

## Barnet FC Season Ticket FAQs

### **How can I tell when my season ticket expires?**

All BFC Season Tickets operate on a 12 month basis, expiring 12 months following the date of purchase. All season ticket holders will receive a notification by email 30 days before the expiration of their membership to let them know that their membership will either Autorenew on a given date or that it will Expire on a given date. If the Autorenew function is selected on their order, the email will inform them of their renewal date. If not, the email will inform them of their expiration date.

### **What if I want my friend to sit next to me and that seat is already taken?**

You will have to wait until either the seat next to you becomes available or you can move your seat to accommodate 2 available seats next to each other, this will be subject to a £5 fee.

### **Do I have to purchase my season ticket online?**

Yes. Season Tickets can only be bought online.

### **I would like to move my Season Ticket seat to somewhere else in the stadium. Will I need to pay anything to move my seat?**

Yes, to move your Season Ticket seat, this shall require a £5 fee.

### **How do I purchase a Season Ticket if I am a disabled supporter?**

Disabled supporters must pay for a full-priced Season Ticket relevant to their age category and will be entitled to a carer Season Ticket for free. To redeem this, please email [tellus@thehivelondon.com](mailto:tellus@thehivelondon.com).

### **Can I ever transfer my season ticket to someone else?**

Afraid not - season tickets are non-transferrable!

### **Can I collect my Season Ticket in person?**

Yes, Season Tickets can be purchased at The Hive London during business hours and are able to be collected in person. Season Tickets can also be posted out to you and will cost £4 for admin and postage.

### **When can I get a new membership card?**

New Season Ticket Holders will receive a card in the post. Renewed members can use their existing cards so there is no need to get a new one.

### **Can I buy more than one Season Ticket?**

Yes, you're able to allocate more than one Season Ticket in your basket but each Season Ticket must be allocated to a different name and date of birth with an up-to-date headshot.

### **How do I upload a photo?**

Log in to your Barnet FC account, select "edit my details", then select "photos" at which point you can either take a new photo or upload an existing photo. Clear headshots only please! Do also note that the Safari browser does not support the "take photo now" function but it does support the "upload photo" function.

### **If I am purchasing a Golden, Teen or Mini-Bee ticket, will I have to provide proof of age?**

Any **non-adult** Season Ticket will be subject to proof of age. We run checks at all matchday turnstiles and reserve the right to ask for photographic proof where necessary.

**What happens if my age category changes during the season?**

The age you are at the time of purchase is what applies to your Season Ticket.