

## **Gold ballot FAQs**

### **Q – When will fans be able to return to Emirates Stadium?**

*A – Although our home fixture against West Ham United will be played behind closed doors, based on the current UK Government guidelines, we hope to be able to welcome supporters back to Emirates Stadium on a reduced capacity basis from the Sheffield United game currently scheduled for Saturday 3 October (subject to change for TV broadcast).*

### **Q – Do I need to pay for a full season ticket for the 2020/21 season?**

*A – We won't be asking you to renew and pay the full amount of your season ticket until we have clarity on when we will return to full capacity matches. However, you now have the option to make an Initial Payment which will qualify you to enter the balloting process for the reduced capacity games.*

### **Q – Why are you asking me to make an Initial Payment?**

*While we are operating at reduced capacity, we know there will be huge demand for tickets. It is therefore important that we secure, via the Initial Payment, a commitment to the balloting process from our season ticket holders.*

*Throughout recent months we have talked about the financial impact the pandemic has had on the Club. Normally, at this time of year, and at the beginning of the season, we would have received significant revenues and cash flow from season ticket sales. The Initial Payments will help us protect our revenues and cash flow which have been severely impacted due to the pandemic.*

*It is important to note, you are not obliged to make the Initial Payment towards your 2020/21 season ticket, and you have the option to take a season ticket holiday. If you opt to take the holiday, you will retain the option to renew your season ticket if/once we return to full capacity in the 2020/21 season or if you want to wait until the 2021/22 season before returning. We will communicate more information regarding your option to take a season ticket holiday in due course.*

### **Q – How much is the Initial Payment?**

*A – The Initial Payment is equivalent to the behind closed doors credit and any unused cup tie credits from the 2019/20 season. Any combination of this 2019/20 credit, any accumulated ticket exchange monies and / or a debit or credit card can be used to make the Initial Payment.*

*Full Initial Payment prices:*

<b>Area</b>	<b>Initial Payment Value</b>
Family Enclosure - Adult	£ 210.14
Family Enclosure - Cannon	£ 90.52
Family Enclosure - Disabled	£ 105.07
Family Enclosure - Junior	£ 68.32
Family Enclosure - OAP	£ 90.52
Lower Behind Goal	£ 210.14
Lower Behind Goal - Disabled	£ 105.07
Lower Centre	£ 229.29
Lower Centre - Disabled	£ 114.65
Lower Corner	£ 210.14
Lower Corner - Disabled	£ 105.07
Lower Wing	£ 210.14
Lower Wing - Disabled	£ 105.07
Upper Behind Goal	£ 298.06
Upper Behind Goal - Disabled	£ 149.06
Upper Behind Goal (Back)	£ 245.54
Upper Centre	£ 417.68
Upper Centre (Back)	£ 316.38
Upper Centre (Back) - Disabled	£ 158.22
Upper Centre (No EL)	£ 396.42
Upper Corner	£ 280.17
Upper Corner - Disabled	£ 139.87
Upper NTC	£ 316.38
Upper NTC (Back)	£ 280.17
Upper NTC (No EL)	£ 306.40
Upper Wing	£ 280.17
Upper Wing (Back)	£ 245.54
Upper Wing (No EL)	£ 280.17

**Q – How can I make my Initial Payment?**

*A – Gold season ticket holders and premium members should refer to the emails they have received from the Club to follow the payment process.*

*Any combination of your behind closed doors credit and any unused cup tie credits from the 2019/20 season, accumulated ticket exchange monies and / or a debit or credit card can be used to make the Initial Payment.*

**Q - If I have outstanding Ticket Exchange funds from the 19/20 Season, can I use this to pay for tickets which are issued to me in the ballot?**

*A – No. You are required to enter a payment card when you register which will be charged once you have been assigned seat(s).*

**Q – Will my payment card be charged, and the tickets issued automatically for the game I am successful for or will I need to login and complete the purchase?**

*A – Your card will be charged automatically once the ballot has been run and your tickets will be issued simultaneously.*

**Q – When is the Initial Payment deadline?**

*A – The Initial Payment window is now open and will remain open until 5pm on Thursday 10 September.*

**Q – Who can enter the ballot?**

*A – Gold season ticket holders and premium members can enter the ballot.*

**Q – How do I register for the ballot?**

*A – Once you have successfully paid your Initial Payment, you will receive a confirmation email which will include a link to register for the ballot.*

