

## FA Cup Final FAQ's

### General Questions

- Q. How many tickets has the club received for the Final?
- A. The club received an allocation of 25,000 tickets in the West End of Wembley Stadium which is split across four categories. The categories are:

Category	Price
Category 1	£115 (£105 concession) <b>SOLD OUT</b>
Category 2	£85 (£75 concession)
Category 3	£65 (£55 concession)
Category 4	£45 (£35 concession)
Disabled	£45 (Assistant will be free)

**Concession = Under 16 years and over 65's. Please note that all children aged 16 years and under must be accompanied by an adult.**

### Seasoncard Holders 2010/11

- Q. When can I purchase my ticket?
- A. Please see below for details of the sales schedule. Tickets will be made available to Seasoncard holders based on loyalty point status. We would also like to reward Seasoncard holders who are active members of the 2010/11 Cup Games Direct scheme for the FA Cup, supporting the team throughout this season's competition. These supporters will have the opportunity to purchase a ticket for the Final from **Tuesday 3<sup>rd</sup> May** regardless of loyalty point status. (N.B. Supporters should note that if they have left the 2010/11 Cup Games Direct Scheme for the FA Cup, regardless of the reason, they will not qualify for priority access for a Final ticket).

Tickets available to:	Date
Seasoncard holders with 5,000 loyalty points or more	Thursday 28 <sup>th</sup> April
Seasoncard holders with 4,250 loyalty points or more	Saturday 30 <sup>th</sup> April
Seasoncard holders with 3,750 loyalty points or more	Monday 2 <sup>nd</sup> May
<b>Seasoncard holders with 3,500 loyalty points or more**</b>	Tuesday 3 <sup>rd</sup> May
Seasoncard holders with 3,250 loyalty points or more	Wednesday 4 <sup>th</sup> May

**\*\* And any Seasoncard holder who is an active member of the 2010/11 Cup Games Direct scheme for the FA Cup competition, regardless of loyalty point status.**

Should any tickets remain, further selling criteria will be announced.

20 loyalty points will be awarded for this match.

Q. How can I purchase my ticket?

A. Tickets will be available to purchase via the following outlets:

Date	Stadium Box Office		Telephone Sales	
	Open	Close	Open	Close
Thursday 28 April	9:00am	5:30pm	9:00am	11:00pm
Friday 29 April (Public Holiday)	9:00am	5:30pm	9:00am	6:00pm
Saturday 30 April	9:00am	5:30pm	9:00am	9:00pm
Sunday 1 May	10:00am	4:00pm	10:00am	9:00pm
Monday 2 May (Bank Holiday)	11:00am	5:00pm	11:00am	6:00pm
Tuesday 3 May	9:00am	5:30pm	9:00am	11:00pm
Wednesday 4 May	9:00am	5:30pm	9:00pm	11:00pm

Postal applications will not be accepted for the Final and supporters cannot buy tickets online. Please note that additional security checks will apply for all purchases (in person and over the telephone).

Q. How many tickets can I purchase?

A. Supporters wishing to purchase tickets must present their valid Seasoncard and, if purchasing for other Seasoncard holders who meet the qualifying criteria, present their valid Seasoncards. **Under no circumstances will tickets be sold to supporters without production of a valid Seasoncard.** Subject to the above conditions, one Seasoncard holder may purchase a **maximum of six tickets.**

Q. My child doesn't have as many points as I do. Will I be able to get them a ticket at the same time as mine?

A. **Supporters are advised that the limited allocation of tickets set aside for qualifying Adult Seasoncard holders, to purchase for Junior Seasoncard holders regardless of their loyalty point status, has now SOLD OUT. To purchase a ticket, Junior Seasoncard holders must now qualify for a ticket in their own right with the requisite number of loyalty points.**

Q. My child is under 16 but has more points than I do. As their parent/guardian, will I be able to get a ticket at the same time as they qualify?

A. In the event of a Junior Seasoncard holder qualifying in their own right ahead of their parent(s) or guardian(s), they will also have the option to purchase one Adult ticket regardless of the Adult's Seasoncard loyalty point status.

Q. I want to sit with people who will not qualify at the same time as I would. When should I purchase my tickets?

A. We are aware that some groups of supporters with different numbers of loyalty points would like to purchase tickets together for this match. In an attempt to support this, the following process will apply:

The minimum number of supporters that qualify as a group is four, the maximum number who qualify as a group is six. Supporters wishing to purchase together as a group must be in possession of Seasoncards which are located in the same area (i.e. Stand/Level/Block) at the City of Manchester Stadium. Appropriate checks will be carried out at the Point of Sale.

A group of supporters may purchase final tickets together as soon as 50% of the supporters have the requisite number of loyalty points, as long as all supporters have 3,500 points or more. Where a group consists of five supporters, three supporters must qualify to purchase in their own right with the remaining two supporters meeting the minimum requirement of 3,500 points.

For those supporters on the 2010/11 FA Cup Games Direct Scheme who will directly benefit from having an accelerated purchase process, it is important to note that should they wish to sit with fellow supporters who are not active members of the FA Cup Games Direct Scheme, they can only purchase together when other Seasoncard holders within the group are eligible to purchase in their own right.

In line with the above, any one supporter can purchase up to six tickets, using valid, qualifying Seasoncards. To purchase tickets on behalf of other supporters, the buying supporter must be in possession of each of the respective cards at the time of booking and be prepared to answer a number of security questions relating to each of the card holders including date of birth, postcode and card number.

