

Tranmere Rovers Season Card FAQ's

- **How do I use my 20/21 voucher to pay for my 2021/22 Season Card?**

A- At the moment we can only take vouchers in person at the Club shop. If you are unable to get to the Club Shop, you can send your vouchers to the Ticket Office and they will be happy to assist with your order over the phone. Please contact the Ticket Office on tickets@tranmererovers.co.uk and they will advise you of the next steps. At the moment we are not able to accept vouchers as part payment for monthly subscriptions but we are working on allowing this for the future.

- **What will happen in season 2021/22 if capacities are reduced? Will there be a ballot?**

A- If reduced capacities are required next season and the capacity allowed is lower than the amount of Season Card holders, there will be a ballot for the tickets available. Credits will be added to your online account for every game you are unable to attend.

- **I've also purchased a Season Car Parking pass, when will this be sent to me?**

A- All car parking passes will be included with your Season Cards.

- **Can I download my Season Card to my Smart Phone?**

A- Currently, this feature isn't available, but it is on the road map of our ticketing system supplier and will be available in the future.

- **I'm interested in purchasing a Long Distance Season Card, how will this work?**

A- You have two options to purchase 10 games and 15 games for a reduced price for the season. Once purchased you will receive full details on how to book your tickets for the games you want to attend. Sales will commence for long distance season card holders at a later date and we will publicise when these are available.

- **I would like to move my Season Card seat for 2021/22 season, how can I do this?**

A- All supporters will have the option to move their seats after the Season Card renewal period has finished. Over the phone or in person at the box office.

- **How does Friends and Family work?**

A- For full details on how Friends and Family work, please see our how to video by clicking [here](#) or read our step by step instructions and FAQ's by clicking [here](#). In short, members of your friends and family can purchase tickets on your behalf and vice versa. The set up is simple, add in the TR number of the person you want to purchase tickets for, and they will be sent a connection request via email, they will then have to log into accept or reject this request in the My Friends and Family section of the My Account area. Once accepted you will receive a confirmation email and you will then be able to purchase tickets on the behalf of your friend or family member.

- **I want to renew my children's Season Card at the same time as mine and pay on monthly instalments, how do I do this?**
- A- Follow these instructions or you can watch out 'how to video'
 1. Click Renew my Season Card button
 2. Your seat details will automatically be shown, then click Buy for Friends and Family. (You must set up your Friends and Family first. To view how to set up Friends and Family please watch our 'how to video')
 3. Once you have clicked this, it will show you a list of the Friends and Family you can purchase for.
 4. Select the person you would like to purchase for.
 5. Their seat details and cost will appear below yours.
 6. Click confirm then checkout with the payment type 12 month instalments.
 7. Continue you with adding in the payment details and then you are complete.

- **How do the monthly payments work this year?**
- A- This year your monthly payments will be taken off your debit/credit card rather than Direct Debit. There will be a £5 charge for choosing monthly payments. Payments will be taken on the corresponding monthly date you purchased your Season Card, similar to Netflix and other subscription services you may already use. Before we automatically renew your payment and Season Card for the following season you will be advised of any changes to prices or procedure before new payments for the following season commence. You will have the chance to opt out of from the auto renewal if you choose to at the auto renew via the My Season Card of the My Account area.

- **I'm a Season Card holder who has accessibility requirements. What do I need to do?**
- A- If you have not already done so, you can register your accessibility needs and requirements in the My Account section of your online account. You may be required to upload supporting documents as proof. Once registered and authorised the system will allow you to purchase your ticket and a PA ticket (if required) in one transaction. PA tickets will be in the name of the season ticket holder. For full details on how to register as disabled and any FAQ's please click [here](#)

- **How many games does my Season Card allow me to attend?**
- A- Your Season Card will allow you to attend 23 league home games, all league away games, all home and away cup games will need to be purchased. N.B. Supporters who have Seasonal Lounge Hospitality will also receive one round of the home cup games.

- **The seat details are wrong for my reservation, what shall I do?**
- A- Please email the club at tickets@tranmererovers.co.uk and advise them off the error. Please do not proceed and purchase your Season Card(s)

- **Can I pay a larger first amount to reduce my monthly payments?**

A- Unfortunately this feature isn't currently available, but will be available in the future.