

## **1: PLACING A BOOKING**

You can place a booking with the Supporters Club in the following way:

**A:** Check Availability on our Match Tickets & Coach Travel Availability page via [www.muscbb.co.uk](http://www.muscbb.co.uk)

**B:** Email the Branch Secretary with all your details (if not already registered) such as Names, contact details, Membership Numbers etc and pay online with details provided from the supporter's club.

Or alternatively Complete the Supporters Club Booking Form (only required on postal applications) using the booking form obtained via [www.muscbb.co.uk](http://www.muscbb.co.uk) or email [ash@muscbb.co.uk](mailto:ash@muscbb.co.uk) complete and forward it onto the Branch Secretary, with a cheque made payable to MUSC.

We accept payment direct to the Supporters Club Bank Account via an online payment or at your local Lloyds Bank, (details of which can be forwarded onto you on request), or alternatively via cheque (not post-dated). Please note all bookings are only secured once payment has been received as we work on a first come first served basis to all supporters following the below rules.

## **2: MATCH TICKETS**

**A:** The Supporters club obtains an official Match Ticket allocation from MUFC for Home Premier League, European and domestic cup Matches at Old Trafford, and only Official Supporter Club's receive a guaranteed allocation of Match Tickets for Home Premier League matches at Old Trafford.

Once the fixture list for the season is released in June or if the club progresses in a cup competition and when Match Ticket Allocations are known then bookings will then be accepted.

**B:** Due to the very high demand in Supporters Club match tickets for games such as Liverpool, Manchester City etc. a number of years ago we had to introduce a rule with a fairer distribution of these match tickets rather than just sold on a first come first basis

Each Match Ticket for a Category A game will only be sold to Official Members that have been to or have booked to a Category B Game.

For example if you wish to book for one Match Ticket for Liverpool, Chelsea, Manchester City, Spurs, Arsenal or Leeds United you need to have been with the Supporters Club or have booked in advance one game within the Category B games (i.e. Crystal Palace, Norwich City & Wolves). This meaning that any Official Member cannot just book with the Supporters Club purely all the big games within the Category A games on a first come first served basis within the season.

Additionally to this any Official Member that just attends a home Champions League group match, a lesser home Premier League evening fixture or alternatively a home FA Cup match with the supporters club will automatically qualify for the Chance of purchasing a ticket for two games from the Category A games. (Subject to tickets remaining within that category)

### **Category A Games:**

Liverpool	Manchester City	Chelsea
Arsenal	Spurs	Leeds United

### **Category B Games:**

Aston Villa	Brighton & Hove Albion	Burnley
Brentford	Crystal Palace	Everton
Watford	Norwich City	Leicester City
Newcastle United	Southampton	West Ham United
	Wolverhampton Wanderers	

**C:** Match Ticket bookings are accepted from Official Members only for all Home Premier league, European and Domestic cup Matches, MUFC & MUSCBB work on the basis of One Match Ticket per each Official Member, with Match Tickets Purchased uploaded to membership cards with seat details sent out via email and text direct from MUFC.

Non-members are encouraged to join the Official MUFC Membership Scheme as the amount of Match Tickets the Supporters Club obtains on its official allocation goes on the amount of Official Members registered to the Supporters Club.

**D:** Supporters Club Match Tickets and Coach Places Availability are released via the Supporters Club website, emailing list and on Match Days.

**E:** Tickets purchased by members are for the sole use of that member and are not to be re-sold on to a third party without Consulting the Supporters Club. While the sale of supporter's club match tickets by members to ticket touts or ticketing companies etc is not allowed under any circumstances.

**F:** When the Supporters Club submits its Match Ticket Application for all Home Fixture's at no point does it use any other Membership Numbers other than the ones of the Members who have booked for that particular match.

Match Tickets purchased as mentioned are uploaded onto the Official Members Membership cards and an email/text is sent Out stating seat details. Paper tickets are only usually issued to non-members when home matches go on general sale.

**G:** All Match Tickets received from the Supporters Club Official allocation are only sold onto Supporters Club Members with Coach Places. Our allocation is obtained not only to give Official Members the opportunity to attend matches but also obtained To help run the supporters club coach travel to every game for the Season Ticket Holders who also travel with us.

**H:** The distribution of match tickets for games of high interest i.e. the latter stages of European or Domestic cup matches will be Done the following way:

- i) When the game is known bookings will be accepted in the usual manner from Official Members. Once our Allocation is known Tickets will be then allocated to the members who have been to the highest amount of European or Domestic cup matches with us working in descending order until all tickets have been sold.
- ii) If a number of Members have attended the same amount of previous rounds and all tickets sell out within that amount of matches attended then the split to who get's the Match Tickets will then go on the highest amount of Home matches (all competition's) each member has attended within that season.

