Tickets are available to those STH on the HCTS (who purchased ticket for cup match v. Kilmarnock on 8th August) on a first come first served basis, subject to availability. We do not have a sufficient allocation to guarantee all STH on the HCTS a ticket for this match.

### Q. What are the ticket prices for this match?

A. The ticket prices are as follows:

**North/South Stand      £30 Adult**

**East Stand                £25 Adult/ £10 Concessions**

Concessions tickets are Under 16/65+. Under 16's must be accompanied by an adult.

### Q. How can tickets be purchased for this match?

A. Tickets can be purchased online, by calling 0871 226 1888\* or by visiting the Celtic Ticket Office. Booking fees apply online/via booking line. Bookings via online/booking line are subject to a £7 special delivery fee.

If purchasing your ticket via the booking line, please ensure that you have your client refs and payment details available. Bookings cannot be processed without this information.

The Ticket Office is open Monday to Friday, 9.30am til 5pm. Any changes to the opening hours will be detailed on the ticketing page of the Club website, <http://www.celticfc.net/tickets>

### Q. I am on the Home Cup Ticket Scheme, will payment be taken automatically for my final ticket?

A. Tickets are available to those on the HCTS on a first come first served basis and are subject to availability. Tickets must be purchased via one of the above methods. **Payment will not be taken automatically.**

### Q. I have been successful for a ticket, when is the deadline to purchase my ticket?

A. Subject to availability, the deadline is 5pm on Tuesday, 10th October.

### Q. Why is there a charge for special delivery?

A. As there is no reprint ticket facility for this match, tickets must be sent by special delivery to ensure safe delivery of tickets\*. The Club makes no money from this fee. Supporters who do not wish to pay this fee should purchase their tickets directly from the Ticket Office.

### Q. When will I receive my tickets?

A. We anticipate that tickets will start to be posted from 12th October\*. If you are out when Royal Mail attempt to deliver your ticket, they will post a "While you were out" card which will state where you can collect your ticket or how to rearrange delivery.

In the event that you have not received your tickets by Wednesday, 18th October, please contact Customer Services on 0141 230 1967 or email [celticfctickets@celticfc.co.uk](mailto:celticfctickets@celticfc.co.uk) and we can provide the Track and Trace reference for your booking.

We strongly advise that if your tickets have not arrived by Wednesday, 18th October that you contact the Ticket Office to ensure you can collect your tickets from the Royal Mail sorting office in time for the match.

\* Standard special delivery requires a signature.



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### **Q. Why has there been a change in the ticket allocation process for the semi final and finals?**

A. In recent seasons the Club has offered a prioritised allocation of tickets for Semi Finals and Cup Finals to STH on the Home Cup Ticket Scheme, the ticket allocation process has not changed. The information regarding membership of the HCTS being taken into consideration for semi final/finals is detailed in the season ticket renewal/application form. For Season 17/18, there has been a substantial increase in the number of STH on this scheme.

### **Q. Why can I only purchase certain areas of Hampden online?**

A. We are unable to offer all areas online as we need to offer tickets via all the sales channels, online, via booking line and in the Ticket Office. Unlike a match at Celtic Park, the tickets are pre-printed and the same area cannot be sold via several channels. Not all areas are available to purchase as the Club has contractual RTB to fulfil. The Ticket Office endeavours to ensure that there is a fair split of tickets for the various stands via all sales channels.

### **Q. Can I upgrade a concession ticket for the use of an adult?**

A. No, tickets are for the use of the Season Ticket holder only, concession tickets cannot be upgraded for the use of an adult.

### **Q. I am unable to log in online – it does not recognise my client reference?**

A. In order to help with this query, send an email to [celticfctickets@celticfc.co.uk](mailto:celticfctickets@celticfc.co.uk) detailing your client ref and the email address you wish to use for your online account. In the Subject heading, please detail Online Issue in order that we can help with your query.

### **Q. I am logged in online and I am unable to add my friends/family to my account – how do I do this?**

A. You must link both you and your fellow STH together through the My Celtic Network. This can be found by clicking on your name and going into the My Account Area. Once in the My Celtic Network area, you can search for Existing User.

### **Q. Will there be any further sale of tickets for this match?**

A. Any changes to the sales arrangements for this match will be detailed on our website, [www.celticfc.net](http://www.celticfc.net) and via Twitter @celticfctickets

### **Q. Will there be a general sale of tickets?**

A. There will be no general sale of tickets for this match.

