

## **When do Bristol Bears 2022/23 Season Tickets go on sale?**

Bristol Bears 2022/23 Season Tickets will be available to 2021/22 Season Ticket holders from Monday, April 11th at 10am. All the sales dates, pricing (see below) and full details can be found by **clicking here**. [insert link]

## **How do I contact the club?**

You can contact Supporter Services on:

Phone – 0117 963 0600

Email – [supporterservices@bristol-sport.co.uk](mailto:supporterservices@bristol-sport.co.uk)

Website – [tickets.bristol-sport.co.uk](https://tickets.bristol-sport.co.uk)

## **Opening Times – Supporter Services**

Monday to Friday - 9am to 5pm,

Good Friday – Matchday Service Only

Easter Monday - Matchday Service Only

Monday, May 2nd – 10am to 4pm

Thursday, June 2nd - Closed

Friday, June 3rd - Closed

## **QUESTIONS AND ANSWERS ON PURCHASING/RENEWING YOUR SEASON TICKET**

### **1. When can Season Ticket holders renew their Season Tickets for the 2022/23 season?**

Online – from Monday, April 11th (10am)

Phone and online – from Tuesday, April 19th (10am)

### **2. How long is my 2021/22 Season Ticket reserved for before being released?**

2021/22 Season Ticket holders have until Monday, May 9th at 12pm to renew their current seat. Supporters who have renewed for the 2022/23 season will then be able to move into seats which have become available. This can be done over the phone between 12pm on Monday, May 9th and 5pm on Tuesday, May 10th.

### **3. I have a 2021/22 Season Ticket but I want to choose a different seat for the 2022/23 season, when can I do this?**

When Season Tickets go on sale on Monday, April 11th you will be able to see all available seats within the stadium. If the seat you wish to move to is available at this point, we recommend you select and purchase the new seat and not renew your 2021/22 Season Ticket seat.

If the seat you wish to move to isn't available, we recommend you renew your current seat. Once the Lose Your Seat deadline on Monday, May 9<sup>th</sup> (12pm) has passed, there may be further seats that become available. If you wish to move your seat after this point, you can do so by clicking [here](#), selecting your Season Ticket under the "Season Tickets" tab and then selecting the "Replace Seat" button. You will then be able to browse all available seats and move your seat. Alternatively, you can contact Supporter Services on 0117 963 0600 who will be able to assist.

#### **4. When can new Season Ticket holders purchase for the 2022/23 season?**

General sale for 2022/23 Season Tickets starts at 10am on Wednesday, April 20th. Supporters will be able to purchase online or over the phone.

#### **5. How do I renew my Season Ticket?**

##### Online

Online is the quickest and easiest way to renew your Season Ticket. You will need to either create or login to your Bristol Sport Club Account and link it to your Supporter ID number. For a step-by-step guide to setting up your account please [click here](#).

Once logged in you can navigate to your renewal information via a personalised MySeat page. You will be redirected to your reservation, along with the reservations of any friends and family members you attend with. Select the seats which you wish to renew and proceed to checkout.

##### Phone

Season Ticket holders who do not have access to the internet can call Supporter Services on 0117 963 0600 from Tuesday, April 19th at 10am to renew their Season Ticket over the phone.

#### **6. Can I renew more than one Season Ticket at a time?**

Yes, you will be able to renew the Season Tickets of friends/family in your linked group on the Bristol Sport ticketing website. In most cases you will already be linked to the supporters you attend with. In the circumstances that you are not, then you are able to link yourselves together by contacting Supporter Services with your Supporter ID number as well as the Supporter ID number of the person(s) you would like to be linked to.

#### **7. How can I pay for my Season Ticket?**

This can be done online or over the phone only, there will be no in-person sales from Ashton Gate. You are able to pay for your Season Ticket either in one full payment via Debit or Credit Card or by spreading the cost over nine months (please note: we do not accept

American Express). If you chose to spread the cost of your Season Ticket there will be a fee of £25 per application and payments will be split across nine months. The first payment will be due on July 1st, 2022. There is a maximum of four Season Tickets per pay monthly application. Further terms and conditions of our pay monthly scheme can be requested.