**I:** Ticket Prices on the Supporters Club are as follows:

<b>Adult Match Tickets</b>	<b>£45.00</b>	<b>Junior Match Ticket</b>	<b>£13.00</b>
<b>Over 65/ 16-17 Year Old Match Tickets</b>	<b>£26.50</b>	<b>18-20 Year Old Match Tickets</b>	<b>£35.75</b>

Please note that these ticket prices are for tickets we receive in East Stand, there could be a price difference amount due once our allocation is processed if in an alternative location. Once known any extra monies are required or refunded prior to the match.

**J:** Also note when purchasing Match Ticket's from the Supporters Club that we do not whatsoever get a say to where our allocation of Match tickets are located, while this is decided by MUFC the Supporters Club insures that Adult & Juniors are sat together. While no guarantee can be given by the Supporters Club that multiple bookings are sat together, our allocation is usually all sat together.

**K:** As we only apply for match tickets on your behalf if you are unhappy with the Match Tickets you are allocated by MUFC via us then please let the Supporters Club know but any complaints should be made directly to the Ticket Office at MUFC.

**3: SUPPORTERS CLUB MATCH TICKET EXCHANGE.**

Any Supporters Club Member that wishes to sell on a Match Ticket for a Premier League or European/Domestic cup match can do so by contacting the Branch Secretary. These Match Tickets will be advertised to supporters on the Ticket Exchange page on [www.muscbb.co.uk](http://www.muscbb.co.uk) and also by email. While we provide this service to help Supporters Club members sell on their spare tickets to games at no point does it take responsibility for the non-sale of match tickets, this is just a service to help Supporters Club Members get in contact with each other in selling and purchasing Supporters Club Members spare tickets.

**4: COACH TRAVEL**

**A:** The Supporters Club Coach departs from the below locations on match days.

The table denotes all of the departure times from all of the Supporters Club official departure points, and please note that we advise ALL members to arrive at their departure points on time as the coach will not wait. If the coach is running on time it will depart from the official pick up points at the below times stated and is instructed not to leave before the times detailed below.

Members are also reminded that pick up/drop off points are not opportunities for members to leave the coach for smoke breaks etc, especially when members are trying to board the coach and locate spare seats when travelling to the match. On the return journey this issue also delays the coach when many other members are wishing to get home especially on midweek matches.

<b>DEPARTURE POINTS</b>	<b>12:00/12:45/13:30 KICK OFF</b>	<b>14:00 KICK OFF</b>	<b>15:00 KICK OFF</b>	<b>16:00/17:15/17:30 KICK OFF</b>	<b>19:45/20:00 KICK OFF</b>
Centurion Travel Yard: (West Road Garage, Welton, Midsomer Norton)	05:30	06:30	07:30	08:30	11:30
Bath Railway Station: (By Row of Bus Stops outside Station)	06:05	07:05	08:05	09:05	12:05
Keynsham: (By Bus Stop at the end of the High Street, Opposite Church)	06:20	07:20	08:20	09:20	12:20
Bristol Temple Meads: (Bus Shelter on Temple Gate by Temple Circus)	06:40	07:40	08:40	09:40	12:40
Bradley Stoke: (Bus Stop on Bradley Stoke Way, Opposite Hilton Hotel, Near Aztec West)	07:00	08:00	09:00	10:00	13:00
Stroud M5, Junction 13: (Outside Stonehouse Travelodge and Starbucks)	07:20	08:20	09:20	10:20	13:20

**B:** Coach Travel prices for the Supporters Club from ALL of the official departure points are as follows:

<b>Adult Coach Price</b>	<b>£35.00</b>	<b>Under 21 &amp; Over 65 Coach Price</b>	<b>£30.00</b>
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**C:** Coach Season Tickets are available to members of the Branch and the prices are as follows:

<b>Adult Coach Season Ticket</b>	<b>£570.00</b>	<b>Under 21 &amp; Over 65 Coach Season Ticket</b>	<b>£475.00</b>
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To qualify for a Coach Season Ticket you must be a Manchester United Season Ticket holder or an Official Member who has purchased a Match Ticket for every home premiership game from the Supporters Club, purchasing a Coach Season Ticket from us does not entitle you to a match ticket for every home premiership game.

A Coach Season Ticket provides you with a saving on your coach travel of £95.00 across the 19 home premier league matches in the season. Coach Season Ticket holders also pay the discounted price of £30.00 per adult member and £25.00 per Under 21 & over 65 member for travel to all European and Domestic home cup games.