Q. I am on the 2010/11 Cup Games Direct Scheme, am I guaranteed a ticket?

A. No supporter is guaranteed a ticket. If you are a Seasoncard holder then you may apply in line with the selling criteria. Supporters should note that if they have left the 2010/11 Cup Games Direct Scheme (FA Cup) regardless of the reason, they will not qualify for priority access for a Final ticket through this route.

Q. I have attended all home FA Cup Games, am I guaranteed a ticket?

A. No supporter is guaranteed a ticket. Supporters who are **active members** of the 2010/11 Cup Games Direct Scheme **for the FA Cup competition** have priority access to purchase a ticket alongside Seasoncard holders with the requisite loyalty points in line with the selling criteria.

## Purchasing Tickets

**Important Information.** A copy of the Conditions of Issue (issued by the Football Association) will be available to all supporters who purchase tickets for the Final. All supporters who purchase a ticket agree to the conditions contained therein.

Q. Can I choose where to sit?

A. Subject to availability, supporters will have the option to choose which Category they wish to purchase a ticket from. The best available tickets will then be allocated from this section.

Q. I have already purchased a ticket, but now want to sit with friends, can I exchange?

A. No. In line with the Conditions of Issue, once a supporter has purchased their ticket, this is the only ticket that will be allocated to them.

Q. Can I upgrade a ticket?

A. No. In line with the Conditions of Issue, once a supporter has purchased their ticket, this is the only ticket that will be allocated to them.

Q. How will I receive my ticket(s) if I purchase over the phone?

A. Tickets will be sent by Special Delivery at a cost of £5.26 to the registered address of the Seasoncard holder. Please note there is a booking fee of £2 per ticket for all tickets purchased over the phone. **Under no circumstances will tickets be posted to any other address.** Where supporters have the same registered address and purchase tickets together, only one delivery cost will apply.

Q. I have a Citycard, will I be able to purchase a ticket?

A. If the club's allocation is not taken up by Seasoncard holders, they will be offered to Citycard holders on a similar basis with supporters with the highest number of loyalty points having the opportunity to purchase a ticket first.

Q. I have an Accesscard, will I be able to purchase a ticket?

A. If the club's allocation is not taken up by Seasoncard or Citycard holders, they will be offered to Accesscard holders on a similar basis with supporters with the highest number of loyalty points having the opportunity to purchase a ticket first.

Q. I am visiting the country and would like to see the game, would I be able to get a ticket?

A. No. You will not be able to purchase a ticket from the Club without being a current membership card holder.

## Disabled Supporters Information

Q. How many wheelchair spaces will we receive?

A. 100 Wheelchair spaces with provision for a free Assistant. We will also receive 50 visually impaired and walking ambulant spaces with provision for free personal assistants.

Q. How will tickets be allocated?

A. Tickets for the Final will be allocated to Disabled Seasoncard holders in line with the published sales schedule and club's loyalty points system, subject to availability.

Q. Will there be disabled parking?

A. Blue Badge Parking is available to purchase at a cost of £17.75 per space. To book, please visit [www.csparking.com/stadium](http://www.csparking.com/stadium) or alternatively phone 0208 900 2405. In addition, there is a Shuttle Bus Service available from Wembley Park Station to the stadium. For further information please visit [www.brentct.org.uk](http://www.brentct.org.uk).

Q. I am visually impaired, can I gain access to the match commentary?

A. Yes. Wembley Stadium operates a free of charge system for personal commentary receivers with either head-set or mini induction loop so that the commentary is available. These can be used anywhere within the seating bowl and need to be pre-booked by emailing: [accessforall@wembleystadium.com](mailto:accessforall@wembleystadium.com).

Q. How do I access the Stadium?

A. Access is across level plazas with no steps and no ramps steeper than 1:20. Wheelchair users and other disabled spectators enter the Stadium with all other spectators, through the same turnstiles and through the same entrances.

- From the North either up the pedway to the outer concourse or using the lift from the North entrance point up to the outer concourse.
- From Wembley Stadium Station and Wembley Central Station (South West) access is across the White Horse Bridge and onto the outer concourse.

Q. I am a disabled junior who has less points than my assistant, do I qualify at the same time as my assistant?

A. Yes, if you are under 16. If you are over 16 you are classed as an adult at Wembley Stadium and must purchase in your own right when the loyalty points reach your qualifying criteria.

Q. The disabled supporter for whom I am an assistant, does not wish to attend the match. Am I able to purchase in my own right?

A. Yes, so long as you have the requisite loyalty points, you are able to purchase in your own right at the appropriate time

Q. I am a Walking Ambulant Supporter and wish to sit with friends outside of the designated area, am I allowed to do this?

A. Yes but only when the walking ambulant allocation has sold out.

Q. I am wheelchair user and would like my family and/or friends to sit near or close by to the area I have been allocated, is this possible?

A. When your family and/or friends qualify in their own right, please make the operator aware and we will endeavour to assist with your request. Please note: we are unable to guarantee tickets will be available at this time.

### **Travel Options**

Q. Will the club be providing transport to the game?

A. Official coach and rail travel options are available from Thomas Cook Sport. You may register for these options. However, you should note that places on the travel options will only be confirmed once you have qualified and purchased your match ticket through the club. To register or find out more, please visit [www.thomascooksport.com](http://www.thomascooksport.com) or telephone 0870 752 0924.