### **8. Have there been any changes to buying Season Tickets online?**

The banking industry is making adding in extra layers of security to make shopping online with card transactions even more secure.

Bristol Sport and our ticketing partner are ensuring we adhere to banking industry changes. You may soon notice you are asked to authorise online card payments during your online transaction. This can come in the form of One Time Passcode (OTP) which is sent to the mobile phone number registered or via process related to your personal banking mobile app or a OTP sent to your bank registered email address.

These extra checks are being introduced by banks to help reduce fraud by checking it's you making the payment. These checks also support the banking industries compliance with new payment regulations.

Different banks have different methods of authorising your transaction. If you are unsure how the process works for you, please contact your bank and make sure your contact details such as mobile phone number and email address are correct with your bank.

### **9. Is there a renewal discount price for securing my seat early?**

The advance sales period offers supporters the best possible price. Supporters should purchase their 2022/23 Season Ticket before Wednesday, June 1st at 5pm to get the cheapest priced Season Ticket. Prices will increase after this deadline.

### **10. What are the cut-off dates for each age category and what proof is required?**

The cut-off date for each age category is August 1st, 2022. For example, if you are 65 years old on August 1st, 2022 you qualify for a Senior 65+ Season Ticket, whilst if you are 12 years old on August 1st, 2021, you would not qualify for an Under-12 Season Ticket.

Concessionary applicants are required to show a proof of date of birth, such as a passport, driving licence or birth certificate. You will need to email a copy of a proof of date of birth to [supporterservices@bristol-sport.co.uk](mailto:supporterservices@bristol-sport.co.uk). If you have previously provided us with this proof, you will not be required to provide it again.

### **11. I have an Under-12 Season Ticket in my group, how do I claim the free replica shirt?**

For the 2022/23 season we will be fulfilling the Under-12 free shirt in a brand-new way. If an Under-12 Season Ticket is purchased, you will be asked to select the shirt size for the Under-12 as part of the purchase process. The sizes available are:

- 2-3 years Infant Kit – Home only
- 4-5 years Infant Kit – Home only

- 6-7 years Infant Kit – Home only
- Youth Small (7-8 years)
- Youth Medium (9-10 years)
- Youth Large (11-12 years)
- Youth XL (13 years)

We will communicate with all Under-12 Season Ticket purchasers in the summer to notify them further about the delivery of their shirts.

## **12. Can I get a refund on my Season Ticket if I cancel it?**

Season Tickets are non-refundable so there will be no refunds on Season Tickets should you choose to cancel (please see terms and conditions [link to T&Cs which will be uploaded in due course]).

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

Yes, you will be able purchase additional Season Tickets, subject to availability, from the general sale period starting Wednesday, April 20th at 10am.

## **14. What if I want to sit with someone who's buying for first time - how can I ensure they can sit next to me?**

If there is an available seat next to your Season Ticket seat, we recommend you renew your current seat and the supporter purchasing for the first time buys the available seat next to you when Season Tickets go on General Sale on Wednesday, April 20<sup>th</sup>.

If there is no availability where your current Season Ticket is located, you should look to purchase new seats in an area where you can all be sat together and not renew your current seat – this can be done from General Sale on Wednesday, April 20<sup>th</sup>. There is a possibility that more seats may become available after the Lose Your Seat Deadline on Monday, May 9<sup>th</sup> 12pm however there is no guarantee where these seats will be located.

## **15. How can I purchase VIP Hospitality?**

If you are interested in VIP seasonal hospitality, our Lansdown Restaurant offers the ultimate hospitality experience. For all queries please speak to one of the team on 0117 963 0630 or email [hospitality@ashtongate.co.uk](mailto:hospitality@ashtongate.co.uk).

## **16. Where is the Family Area at Ashton Gate? Do I qualify to purchase Season Tickets in the Family Area?**

Our family area location for the 2022/23 season will now be located in the Upper Lansdown stand (W7, W8 & W9). To be eligible for a Season Ticket in the Family Area, the group must contain a minimum of one Under-19 or Under-12.

