

SEASON 2020/21

SEASON TICKET FAQs



WHEN IS THE DEADLINE TO RENEW MY SEASON TICKET?

The deadline is Tuesday, 7th July 2020.

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 and Student Opt Out Tickets are valid for all home SPFL league matches, excluding any matches against Rangers FC, and such other home matches as nominated by the Club (in total, a minimum of 19 and a maximum of 20 home matches).

Under 13 Opt Out, 13-16 Opt Out, 17-18 Opt Out and Student Opt Out 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 and Student Opt Out 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 sections 115 to 118, half of section 416, and sections 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 but all Season Tickets will be valid for entry to Celtic Park and/or for access to the 'Virtual Services' detailed below, where any such games have to be played 'behind closed doors' or with a reduced capacity as a consequence of the Coronavirus pandemic.

MY SEASON TICKET IS BEING AUTOMATICALLY RENEWED, WHEN ARE YOU GOING TO TAKE THE MONEY OUT OF MY ACCOUNT FOR THE DEPOSIT?

If your renewal letter states that your Season Ticket will be automatically renewed and paid for by Direct Debit, we will take the deposit out of your account on Tuesday, 30th June 2020. The dates for the remaining instalments are: 28th August 2020, 25th September 2020 and 30th October 2020. See Automatic Renewal letter for details.

WILL I RECEIVE A PAPER RENEWAL FORM FOR MY SEASON TICKET FOR SEASON 2021/22?

If you renew your Season Ticket for the upcoming season 2020/21 using the paper application form then you will receive a paper renewal form again for season 2021/22. If you renew your Season Ticket online for season 2020/21, all future Season Ticket renewal information 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?

Due to the restrictions on Club operations as a result of the Coronavirus pandemic, please either pay by Credit Debit card online at celticfc.net. or by Credit/Debit card or cheque by returning your completed renewal form in the envelope provided.

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

The Club is only able to offer its own four instalment payment scheme to existing Season Ticket Holders whose seats are automatically renewed and paid for by Direct Debit. Season Ticket Holders whose Season Tickets are not automatically renewed and who wish to pay by instalments must apply for one of the products offered by V12 Retail Finance.

HOW CAN I APPLY FOR THE 4 OR 10 MONTH SCHEME WITH V12 RETAIL FINANCE?

Season Ticket Holders can renew their Season Ticket via V12 Retail Finance online, accessible at celticfc.net. Select either the 4 or 10 month payment option (as appropriate). Please note V12 Retail Finance applications are only available online. Please ensure that you complete the e-signature process to secure your Season Ticket. Your Season Ticket will not be activated until after V12 Retail 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 TICKET AT THE STUDENT PRICE FOR SEASON 2020/21?

If you were a Student Season Ticket Holder last season, your renewal has been reserved as a Student Season Ticket. If you opted out of those matches against Rangers FC, your seat will have been reserved as a Student Opt Out. If you wish to opt in to these matches, please email the Celtic Ticket Office on tickets@celticfc.co.uk. To retain the student price, you must complete and return the Student Application Form to the Ticket Office by Friday 2nd October 2020. 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 view digital content 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.



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IF 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 email the Ticket Office on tickets@celticfc.co.uk and the Ticket Office will assist with this request. Please ensure you contact the Ticket Office prior to the renewal deadline should you wish to change price.

IF 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 2019/20 and are now a Student, please contact Customer Services on 0141 230 1967* or email the Ticket Office on tickets@celticfc.co.uk and the Ticket Office will advise on this request. We reserve the right to decline such a 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 Friday 2nd October 2020. 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 view digital content 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 at a fee of £20 per upgrade.

HOW IS THE HOME CUP TICKET SCHEME AFFECTED BY THE VIRTUAL SERVICES ELEMENT OF THE SEASON TICKET?

The Club is aware that there may need to be some adjustments to the Home Cup Ticket Scheme as a result of the Coronavirus pandemic and the inclusion of the Virtual Services within the Season Ticket. Further details, including any changes to the below information will be communicated to our Season Ticket Holders in due course and in any event before any relevant matches take place.

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 2020/21 is Friday, 10th July 2020, subject to any variation as a result of the Coronavirus pandemic which may subsequently be communicated by the Club.

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 you choose to renew your Season Ticket online, or have your Season

Ticket automatically renewed, you will need to print out and complete a Home Cup Ticket Scheme form which can be found on the Club website at celticfc.net. Please note these forms cannot be accepted via email. Please ensure you detail your client reference on the 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, subject to any variation as a result of the Coronavirus pandemic which may subsequently be communicated by the Club. 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 but 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, 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 and any closed door or reduced capacity restrictions in force as a result of the Coronavirus pandemic, 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.



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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 and any closed door or reduced capacity restrictions in force as a result of the Coronavirus pandemic, 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 celticfc.net and will be announced via the Ticket Office Twitter feed, [@celticfctickets](https://twitter.com/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 £20 is applicable. We reserve the right to decline such a request. Transfer of Season Tickets in Rail Seating is not permitted.

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.

We wish to highlight to Season Ticket Holders that due to the restrictions on Club operations as a result of the Coronavirus pandemic, we do not envisage that any relocation requests will be able to be processed during Season 2020/21.

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 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.

