

## TRAVEL CLUB FAQ's

### **1. When will I receive my itinerary?**

Your final itinerary will be sent by email no later than 4pm on the last working day before the fixture. Timings and travel information is available as soon as the coaches go on sale on <http://www.arsenal.com/tickets/arsenal-away-travel-uk>. Before booking your travel please make sure that your email address is correct.

### **2. Will I receive a ticket?**

The itinerary you receive by email is your ticket for travel. You will be asked to present it before boarding the coach. Your match ticket will need to be shown when boarding the coach.

### **3. I want to sit with my friends, how do I make sure we're all on the same coach?**

Supporters on the same booking reference will be allocated to travel on the same coach. If you are booking separately, please provide the names of the people you want to travel with when you make the booking and we will do our best to accommodate your request. Coach numbers are subject to change until the final itineraries are sent (by 4pm on the last working day before travel).

### **4. How will I know what coach I am travelling on?**

You will receive an email itinerary showing your coach number by 4pm on the last working day before the fixture. Please note that coach allocations are subject to change until this time.

### **5. I have a question about an existing travel booking. Who should I contact?**

For urgent queries, please call the Box Office on 020 7619 5000. For non-urgent queries, please email [arsenaltravel@arsenal.co.uk](mailto:arsenaltravel@arsenal.co.uk).

### **6. Can I make a name change to my booking?**

Yes, provided that the person travelling in your place is a match ticket holder for the appropriate game. Name changes must be made by midday on the last working day before the fixture.

### **7. I have a disability. Can I travel on the coaches?**

Yes. Disabled supporters are advised to contact the Disability Liaison Team on 020 7619 5050 to make a booking and discuss any specific requirements they may have.

### **8. When do travel bookings close?**

Bookings close at midday on the last working day before the fixture. Bookings made after this time cannot be accepted.

### **9. When do Park & Ride registrations close?**

Registrations need to be completed by midday on the last working day before the fixture. Vehicle registrations sent in after this time cannot be accepted, and the supporter will be liable for any fine issued.

### **10. I am not a member but have a valid ticket for the game. Can I book travel?**

Yes, but you will need to provide the membership number that the ticket was purchased under and all details of the travelling supporter.

**11. Can I travel one-way with Arsenal Travel?**

Yes you can, however you will need to inform the Service Centre of this when booking over the telephone. Alternatively if you are booking your travel online please call the Service Centre on 020 7619 5000 and we will add this information to your booking. Alternatively you can email [arsenaltravel@arsenal.co.uk](mailto:arsenaltravel@arsenal.co.uk) to let us know that you will be travelling one way only.

**12. Can I cancel my travel booking?**

No. Arsenal travel bookings are non-refundable.

**13. I have a young child that wishes to travel without an adult. Is this possible?**

Children between the ages of 14 and 16 will only be allowed to travel alone if a parent or legal guardian has completed and signed a consent for. Children under the age of 14 must be accompanied by someone over the age of 18 and will not be permitted to travel alone. Consent forms can be found on <http://www.arsenal.com/tickets/arsenal-away-travel-uk>.

**14. I want to book travel to a European match. Who should I contact?**

The Club offers official supporter travel to selected European fixtures only; details will be available on <http://www.arsenal.com/tickets/arsenal-european-travel>. If you would like help making travel arrangements where travel is not being operated by the Club or more tailored to suit your requirements, try the dedicated Travel Counsellors Personal Travel Concierge - a service which will allow you to discuss options and book your travel arrangements to away fixtures overseas.