*You can enter the ballot as an individual or as a group of up to four people in general admission areas. It is your responsibility to ensure that your group is adhering to current UK Government guidelines on mixing households.*

**Q – How will matches be balloted and how many matches am I likely to attend?**

*A - It's our intention to run each ballot in groups of between 3 and 6 matches. However, we can't confirm this number until we have clarity on the stadium capacity. We're currently estimating that capacity will be between 15 and 25% and we're working with the relevant authorities to confirm this.*

*We want our fans to attend as many matches as possible. At this stage we're working on the assumption that fans are likely to be successful for anywhere between 1 in 3 and 1 in 6 games, subject to availability. We will be able to communicate a more accurate likelihood of success in the ballot once we know the final capacity and how many fans have registered for the ballot*

**Q – Can I select which fixture I wish to be balloted for?**

*A – As the capacity at Emirates Stadium will be significantly reduced and the demand is expected to be very high, similar to the way we sell season tickets, we will ballot all home Premier League, UEFA*

*Europa League and Emirates FA Cup fixtures in groups of matches with all members who registered for the ballot included.*

*This means you can't select which fixtures you attend and you will be entered into the ballot for all Premier League, UEFA Europa League and Emirates FA Cup fixtures.*

**Q – What is the deadline to register for the ballot?**

*A – After making your Initial Payment, you will have a specific window in which you can register for the ballot. The ballot registration window will open at midday on Thursday 3 September and will remain open until 5pm on Monday 14 September.*

**Q – Can I register with season ticket holders who are situated in alternative areas of the stadium?**

*A – No. We require you to register with Gold members who are situated in your area of the stadium. This is to ensure that we are balloting members as close to their seasonal price point as possible. Applications which do not meet this requirement will be rejected at registration.*

*However, you may still be allocated a seat at an alternative price point during the balloting process for a fixture for which you are successful.*

**Q – How will I be notified that I have been successful in the ballot?**

*A – An email will be sent to the registrant with the results of each group of balloted fixtures.*

**Q – Can I use my Initial Payment against my season ticket if full renewals open during the 2020/21 season?**

*Our intention is to renew season tickets during the 2020/21 season if the UK Government and Premier League guidelines enable us to return to full capacity. In this scenario, you may use your Initial Payment as a credit against your 2020/21 season ticket. You can also use your Initial Payment against your 2021/22 season ticket if we are not permitted to return to full capacity during the 2020/21 season. Importantly, the Initial Payment is also fully refundable if you later choose not to renew your season ticket for either the 2020/21 or 2021/22 season.*

**Q – If I do not wish to make the Initial Payment and apply for tickets in the ballot, can I wait and renew my season ticket once we are back to full capacity?**

*A – Yes, you are not obliged to make the Initial Payment towards your 2020/21 season ticket or register for the ballot, and you have the option to take a season ticket holiday. If you opt to take the holiday, you will retain the option to renew your season ticket if/once we return to full capacity in the 2020/21 season or if you want to wait until the 2021/22 season before returning. We will communicate more information regarding your option to take a season ticket holiday in due course.*

**Q – Do I need to pay my Initial Payment with the members with whom I plan to enter the ballots as a group?**

*A – No, you can pay your Initial Payment as individuals, but if you want to sit together, you are required to register as a group when registering for the ballot.*

Please note, if you are intending to attend as a group it is your responsibility to adhere to UK Government guidelines on mixing households.

**Q – I have paid my Initial Payment, when will I be able to access the ballot registration process for reduced capacity fixtures for myself and any group members?**

A – There will be a short validation period between paying the Initial Payment and when you can register yourself and any group members for the ballot process.

If you did not have sufficient funds in your Ticket Exchange Account but you have paid your Initial Payment via e-tickets, then you will be able to register from 11am (UK) the next day.

If you retained your behind closed doors and cup tie credits from the 2019/20 season in your account and opted in for the 2020/21 season, please see the below table for the specific timings on when you will be eligible to register for the balloting of reduced capacity fixtures. Failure to complete the registration phase will result in you being excluded from the ballots.