## **17. I had a Season Ticket in the old Family Area (E28/S24), do I have to move?**

No, you do not have to move to the new family area. However, family community activities will be moved to the Upper Lansdown so, if you enjoy taking part in those activities and

being seated with fellow families, we'd recommend moving seats. Seats will be immediately available to purchase in the new Family Area from Monday, April 11th at 10am. Please note that if you renew in your current seats you will be paying Dolman Wing prices in E28 and South Stand prices in S24.

### **18. I am a 2028 Member, how do I renew?**

2028 Members will be automatically renewed in their existing seat. If any 2028 Members wish to change their seats for the 2022/23 season they can do so by contacting Supporter Services on 0117 963 0600 or [supporterservices@bristol-sport.co.uk](mailto:supporterservices@bristol-sport.co.uk)

### **19. When will I receive my Season Ticket?**

All 2022/23 Season Ticket purchasers will receive their new Season Ticket prior to the 2022/23 season commencing. Concessionary Season Tickets will only be sent once we have seen proof of age. You can send a copy of proof of age via email to [supporterservices@bristol-sport.co.uk](mailto:supporterservices@bristol-sport.co.uk) - this can be a birth certificate, driving licence or passport. We will accept high-quality photographs as well as scanned documents.

### **20. When will the prize draws be announced?**

Details of the prize draws for Season Ticket holders can be found below.

**Prize Draw 1:** Monday April 11th – Wednesday, April 13th

Win your Season Ticket for FREE

**Prize Draw 2:** Thursday, April 14th – Sunday, April 17th

Win a place in the 2022/23 Bristol Bears team photo for you and a guest

**Prize Draw 3:** Monday, April 18th – Sunday, April 24th

Win a tour to the Bristol Bears High Performance Centre for you and a guest

**Prize Draw 4:** Monday, April 25th – Monday, May 9th

A squad signed Bristol Bears 2022/23 home shirt

Winners will be chosen at random shortly after each prize draw deadline. Please note the earlier you renew/purchase your Season Ticket the more prize draws you will be entered into. For example, if you renew/purchase on the first day (Monday, April 11th) you will be entered into all four prize draws.

### **21. I sit/would like to sit in block S25/S26/S27 and have noticed there is rail/barrier seating. What impact will this have on me at Bristol Bears matches?**

Rail/Barrier seating was introduced at Ashton Gate during the 2021/22 season. This might have a small impact on the view for some of our junior supporters. If you have any concerns

around this, please contact Supporter Services and they will be happy to assist and can advise on seat move availability in and around the South Stand.

## **22. How can I renew my parking for the season?**

Season Ticket holders with a 2021/22 parking space will be contacted directly regarding their parking options in due course. You do not need to contact Supporter Services.

## **23. I've not had parking before, how do I get parking for the 2022/23 season?**

You can ask to be put on our waiting list should any parking become available by emailing our Supporter Services team - [supporterservices@bristol-sport.co.uk](mailto:supporterservices@bristol-sport.co.uk).

## **24. Can disabled supporters purchase their 2022/23 Season Ticket online?**

Yes, supporters who have held a disabled Season Ticket for 2021/22 will be able to purchase their 2022/23 Season Ticket online providing their details and the details of their Carer (if applicable) remain the same as before. Please ensure the correct price category is associated to each Season Ticket, i.e. Adult and Carer are assigned correctly.

If you wish to purchase a disabled Season Ticket and you didn't purchase in 2021/22, please contact Supporter Services on 0117 963 0600 and we can assist you with your booking.

## **25. Do the Season Ticket renewal dates still apply to disabled supporters?**

Yes, the renewal/purchase dates are the same for all supporters.

## **26. Will I be required to provide proof of eligibility in order to receive the complimentary carer Season Ticket for the 2022/23 season?**

Yes, you will need to provide us with a copy of your DLA letter stating you are in receipt of medium to high rate care/mobility or your PIP entitlement letter stating you are in receipt of the enhanced rate. This can be emailed into [supporterservices@bristol-sport.co.uk](mailto:supporterservices@bristol-sport.co.uk) along with your Supporter ID Number.

