

SEASON 2018/2019 FAQS



WHEN IS THE DEADLINE TO RENEW MY SEASON TICKET?

The deadline is Friday 11th May 2018.

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, Student Opt Out and Overseas Season Tickets 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.

Under 13 Opt Out, 13-16 Opt Out, 17-18 Opt Out, Student Opt Out and Overseas Season 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, Student Opt Out and Overseas 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 Areas 115 to 118, half of 416, and 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 SEAT IS BEING AUTOMATICALLY RENEWED, WHEN ARE YOU GOING TO TAKE THE MONEY OUT OF MY ACCOUNT FOR THE DEPOSIT?

If your renewal form states that your seat will be automatically renewed and paid for by Direct Debit, we will take the deposit out of your account on Friday 25th May 2018. The dates for the remaining instalments are: Friday, 31st August 2018; Friday, 28th September 2018; and Friday, 26th October 2018. See Automatic Renewal form for details.

WILL I RECEIVE A PAPER RENEWAL FORM FOR MY SEASON TICKET FOR SEASON 2019/20?

If you renew your Season Ticket for the upcoming season 2018/19 using the paper application form then you will receive a paper renewal form again for season 2019/20. If you renew your Season Ticket online for season 2018/19, all future Season Ticket renewal forms 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 www.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 11th May 2018.

I WANT TO PAY FOR MY SEASON TICKET OVER 4 INSTALMENTS, WHY CAN I NOT APPLY FOR THIS SCHEME DIRECTLY WITH CELTIC?

The Club only offers its own 4 instalment payment scheme to existing Season Ticket Holders whose seats are automatically renewed and paid for by Direct Debit. Season Ticket Holders whose seats are not automatically renewed and who wish to pay by instalments must select from the schemes offered by Zebra Finance.

HOW CAN I APPLY FOR THE 4 MONTH SCHEME WITH ZEBRA FINANCE?

Season Ticket Holders can renew their Season Ticket via Zebra Finance online (accessible at www.celticfc.net). Please ensure that you select the 4 month payment option. Alternatively, please complete and return the 4 Month Zebra Finance application form together with your signed renewal form in the envelope provided. **Please ensure that the form is fully completed by the individual who is applying for finance.** Your Season Ticket will not be activated until after Zebra Finance pays the price of your Season Ticket to the Club.

HOW CAN I APPLY FOR THE 10 MONTH SCHEME WITH ZEBRA FINANCE?

Season Ticket Holders can renew their Season Ticket via Zebra Finance online (accessible at www.celticfc.net). Please ensure that you select the 10 month payment option. Alternatively, please complete and return the 10 Month Zebra Finance application form together with your signed renewal form in the envelope provided. **Please ensure that the form is fully completed by the individual who is applying for finance.** Your Season Ticket will not be activated until after Zebra 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 SEAT AT THE STUDENT PRICE FOR SEASON 2018/19?

If you were a Student Season Ticket Holder last season, your renewal form has been sent to you as a Student Season Ticket. If you opted out of those matches v. Rangers, your renewal form has been sent to you 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 Saturday, 29th September 2018. 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. If you change to an Adult Season Ticket, you will be issued with a new Season Ticket.

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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 2017/18 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 assist with this 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 Saturday, 29th September 2018. 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 only 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 2018/19 is Friday, 22nd June 2018.

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 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. Membership of the Home Cup Ticket Scheme 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, www.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, www.celticfc.net and will be announced via the Ticket Office twitter feed, @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 £15 is applicable. We reserve the right to decline such a request. Transfer of Season Tickets in Rail Seating is not permitted. Any Season Tickets not renewed in Rail Seating will be offered to Season Ticket Holders who have registered their interest in this area.

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.

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 www.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.

Further information on Season Ticket relocations can be found on www.celticfc.net

I AM A SPECIAL SEASON TICKET HOLDER – AM I GUARANTEED THE OPPORTUNITY TO PURCHASE A TICKET FOR THE MATCHES V. 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 www.celticfc.net and via the Ticket Office Twitter Feed, @celticfctickets

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HOW CAN I APPLY FOR DOMESTIC AWAY/EUROPEAN AWAY MATCH TICKETS?

Tickets for domestic away and European away matches will be allocated based on attendance at previous away matches. The criteria for each away match will be detailed on the Club website at www.celticfc.net.

Attendance at Semi-Finals/Finals will not be taken into consideration in the allocation of domestic away/European away match tickets.

WHEN WILL I RECEIVE MY NEW SEASON TICKET?

Season Ticket Holders renewing their Season Ticket will not receive a new season card. Your season card for Season 2018/19 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. New Season Ticket Holders will be sent their new season card by 2nd July 2018, or within 30 days of purchase if purchased later.

WHAT IF I LOSE MY SEASON TICKET?

If your Season Ticket is lost, stolen, broken or destroyed, a replacement fee of £20 is applicable.

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 9:30am until 5pm

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 10:30am until kick-off

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

CONTACT US

Customer Services Line: 0141 230 1967*

By Email: tickets@celticfc.co.uk

Twitter: @celticfctickets

*For customer enquiries relating to existing purchases only. Calls charged at standard rate.