Timings for Opted in Members		Eligible for Ballot Registration
02/09/2020 09:00 (Initial Payments open)	02/09/2020 23:59	03/09/2020 11:00
03/09/2020 00:00	04/09/2020 15:00	04/09/2020 18:00
04/09/2020 15:01	08/09/2020 23:59	09/09/2020 11:00
09/09/2020 00:00	10/09/2020 17:00 (Initial Payments close)	12/09/2020 11:00

**Q – Can I amend my ballot registration online, after I have submitted my request.**

A – Yes, providing the window to register is still open, you can withdraw your online application and resubmit a new request.

**Q – What happens if I apply to pay by the finance option and the agreement is not confirmed in time for registration process?**

A – We recommend that you apply and complete your finance agreement immediately after the Initial Payment window commences to ensure the agreement is approved and you don't miss the deadline to register in the ballot.

**Q – What is the maximum number of members allowed in a group when registering for the ballot process?**

A – The maximum group size is four. You can register up to four people who have made their Initial Payments and whose season tickets are situated in the same area of the stadium. It is your responsibility to ensure that your group is adhering to current UK Government guidelines on the mixing of households.

**Q – Are you balloting each member in their registered groups or as individuals?**

*A - We will be balloting in groups (maximum 4) to ensure that fans who register as a group will not be attending alone. If your group is successful for any of the grouped games, your group will be seated within your seasonal price tier or the best available seats.*

*If you register for the ballot as an individual, you will be balloted as an individual.*

**Q – Can I register with my group at the start of the season to be included for all fixtures that will be balloted?**

*A – Yes, once you enter the ballot at the start of the season, you and your group are committed for the season.*

**Q – Why are season ticket holders being asked to enter a ballot now for all reduced capacity games in the 2020/21 season as opposed to opting into individual games?**

*A – While we are operating at reduced capacity it is important that we secure a commitment to the balloting process from our season ticket holders, and if we are able to increase capacity during the 2020/21 season, it is important that we retain that commitment.*

*This is a similar approach to the season ticket model where fans commit for the entirety of the season and it gives fans the best chance of attending as many matches as possible. As with the season ticket model, this will avoid a situation whereby the club requires to sell a large amount of tickets for matches later in the season where fans have no commitments to buy tickets.*

**Q – I hold seats which are not in my name. How can I inform the club of the person using my season ticket for the 2020-21 season?**

*A – There will be a window from 3 – 30 September in which you can inform us of any changes.*

*It is important that you provide the name of the person attending Emirates Stadium as they will be required to provide ID before gaining entry. If you are planning on sharing your seat between several family members, then its recommended that you use the Ticket Transfer service which will be available for a limited time before a game is played.*

*The information provided will only be used for match day checks and will NOT update the information held against your season ticket.*

**Q – I can no longer attend the fixture; how can I officially transfer my ticket to a family member or friend?**

*A – You can use the Ticket Transfer service to transfer the ticket to a family member or friend. Please note, it is your responsibility to ensure the match attendees are adhering to UK Government guidelines on mixing households.*

*It is important that you provide the name of the person attending Emirates Stadium as they will be required to provide ID before gaining entry. The information provided will only be used for match day checks and will NOT update the information held against your season ticket.*

**Q – I am a Gold member and would like to use the Ticket Transfer service to send my ticket to a family/friend member, will I be charged the £1 service fee?**

*A – No charge will be applied for the use of this service during the ballot process.*

**Q – After I have submitted my application, can I add to my group size if the registration window is still open?**

*A – If you have not reached the maximum number of 4 members per group, please call the Service Centre on 020 7619 5000 for further assistance. Opening times 9:30-17:00 (Mon-Fri)*

**Q - Can I remove members from my group after I have registered for the ballot?**

*A – If this scenario occurs, please contact the Service Centre on 020 7619 500 for assistance. Opening times 9:30-17:00 (Mon-Fri)*

**Q – If I opt out of the balloting process but my circumstances change, can I enter at any stage?**

*A – If this scenario occurs, please call the Service Centre on 020 7619 5000 for further assistance. Opening times 9:30-17:00 (Mon-Fri)*

**Q – I do not have a smart phone or a computer, but I would like to register in the ballots for the reduced capacity fixtures, how can this be done?**

*A – If this scenario occurs, please call the service centre on 0207 619 5000 for further assistance. Opening times 9:30-17:00 (Mon-Fri)*

