

### 5/16 season go on sale?

Season Ticket holders can now renew their existing seat, at the discounted rates above. Please note the window to renew will be from December 1<sup>st</sup> to March 31<sup>st</sup>.

### I have not been notified that renewals are now available. What can I do?

All Season Ticket holders will be sent details of their personalised website by email and SMS on December 1<sup>st</sup>. If you have not received a notification, please ensure you are subscribed to receive communications from Swansea City AFC and have up-to-date email and mobile details in the ticket office system. For all the details, please log on to [www.swansrenew.co.uk](http://www.swansrenew.co.uk) with your surname and account number which is found on your current season card. Alternatively, you can visit the Ticket Office or phone 0844 815 6665.

### What matches are included in the 2015/16 Season Ticket?

All home League matches of the 2015/16 campaign. For avoidance of doubt this excludes any Cup home fixtures. However, when you purchase a match ticket for a Cup fixture this will automatically be uploaded to your Season Ticket card. You will not receive a paper ticket.

### How can I pay for my Season Ticket?

All prices are above, and Swansea City AFC has offered a £10 reduction for all Season Ticket holder types for the 2015/16 season. You can pay for your Season Ticket online through the personalised website, or you can pay at the ticket office or via 0844 815 6665. The methods of payment accepted are Debit cards, Credit cards (with the exception of American Express), Instalment Plan (5 month or 10 month) and cash (in person only). Please note that there will be a 2% charge on any transaction paid by Credit card. Cheques are not accepted.

CATEGORY STAND		From 1st December to 31 <sup>st</sup> December	From 1st January to 31 <sup>st</sup> January	From 1st February to 31 <sup>st</sup> March
		PRICE (£)	PRICE (£)	PRICE (£)
Adult	West	469.00	479.00	489.00
	East	419.00	429.00	439.00
	South / North	419.00	429.00	439.00
U16's	West	219.00	229.00	239.00
	East	219.00	229.00	239.00
	North	219.00	229.00	239.00
	South	69.00	79.00	89.00
Senior Citizen / Full Time Student	West	319.00	329.00	339.00
	East	279.00	289.00	299.00
	South / North	279.00	289.00	299.00



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### **securing my Season Ticket early?**

rates for renewing early and price increase for each

### **What are the cut off dates for each age band? And what proof is required?**

The cut-off date for each age band is August 1<sup>st</sup>. For example, if you are 60 years old on August 1<sup>st</sup> you qualify for a Senior ticket, whilst if you are 16 on August 1<sup>st</sup>, you would not qualify for a Junior ticket. Junior/Senior applicants are required to show a proof of date of birth, such as a passport or birth certificate. Students are required to show a valid student ID covering the coming season, or a letter which states they are accepted to continue education.

### **What happens if my chosen method of payment is declined?**

Two Instalment options are available for you with our 5 & 10 month (interest free) plans. All you need to do is choose the Instalment Plan when making your purchase. More information about these plans can be found on the online ticketing website.

### **Will I get a renewal application form for the 2015/16 Season Tickets in the post?**

The Ticket Office is going paperless, so fans will not be sent a renewal pack in the post this year. The Season Ticket on-sale website is [www.swansrenew.co.uk](http://www.swansrenew.co.uk).

Existing Season Ticket holders can access their own personalised Season Ticket website by going on to [www.swansrenew.co.uk](http://www.swansrenew.co.uk) and logging in with their surname and account number which is found on your current season card.

If you do not have access to the internet, please call 0844 815 6665 or call into the Ticket Office to complete your purchase.

### **Will I be sent my new 2015/16 Season Ticket in the post?**

No, please remember that your Season Ticket card for this season will automatically be uploaded with your Season Ticket for the 2015/16 campaign.

If lost there will be a £20 replacement charge.

### **Can I cancel my Season Ticket?**

Swansea City AFC does not generally offer refunds on Season Ticket purchases. However, if you wish to be considered for a refund prior to the start of the 2015/16 season you must send a request in writing to Swansea City AFC Customer Services Department, Liberty Stadium, Landore, Swansea, SA1 2FA, and each request will be reviewed on a case-by-case basis. Please note that Season Tickets cannot be cancelled after the 2015/16 season has commenced.

