

UEFA CHAMPIONS LEAGUE

MANCHESTER CITY V. CELTIC

6TH DECEMBER 2016-11-01



FAQ'S

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

A. Tickets for this match have been allocated based on previous attendance at European away matches. Tickets have been allocated to STH who have attended 4 of the last 18 European away matches (tickets must be purchased under STH client ref)

Q. What are the ticket prices for this match?

A. Tickets are priced £35.

Q. I meet the criteria for this match, how can I purchase my ticket?

A. Tickets can be purchased in person at the Ticket Office or by calling Customer Services Line on 0141 230 1967. Bookings via telephone are subject to a £7 special delivery fee.

If purchasing your ticket via telephone, please ensure that you have the client refs for all STH for which you are purchasing on behalf of together with payment details available. Bookings cannot be processed without this information. Tickets purchased via telephone cannot be uplifted from the Ticket Office.

Please note, we anticipate that the Customer Services Line will be busy and thank supporters in advance for their patience. Tickets for those successfully allocated a ticket will be available to purchase until the deadline.

Q. When is the deadline for successful STH to purchase their ticket?

A. The deadline is 5pm on Wednesday 16th November.

Q. Will there be a further sale of tickets for this match?

A. It is not anticipated that there will be a sale of tickets after the deadline.

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 in person at the Ticket Office.

Q. My friends and I have been successful, how do we secure seats together?

A. To secure seats together, you must purchase your tickets at the same time. Tickets can be purchased together via the sales channels detailed above.

Q. I have booked with Celtic Travel but also meet the criteria set by the Ticket Office – do I purchase my ticket via the Ticket Office?

A. No, if you have booked with Celtic Travel, your ticket will be given to you on the coach. You will not be able to purchase your ticket via the Ticket Office.

Q. Why do Celtic Travel receive an allocation of tickets for European away matches and how do they allocate tickets?

A. Celtic Travel is operated by Celtic Football Club. Over the past three years, the Club have worked with several travel companies to support official fan travel utilising ATOL covered Travel Agents to secure aircraft, hotel nights and ground transport services.

The allocation of tickets is decided by the club based on running a financially viable trip that provides a service to Season Ticket holders whom prefer to use an official travel service. Many Season Ticket holders choose to use Celtic Travel as it is difficult for them to be out of the country for 2-3 days to travel on scheduled flights, the provision of a chartered aircraft and official travel delivers a service that many Season Ticket Holders have requested.

Tickets are allocated based on the standard European Away ticketing criteria. Offering Season Tickets holders with the highest number of away games over the past two years the first option to purchase the available travel package. The ticketing criteria is then reduced on a phased basis until the package is sold out.

The volume of tickets for this year's European Away matches has ranged from 0 - 400



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Q. I booked my ticket via telephone, what address will they be posted to?

A. When booking your ticket, the lead name should be given first, tickets will be posted to the address we have on file for the lead STH.

Q. I booked my ticket via telephone, when will my ticket be posted?

A. We anticipate that tickets will start to be posted w/c 21st November. 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, 30th November, please contact Customer Services on 0141 230 1967 or email euroaway@celticfc.co.uk and we can provide the Track and Trace reference for your booking.

Q. I am a standard season ticket holder and I have booked via Celtic Travel, will my records reflect attendance at this match?

A. If you have booked via Celtic Travel for this match under your client reference, your attendance will be updated in the Ticket Office. Only tickets purchased via Celtic Travel or directly from the Ticket Office under your client reference will be reflected in the Ticket Office records.

Q. Will there be a general sale of tickets?

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

Q. How can I apply for tickets in the disabled section for this match?

A. TBC

Full details on the sales arrangements for this match can be found on www.celticfc.net

Q. What are the last 18 European away matches which the criteria is based on?

A. The criteria is based on attendance at the following matches (tickets purchased under own client ref):-

KR Reykavik Away	15/07/2014	Malmö FF Away	25/08/2015
Legia Warszawa SA Away	30/07/2014	Ajax Away	17/09/2015
NK Maribor Away	20/08/2014	Molde Away	22/10/2015
FC Salzburg Away	18/09/2014	Fenerbahçe Away	10/12/2015
FC Astra Giurgiu Away	06/11/2014	Lincoln Away	12/07/2016
GNK Dinamo Zagreb Away	11/12/2014	FC Astana Away	27/07/2016
Inter Away	26/02/2015	Hapoel Away	23/08/2016
Stjarnan Away	22/07/2015	FC Barcelona Away	13/09/2016
Qarabag Away	05/08/2015	VFL B. Monchengladbach Away	01/11/2016

Q. What areas of the Etihad have been allocated to Celtic Supporters?

A. The Club has been allocated tickets in Areas 113, 114, 213, 214, 313 and 314.

Q. Why can't European away tickets be purchased online?

A. For European away tickets, we must have a copy of travel documents prior to issuing tickets. For this particular match, the supporters must confirm to the Ticket Office their method of travel to Manchester.