I AM A SPECIAL SEASON TICKET HOLDER – AM I GUARANTEED THE OPPORTUNITY TO PURCHASE A TICKET FOR THE MATCHES AGAINST 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 celticfc.net and via the Ticket Office Twitter Feed, [@celticfctickets](https://twitter.com/celticfctickets).

WHEN WILL I RECEIVE MY NEW SEASON TICKET?

New Season Ticket Holders will be sent their season card by no later than 14 days prior to the first date that the Season Ticket Holder will require the Season Ticket to gain entry to Celtic Park, unless the Club are prevented from doing this due to restrictions on Club operations as a result of the Coronavirus pandemic.

Season Ticket Holders renewing their Season Ticket will not receive a new season card. Your existing season card 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.

WHAT IF I LOSE MY SEASON TICKET?

If your Season Ticket is lost, stolen, broken or destroyed, a replacement fee of £20 is applicable. Please note replacement Season Tickets can only be obtained if the named Season Ticket Holder is present with identification. We reserve the right to decline such a request. For Holders in the rail seating section, lost Seasons Tickets should be reported to the ticket office immediately.

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.

WHAT ARE THE VIRTUAL SERVICES BEING PROVIDED AS PART OF MY SEASON TICKET?

Where any games included within your Season Ticket have to be played 'behind closed doors' or with a reduced capacity as a consequence of the Coronavirus pandemic, you will be provided, free of any additional charge, with digital access to such matches via a new Club platform being specifically created by the Club for Season Ticket Holders for Season 2020/21. Full details, include technical requirements and how to access the platform will be communicated to Season Ticket Holders as soon as possible.



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WILL I NEED TO WATCH ALL MATCHES DURING SEASON 2020/21 VIA THE NEW PLATFORM?

The Club are committed to getting supporters back into Celtic Park as soon as it is safe to do so and we are doing everything we can to achieve this. The platform is therefore the only way to ensure that supporters don't miss any league action from Celtic Park whilst games have to be played 'behind closed doors' or with a reduced capacity as a consequence of the Coronavirus pandemic.

ARE THE VIRTUAL SERVICES AVAILABLE IN IRELAND?

Yes. Any Season Ticket Holder located in the UK or Ireland will be able to access the Virtual Services. Any Season Ticket Holders located out with the UK and Ireland should contact tickets@celticfc.co.uk for further information.

DO I NEED TO SUBSCRIBE TO SKY SPORTS AND/OR CELTIC TV TO GET ACCESS TO THE VIRTUAL SERVICES?

No. The Club's Virtual Services are entirely separate from both Celtic TV and Sky Sports and are exclusively available to Season Ticket Holders. The Virtual Services will be delivered directly by the Club to Season Ticket Holders.

WHAT MATCHES ARE INCLUDED IN THE VIRTUAL SERVICES TICKET?

All games included within your Season Ticket which have to be played 'behind closed doors' or with a reduced capacity as a consequence of the Coronavirus pandemic will be included within the Virtual Services.

WILL THERE BE ANY CHANGES TO THE PRICE OF MY SEASON TICKET AS A RESULT OF THE VIRTUAL SERVICES?

The price previously communicated by the Club remains the same. Whilst we appreciate that supporters will be disappointed not to be able to support the team at Celtic Park for every match during such an important season, the Virtual Services ensures that Season Ticket Holders will not miss out completely on the action in these unprecedented times. It is our aim to have Season Ticket Holders back at Celtic Park as soon as we can and we are doing everything we can to achieve this. The Club is also committed to looking at ways of delivering additional value to our supporters over the course of Season 2020/21 and will provide further updates in this regard when we have more details.

IS A REFUND AVAILABLE FOR THE MATCHES WHICH SEASON TICKET HOLDERS CAN'T ATTEND DUE TO CORONAVIRUS IF THEY CHOOSE NOT TO USE THE VIRTUAL SERVICES (E.G. IF ONLY ONE LOGIN IS REQUIRED IN A HOUSEHOLD OF MULTIPLE SEASON TICKET HOLDERS OR IF A SEASON TICKET HOLDER DOES NOT HAVE THE ABILITY TO ACCESS THE VIRTUAL SERVICES?)

Whilst the Club appreciates that not everyone may wish, or be able, to make use of the virtual services, there is no price reduction or refund available. It is our aim to have Season Ticket Holders back at Celtic Park as soon as we can and we are doing everything we can to achieve this. The Club is also committed to looking at ways of delivering additional value to our supporters over the course of Season 2020/21 and will provide further updates in this regard when we have more details.

WHAT HAPPENS IF I HAVE ALREADY PURCHASED MY SEASON TICKET BUT WISH TO CANCEL?

Any Season Ticket Holder who has already renewed but now wishes to cancel should fill out the cancellation form available [here](#) and return it to the Ticket Office by 30 June 2020 (either by post or email to tickets@celticfc.co.uk as detailed on the form).

HOW WILL THE CLUB DETERMINE WHICH SEASON TICKET HOLDERS ARE ALLOWED INTO CELTIC PARK IN THE EVENT OF A REDUCED CAPACITY BEING PERMITTED?

The Club is committed to getting supporters back into Celtic Park as soon as possible and will investigate any and all options for this. Given the lack of clarity over exactly what may be permitted and what requirements will be stipulated by the Government and other regulatory bodies, we do not currently have any further detail. The Club will communicate further details to our Season Ticket Holders in due course.