### **What is the total number of Season Tickets which will be available for fans to purchase for the 2015/16 season?**

The Club is currently at full capacity for Season Ticket holders for the 2014/15 season. All Season Tickets holders will have the opportunity to renew their Season Ticket. Should any seats become available, all details on how to purchase these seats will be made available on [www.swansea.net](http://www.swansea.net).

be offered a Season Ticket for the season 2015/16

As the renewal deadline window has closed. All prices and details will be announced via [www.swanseaclub.co.uk](http://www.swanseaclub.co.uk).

**Can I join the 2014/15 Jack Army membership now in order to purchase a Season Ticket?**

No, this cannot guarantee that you will be offered a Season Ticket. However, by joining the Jack Army membership you will have priority to purchase match day tickets and may be offered a Season Ticket for the following season (2016/17) depending on the number of Jack Army points you have.

**I have a child's Season Ticket in the South stand. What happens if my child cannot attend a home game?**

You can upgrade this Season Ticket but you will have to pay the full price of the ticket that is required due to the heavily discounted child's Season Ticket price in the family stand.

**I have a concession Season Ticket. What happens if I cannot attend a home game?**

You can upgrade this Season Ticket to an adult ticket and pay the difference  
For a concession-to-concession upgrade we can issue a new paper ticket at no additional cost.

**Will I be able to purchase an additional Season Ticket?**

No, not at the stage of renewal, as the club is at full capacity for Season Tickets. However, if you have a request please put it in writing to the Ticket Office, Liberty Stadium, Landore, Swansea, SA1 2FA. Please note that this is not a guarantee and in the event of another Season Ticket being offered, you may have to move to another part of the ground to fulfil the request.

**Ticket exchange**

The ticket exchange option becomes available when a home game is a complete sell out. This option is for Season Ticket holders who cannot make a specific home game and would like to sell their ticket on to another supporter. When logged in and a game is sold out you will notice under that game you can put your ticket up for ticket exchange by selecting the appropriate link. There will be a percentage offered to you before you confirm to release your seat. This is usually around 50% of what the ticket sells for. The money stays in your account until the end of the current season. Whatever the balance of your account, the total amount gets deducted from your Season Ticket renewal price.

For all those who have used ticket exchange, the cut-off date is November 30<sup>th</sup> 2014 – any credit on your account will automatically come off your Season Ticket renewal price. For all those supporters that used the ticket exchange after November 30<sup>th</sup> 2014 – your credit will remain on your account to use against your Season Ticket renewal for season 2016/17.

For those supporters who do not renew their Season Ticket, credit will not be refunded and will be lost.

£35 adult / £17.50 child, senior and students (Cat B games)

£45 adult / £22.50 child, senior and students (Cat A games)

#### *Match day upgrades*

If you require an upgrade in the North, East and West stands, you will be required to pay the difference between ticket prices. For example, child to adult for a Cat B game will be £17.50, and £22.50 for a Cat A game – this needs to be done by 2pm on a match day. We do however advise you do this prior to match day to avoid delays.

#### **Match day reprints**

There will be a charge of £5 for all match day reprints for the season 2015/16.

### **Season Tickets for disabled supporters**

#### **Do the on sale renewal dates still apply to disabled supporters?**

Yes, the dates apply for all supporters.

#### **Last season I supplied Swansea City ticket office with my proof of disability paperwork from the DWP. Do I need to send this again in order to receive the disabled/ambulant concession price and a free carer for the 2015/16 season?**

Yes, the ticket office needs to receive valid paperwork each season as all supporters circumstances can change. A proof of disability registration form is available online on [www.swanseacity.net](http://www.swanseacity.net).

#### **Is there a limit on the number of Season Tickets available for fans in wheelchairs?**

To ensure wheelchair spaces are available to fans on a match – by – match basis, the club only makes available a limited number of wheelchair space Season Tickets. These spaces were sold out for the 2014/15 season and these Season Ticket holders will have first refusal to renew their Season Tickets for the 2015/16 season.

#### **Is there a limit on the number of Season Tickets available for ambulant disabled fans?**

If Season Tickets become available, ambulant disabled fans will be able to purchase Season Tickets in all areas of the ground.

#### **Who can I speak to in regards to disabled Season Tickets or purchasing match day tickets?**

Please call the ticket office on 0844 815 6665 and they can assist with any queries. Swansea City also has a Disabled Scheme that is available for registration for all wheelchair and ambulant supporters who are wanting to purchase away tickets in the 2014/15 - 2015/16 season.