**Q - If one or more of my group has a concessionary membership (senior citizen or child) will I be able to apply for a concessionary priced ticket?**

*A – If you make your Initial Payment and register for the ballot you will be balloted in the area that your season ticket is usually situated. If you hold a concessionary priced season ticket within the Family Enclosure, you will automatically be charged the concessionary price for your seat. Concessionary priced seats will not be available in any other areas of the stadium.*

**Q – My season tickets are situated in the Family Enclosure, but I do not wish to bring my children into the stadium environment. Can I still register for the ballot without my children?**

*A – We appreciate that this might be a concern for members situated in the Family Enclosure, so we are not applying the usual rules and are happy for you to register without your children for the ballot process. Please note it will not be possible to add them at a later stage.*

**Q – Can I pay the Initial Payment even if I do not wish to enter ballots?**

*A – Yes, but this is not a requirement.*

**Q – Are you guaranteeing me at least one of the fixtures in each grouped ballot?**

*A - It's our intention to run each ballot in groups of between 3 and 6 matches. However, we can't confirm this number until we have clarity on the stadium capacity. We're currently estimating that capacity will be between 15 and 25% and we're working with the relevant authorities to confirm this.*

*We want our fans to attend as many matches as possible. At this stage we're working on the assumption that fans are likely to be successful for anywhere between 1 in 3 and 1 in 6 games, subject to availability. We will be able to communicate a more accurate likelihood of success in the ballot once we know the final capacity and how many fans have registered for the ballot*

**Q – Will I be allocated seats in my regular block or could I be balloted into an alternative block at the same price point?**

*A – It is our aim to allocate you seats in the same price band as your usual season ticket. This could be in an alternative block or row and in some cases, a slightly higher price point.*

*Please note, the lower tier will be balloted as one whole area so members could be allocated seats in any block (excluding the Family Enclosure).*

**Q – Once I have been allocated a seat can I request that it is moved to sit near friends/family members?**

*A – No. The stadium will be fully utilised and configured within safe distancing guidelines, so we will not be able to move your seats.*

**Q – I cannot attend the fixture which I have been successful for, can I get a refund?**

*A – We will not be issuing refunds. We will be enabling the Ticket Transfer service for members that have purchased tickets but are no longer able to attend. You will be able to transfer the ticket that you are unable to use to a friend or family member, but changes to the group must adhere to current Government guidelines with regards to mixing households.*

**Q – Can you confirm if my Gold card will be activated for any tickets that I am successful for in the ballot, or will I be sent e-tickets to gain entry?**

*A – We will confirm the process for match tickets in due course.*

**Q – Will the Carabao Cup will be included in the ballot process?**

*A – No, the Carabao Cup will not be included in the ballot process for Gold members.*

*We will issue further guidance regarding Carabao Cup matches for Gold season ticket holders in due course.*

**Q – Will I be notified before each ballot takes place and if so, will the communication include the group of fixtures I am being balloted into?**

*A – Yes, we will send an email with the date the ballot will take place and the group of fixtures that are being balloted. We will also publish this on the ticketing page at Arsenal.com*

**Q – I am a disabled supporter, what happens if my Personal Assistant or I cannot attend a game?**

*A - If this scenario occurs, please contact the Disability Liaison Team on 020 7619 5050 (9.30 to 17.00 Monday to Friday) or on a matchday, please call the Arsenal Switchboard on 020 7619 5003.*



**Q – Will away fans be able to attend matches**

*A – We are awaiting Premier League guidance on whether away fans can attend matches. We will share more information when we are able to do so.*

**Q- What happens if my payment card does not authorise for my tickets?**

*A – If your payment fails, your allocated seats will be reserved for a 72hr period. We will contact you for payment, but if payment has not been processed within this allotted time then your ticket reservation will be cancelled and offered to an unsuccessful member in the ballot for that specific fixture.*

**Q – How do I change my card details that I have registered?**

*A – Please call the service centre on 0207 619 5000. Opening times 9:30-17:00 (Mon-Fri)*

**Q – I was unsuccessful in the ballot, does this mean I have no chance of getting a ticket?**

*A – In the unlikely event that the stadium capacity is increased once a group of fixtures has been balloted, we will run a second ballot for all unsuccessful members.*