## **27. Who can I speak to with regards to disabled Season Tickets or purchasing matchday tickets?**

You can call Supporter Services on 0117 963 0600. Alternatively, you can email us at [supporterservices@bristol-sport.co.uk](mailto:supporterservices@bristol-sport.co.uk).

## **BRISTOL BEARS WOMEN**

## **28. How much does a Bristol Bears Women Season Ticket Cost?**

Adults can secure their Bristol Bears Women Season Ticket for just £50, with Under-12s just £20. A full pricing grid can be seen below.

2022/23 Bristol Bears Men's Season Ticket holders can claim a 15% discount on these prices.

**29. If I purchase a Bristol Bears 2022/23 Season Ticket do I get any benefit for Bristol Bears Women?**

2022/23 Bristol Bears Season Ticket holders will be able to claim a 15% discount on a 2022/23 Bristol Bears Women Season Ticket.

**30. What matches are included in a Bristol Bears Women Season Ticket?**

All home Allianz Premier 15s regular season matches and all home Allianz Cup pool stage games.

**31. Are there any additional benefits to a Bristol Bears Women Season Ticket?**

A 2022/23 Bristol Bears Women Season Ticket also includes:

- 5% discount in concourses, Coffee Shop and Sports Bar at Ashton Gate Stadium
- Member prices for Bristol Bears, Bristol City and Bristol Flyers tickets

**32. How can I pay for my Bristol Bears Women Season Ticket?**

Payment for a Bristol Bears Women Season Ticket must be in full and cannot be paid using the Pay Monthly Scheme.

**33. Where do Bristol Bears Women play?**

Bristol Bears Women play at the Robins High Performance Centre, the address of which is:

Shaftesbury Park, Frenchay Pard Road, Frenchay, Winterbourne, Bristol BS16 1LG

Some matches are played at Ashton Gate Stadium. These matches, provided they are regular season fixtures, will also be included in a 2022/23 Bristol Bears Women Season Ticket.

**GENERAL ENQUIRIES**

*34. What matches are included in the 2022/23 Season Ticket?*

All regular season home league matches are included in the 2022/23 Season Ticket along with home pool stage matches in the Heineken Champions Cup or European Challenge Cup (depending on qualification). Friendlies, Play-Off matches, European knock-out matches and Premiership Cup matches are not included in a 2022/23 Season Ticket.

**35. I have forgotten my Season Ticket for a match. Will I be able to watch the match?**

Yes. Match tickets can be printed at the South Stand ticket office for a £5 administration charge. Tickets will only be reprinted on production of the ticket owner's ID.

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

If you can't attend a game and wish a friend of the same age category to use your Season Ticket you must let the Supporter Services know (see terms and conditions). If the Season Ticket needs to be upgraded, e.g. from an Under-12 to an Adult, you must contact the club and pay for the upgrade prior to the fixture. The upgrade cost will be calculated as the full price ticket minus the pro-rata rate of the Season Ticket. Please be advised that we will need to create a ticketing account for all supporters that wish to attend a game in place of the Season Ticket holder.

### **37. During the 2022/23 season I decide I would like to move seats, what do I have to do?**

You must contact the Supporter Services team to discuss options. Permanent seat transfers made during the season will incur the following fees:

- Reprint fee - £10 per Season Ticket
- Seat move administration fee - £10 per Season Ticket
- Supporters will also pay the difference between the current seat and the seat they are moving to. If their current seat is more expensive then no refund will be offered by the club.

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

If you have any issues that you wish to discuss, you can either call Supporter Services on 0117 963 0600 or email [supporterservices@bristol-sport.co.uk](mailto:supporterservices@bristol-sport.co.uk). If they cannot deal with your query directly they will pass it on to the relevant department.

### **39. Who do I speak to if I have a problem on matchday?**

There are plenty of stewards at the stadium who will be able to assist. Alternatively, a member of the Supporter Services team will be able to help you, prior to kick-off, from the Winterstoke Road ticket office (behind the John Atyeo statue).