Members wishing to purchase a Coach Season Ticket also has the benefit of paying half before the season commences and the remaining balance by the Christmas/ New Year period or spread across 10 months from July to April.

**D:** When travelling with the Supporters Club the following Coach rules apply:

- i) After the final whistle all Supporters are kindly asked to return straight back to the coach as the coach departs 20 minutes after the final whistle, where the coach can then be held up a further 20/30 minutes into the waiting traffic.
- ii) There is no smoking or consuming of alcohol allowed on the coach and Fast Foods such as Chips, Burgers etc are not allowed onto the coach.
- iii) Members are reminded that when returning to the coach from the game that you take up the seat which you travelled to the match in.
- iv) As junior members travel with the Supporters club, members are reminded that anyone who is under the influence of alcohol or uses bad language or abusive behaviour may be removed from the coach.
- v) All junior members who travel with us to matches must be in attendance of an adult unless special permission is given from the Supporters Club.
- vi) Members are also encouraged to bring along your own food and drink (not alcohol) for the journey.

Copies of a Map stating where the coach park is to the Ground are available in advance of travel, and if it's your first journey on the coach we advise supporters to stay on board the coach until the coach arrives at the Coach Park, this is so you are aware where it is after the match. [www.muscbb.co.uk](http://www.muscbb.co.uk) also gives you more information about the Coach Park Location such as Map and directions. Also on match days the coach on board facilities includes TV/DVD, Toilet etc (Subject to availability & Coach Size).

You are also reminded that even though you have a maximum of 20 minutes to return to the coach, the coach would depart if everyone is back within that time, as the sooner everyone gets back then the sooner the coach will depart. Waiting around for people who have stopped to get burgers, drinks etc can add huge amount of time onto our journey back as the traffic builds up and as you have plenty of time before the match to obtain food and drink stopping to purchase chips, burgers, drinks etc would not be welcomed. This could cost you missing the coach if you are not back within this time, and with fast foods not allowed on the coach you will be asked to throw them away before boarding the coach. After 20 Minutes the Coach leaves the coach park into the waiting traffic onto John Gilbert Way and can be held up further departing the Coach Park.

## **5: REFUND PROCEDURES**

After placing a booking with the Supporters Club if you are not able to attend the match then a refund will be given depending on the circumstances:

- i) A refund will be given if the Supporters Club is notified before the match day that you are unable to attend and your ticket &/or coach place has been re-allocated to another member.
- ii) After purchasing a match ticket &/or coach place you decide not to turn up, bad timekeeping on your behalf and you missed the coach, or if you are "under the weather" i.e. hung over, then you will not be entitled to a refund.
- iii) As Match tickets are purchased in advance from MUFC the Supporters Club does not get any refunds for any unsold match tickets. If the day and/or kick off time has been changed by MUFC we will not be able to offer a refund if the Match Tickets have already been purchased. Though we will assist any member by advertising the tickets to other members via our usual channels and a full refund will be given if we successfully sell your ticket on or if MUFC successfully refund us your match ticket.

## **6: GENERAL INFORMATION**

**A:** At all times we would like to hear from members who travel with the Supporters Club. We are more than happy to listen to any feedback from members who have a problem or feel there is an area in which the Supporters Club could improve.

**B** We also recommend that members provide us with all relevant contact details including your full name and address, email address, contact telephone numbers and membership numbers. Not only do we need this information for our own use but also provide this information to MUFC when required. By providing us with an email address we can keep in contact with you by forwarding on important ticket and branch information via our emailing system to keep you well informed on all current issues.

**C:** If anyone wishes to complain about any branch issues can do so in writing to the Branch Secretary, or if still unsatisfied with the response to MUFC direct. Any complaints or issues in relation to our coach provider can be made directly to the Supporters Club and not to the coach drivers or Coach Company direct. Any relevant complaints or issues passed onto the Supporters Club will be sent directly onto the relevant contact at our coach company provider.

**D:** Prior to each match a pre-match email is sent out to everyone who is travelling to that match. This email provides members a reminder of the pick-up times of that particular match, and other relevant information about that game.

This email also provides the latest Match Ticket & Coach Places Availability and also any other relevant branch news.

On a final note the Supporters Club rules etc are there for a reason and anyone who breaks any rules mentioned could face expulsion from the Supporters Club. The final decision on such matters will be made by the Branch Secretary.

**Email:** [ash@muscbb.co.uk](mailto:ash@muscbb.co.uk) **Website:** [www.muscbb.co.uk](http://www.muscbb.co.uk) **Telephone:** 07976516312