This scheme also applies for home games for those supporters who are not Season Ticket holders.

Everyone who applies must be a Jack Army member.



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[ticketoffice@liberty-stadium.com](mailto:ticketoffice@liberty-stadium.com) with the following

- Name
- Account Number
- Ambulant or Wheelchair
- Home or Away
- Up-to-date phone numbers

#### Disabled Supporters Association

The club also has a Disabled Supporters Association which can be contacted via email at [dsa@swanstrust.co.uk](mailto:dsa@swanstrust.co.uk).

#### **Can I be put on a waiting list for Season Tickets?**

Yes, please email [seasontickets@swanseacityfc.co.uk](mailto:seasontickets@swanseacityfc.co.uk), please state what ticket type(s), name, age and quantity you would like. Please note, being on the waiting list does not guarantee you will be offered a Season Ticket, if you are successful the club / Ticket Office will contact you.

#### **What happens if I have an issue and want to complain?**

Swansea City AFC takes all complaints very seriously and depending on the nature of the complaint, should be directed accordingly:

- Complaints regarding ticketing should be directed to the Liberty Stadium Ticket Office who are contactable either by e-mail ([ticketoffice@liberty-stadium.com](mailto:ticketoffice@liberty-stadium.com)) or phone (0844 815 6665)
- Fan misbehaviour should be reported on a match day to the nearest available steward. If this is not possible, the incident should be recorded via e-mail & sent to ([m.daniel@liberty-stadium.com](mailto:m.daniel@liberty-stadium.com))

For miscellaneous complaints or general feedback, please contact Lucy Norman at [lucynorman@swanseacityfc.co.uk](mailto:lucynorman@swanseacityfc.co.uk) or call 01792 616628.

We will endeavour to acknowledge receipt of your complaint within 48 hours to respond. Where a complaint requires an investigation, please allow up to 14 working days to respond. Please ensure that a contact telephone number is included on all correspondence.

#### **Who do I speak to if I have a problem on match day?**

Match day stewards are recognisable by their uniforms of bright orange jackets. They are located in and around the stadium to ensure the health and safety of the crowd, as well as assist with any queries or problems that supporters have. Disability stewards are recognisable by their uniforms of bright green jackets and are there to specifically assist disabled supporters.

If you have any problems during a game, please approach the nearest available steward for assistance. Reports of fan misbehaviour will be reported if deemed appropriate and dealt with accordingly.



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### **changes?**

fixtures, the dates of certain matches may change. All efforts will be made to announce any changes through the Club's main communication channels, including the website, ticket office and direct e-mail, if relevant details are held on file.

Ultimately, it remains the responsibility of the Season Ticket holder to ascertain the rescheduled match date.

## **Hospitality for 2015/16 season**

### **How much does a hospitality Season Ticket cost, and what do I get?**

Depending on the lounge, season-long hospitality is available starting from £2,318pp and each package includes Season Tickets in the West Stand, lounge access, three-course fine dining and complimentary programmes for all League home games.

Hospitality is also available to purchase on a match-by-match basis starting from £99 + VATpp.

### **Can I buy an executive box for the season?**

Unfortunately all executive boxes are currently sold for the season, but they do become available on a match by match basis. To make an enquiry about availability for a specific fixture, please call 01792 616625.

### **I'm a Season Ticket holder, can I upgrade my seat to hospitality for a game?**

Yes, Season Ticket holders can upgrade to hospitality for a game from £83 + VAT depending on the lounge. Your Season Ticket seat will then be cancelled for that fixture and you will be issued a ticket for hospitality match seating.

### **Is hospitality suitable for children or people with disabilities?**

Both lounges welcome children and are wheelchair accessible, subject to available wheelchair or ambulant disabled seating. Children are available at a flat rate of £50 + VAT in either lounge, whilst carers are charged a reduced rate from £83 + VAT depending on the lounge. Please make it known at the point of booking whether you require a wheelchair space.

### **What happens to my booking if the fixture date changes?**

If you are unable to make the new fixture date then we will transfer your booking to another game of your choice, subject to availability.



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Hospitality can be booked online via the usual e-ticketing route. Alternatively, bookings can be made by contacting the hospitality team on 01792 616625 or 01792 616628. Bookings must be made 48 hours in advance of the fixture.