

### **Important note to Gold Members Regarding the Europa League Semi Final Home Leg**

After successfully reaching the UEFA Europa League Semi Final, we would like to remind all Gold members that the home leg of the Semi Final to be played at Emirates Stadium on Thursday 2<sup>nd</sup> May will be the eighth match to be played at home in European competitions or the FA Cup this season.

As you will be aware, Gold Members' Season Tickets are valid for seven home matches in European competitions or the FA Cup, therefore the UEFA Europa League Semi Final home leg does not form part of your Season Ticket.

Please [click here](#) for a breakdown on how the season ticket works and a full list of the match categories for the 2018/19 season.

Similar to previous seasons, Gold Members' Season Tickets will automatically be activated for this match. If you wish to attend the UEFA Europa League Semi Final home match, no action is required and the cost of the match will be added to your renewal fee for the 2019/20 season.

There is also an 'opt out' service which is now available for Gold Members who do NOT wish to attend this fixture. The 'opt out' process is detailed below.

### **Season Ticket Cup Tie 'opt out' process**

Simply log onto the [Online Box Office](#) and enter your Gold membership number and valid password into the Member Login section.

- At this stage, you will be directed to the My Ticket Home page which will display a list of the upcoming fixtures, simply select the UEFA Europa League Semi Final first leg match on Thursday 2<sup>nd</sup> May and you will see the season ticket details listed within your Arsenal Network (*please note we are using the Ticket Exchange service to facilitate the 'opt out' process*).
- If you wish to 'opt out' for more than one season ticket, please ensure that each additional member is assigned to Level 2 of My Arsenal Network prior to 'opting out'. If you have additional members in your Arsenal Network you will see all seats listed for posting.
- If you wish to 'opt out', please select the Europa League Semi Final first leg match on Thursday 2<sup>nd</sup> May the season ticket seats you wish to 'opt out' and 'Sell Tickets'. A summary box will appear confirming the tickets to be posted, the default expiry date and time will be **14:30 on 24/04/19** (deadline date to opt out) and select 'Complete Sale'. A final confirmation screen will appear with full details of the seat details. Please accept the terms & conditions and select 'Complete Sale'.
- Your seat(s) will now have been cancelled via the 'opt out' process for Europa League Semi Final first leg match on Thursday 2<sup>nd</sup> May. A confirmation email will be sent to you.

As previously mentioned, this 'opt out' facility **closes at 14:30 on Wednesday 24<sup>th</sup> April 2019**. It will not be possible to opt out after this date/time so please ensure you allow sufficient time to do this should you not wish to come to this game. If you have decided to 'opt out', your season ticket card(s) will be deactivated for this fixture.

If you need any further assistance with this process, please call our Contact Centre on 020 7619 5000 before the service closes at 14:30 on Wednesday 24<sup>th</sup> April 2019, which will be open from 9am on Tuesday 23<sup>rd</sup> April 2019.

Kind regards

Arsenal Box Office