

We have put together a guide which we hope you will find useful in answering some of the most frequently asked questions regarding season pass purchase. In this guide you will find information on the following-

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### **Important Dates**

Half Season Passes are available to purchase from Monday 24<sup>th</sup> November 2014. They are valid from the Oldham Athletic game on Monday 29<sup>th</sup> December.  
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### **How to Buy**

The easiest way to purchase your half season pass is online. You can also come in person to the box office or call us on 0871 2266777. Additional Fees apply to telephone orders.

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### **Buying Online**

Go to [www.eticketing.co.uk/barnsleyfc](http://www.eticketing.co.uk/barnsleyfc). If you are a previous season pass holder and have already activated your account online you should log in with your existing username and password and go to step 5. If you haven't yet activated your season account you need to follow the instructions below-

1. Click login/register but DO NOT register a new account or log in to an account that you may have previously registered that isn't linked to a season pass
2. Click 'Activate My Account' which is situated on the left underneath the password box.
3. Enter your client reference number and surname. Your client reference number can be found on any previous season ticket or obtained from the box office on 0871 2266777.
4. Fill in any fields that are missing i.e. date of birth and then click to save and continue. This will re-direct you back to the home page.
5. If you have never had a season pass before and do not already have an online account you will need to 'Create an Account' via the link on the login page and fill in all requested fields. Once complete return to ticket home and follow the steps below.
6. Click the 'Buy Season Tickets' link situated at the bottom right of the screen. Choose your seat from the interactive seating map and add to basket.
7. Click 'Proceed to Payment'. Using the dropdown menu choose if you wish to pay in full by either debit or credit card or pay in monthly instalments through Zebra Finance. Additional fees will apply for credit card or finance payments.
8. Select 'Postage and Packaging' or 'Collect from Box Office' See Postage and Collection Dates.
9. 'Complete Purchase'

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### **Buying Multiple Season Tickets Online**

If you wish to buy multiple season passes at the same time it is better to add all the people you are buying for to your network before you start. First activate or create your own account by following the instructions under Buying Online then follow the instructions below.

1. Click 'My Account' at the top of the screen.
2. Select 'My Network'
3. If the person you are adding is a previous season pass holder or has previously registered online click 'Search for Existing User' and enter their client reference number and surname.
4. If the person you wish to add to your network is not a previous season pass holder or hasn't previously registered online then select 'Register a New User' and complete the required fields as requested. You can then select a seat from the Interactive Season Map and 'Add to Basket'.

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### **Payment Options**

You can pay with cash, credit or debit card or in monthly instalments via Zebra Finance. Additional fees will be added if paying by credit card or finance.

### **Zebra Finance**

Zebra finance offer a 5 monthly payment plan to supporters wishing to purchase their season pass and pay in instalments. The easiest way to apply for Zebra Finance is online via [www.eticketing.co.uk/barnsleyfc](http://www.eticketing.co.uk/barnsleyfc). On the payment page simply select finance from the 'Method of Payment' drop down menu and follow the user friendly on screen instructions. Alternatively you can apply in person through the box office. You will need to supply a current mobile telephone number, email address, bank account number and sort code upon application. Zebra Finance will notify you directly by email if your application has been successful. Once accepted you will receive an email link and a SMS text with your unique password. Click on the link and enter your password. You will then be required to electronically sign your finance agreement by accepting the terms and conditions shown. Once this is submitted your finance agreement is complete and your first payment including any Additional Fees will be debited from your account.

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### **Additional Fees**

- Booking Online - FREE
- Telephone Orders - £3.90 per season ticket
- Debit card payment - FREE
- Credit card payment - 3%
- 5 monthly payment plans - £20 (payable to Zebra Finance) per agreement not per season ticket when purchased together. Please see Buying Multiple Season Tickets Online to purchase under one agreement.
- Collection from Box Office - FREE
- Postage and Packaging - £1.50 per booking

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### **Postage and Collection Dates**

- If you choose to pay for postage your season pass will be posted out to you within 2 working days. The latest we can offer postage for delivery before Christmas is 3pm Friday 19<sup>th</sup> December.
- If you choose to collect from box office we will require confirmation of name and address for each season ticket collected.

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### **Concession Tickets**

- Everyone applying for concession tickets must supply proof of date of birth i.e. birth certificate or passport.
- All concession season passes issued are for the sole use of the person named at the time of application.
- Juvenile under 12 passes can only be purchased in conjunction with a full paying adult or senior citizen's season pass. The person applying must remain with and be responsible for the juvenile under 12 at all times within the stadium.
- Juvenile(Under 12) passes are available to all persons aged 11 years and under on 29<sup>th</sup> December 2014
- Juvenile(12-16) passes are available to all persons aged 12-16 years inclusive on 29<sup>th</sup> December 2014
- Young Adult(17-21) tickets are available to all persons aged 17-21 years inclusive on 29<sup>th</sup> December 2014
- Senior Citizen tickets are available to all persons aged 65 years or over on 29<sup>th</sup> December 2014.

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### **Family Area**

The Family Area is located in the East Stand Upper Tier blocks F14, F15 and F16. The family area is for the sole use of adults and senior citizens accompanying children aged 16 years or younger. We will not issue family area tickets to adults, young adults or senior citizens who are not accompanying children. Likewise we will not issue family area tickets to unaccompanied children.

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### **Contact Us**

If you have any questions that are not covered in this guide or need any further assistance please contact the Box Office directly on 0871 2266777. Alternately you can email us [boxoffice@barnsleyfc.co.uk](mailto:boxoffice@barnsleyfc.co.uk). You can also follow us on Facebook and twitter

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