



First Name Surname

Address 1

Address 2

Address 3

City

Postcode

Friday 7<sup>th</sup> August 2020

Dear **First Name**,

### **Season Ticket renewals 2020/21**

Your support as a Season Ticket holder during 2019/20 is very much appreciated by everyone here at the club. The football world has been through a challenging time over the last few months and although things will be different when football fans are finally able to return to Brunton Park, we are looking forward to welcoming you all.

We will be faced with a much-reduced capacity under the new Covid restrictions, and we would advise that a Season Ticket is the best way to try to guarantee that you can watch live games at Brunton Park, as well as being the best value for money.

Although we know the league season will start on 12 September 2020 and end on 8 May 2021, we still do not know how many of those home games will be played behind closed doors, how many teams will be in our division (which affects the number of games at home) or what our final capacity for fans will be.

We don't want to sell Season Tickets, take your money and then be faced with turning fans away - either because we are playing behind closed doors or are not granted enough capacity. This has determined our approach this year.

We now feel the time is right to inform you of our Season Ticket plans for 2020/21 and begin offering renewals.

### **New arrangements**

To adhere to the Government and EFL rules on social distancing, which are still subject to change, we will be putting new arrangements in place, including:

#### **Terraced areas**

- + Terraced areas will be managed in zones.
- + There will also be a new one-way system in place to help us to control movement safely.

#### **Seated areas**

- + All end of aisle seats will be unavailable.
- + Every other row of seats will be unavailable.
- + There must be two vacant seats between each household, family or Social Bubble. Social Bubbles must be identified at the point of ticket reservation and can only be made up from two households of up six people in total.
- + All seated areas should be open and available for use.

## Season Ticket price guide

The renewal prices below are equivalent to a four-game saving based on a 23-game season. The actual Season Ticket cost will be calculated on a pro-rata basis for the number of games fans can attend.

Seating	23 games	Per game
Adult	£362	£15.74
Senior	£305	£13.26

Terrace	23 games	Per game
Adult	<b>£305</b>	£13.26
Senior	<b>£248</b>	£10.78

For other concessions, prices are already very heavily discounted compared with match day prices. We have lowered them even further to reflect fewer games fans will be allowed into the stadium. These prices are fixed.

Seating	20/21 season
Young person	£125
Junior	£85
*Child U11	£10
*Child U7	FoC
Family Junior	£75

Terrace	20/21 season
Young person	£125
Junior	£85
*Child U11	£10
*Child U7	FoC
Family Junior	£75

\* With limited availability we need all fans to respect each other and only buy tickets which will be used for every match.

\* If U7 or U11 tickets are not scanned into TWO consecutive games you will be contacted to see if the Season Ticket is still required.

\* If U7 or U11 Season Tickets are not scanned into THREE consecutive games your Season Ticket will be cancelled and your access card will need to be returned to Carlisle United's Main Ticket Office.

## Season Ticket renewals

### Stage 1

#### Reserving your ticket - from 13 August 2020

From 13 August 2020, our 19/20 Season Ticket holders can contact us if they wish to renew their Season Ticket for 20/21. Tell us your preferred seat/area and we will reserve a seated or terraced Season Ticket at that point.

This process will be done on a first-come, first-served basis due to the fact that certain areas of the stadium will be subject to a reduced capacity, especially in the West Stand.

**These social distancing arrangements will mean that many supporters will see their 'usual' seat now become unavailable for purchase as we commence the season. Therefore we need all Season Ticket holders to be understanding and flexible with their Season Ticket choices.**

In previous years we have reserved your seat for the duration of the renewal purchase period. Unfortunately, **we will NOT be able to reserve specific seats or terracing areas** for the 20/21 season. We will still do our very best to accommodate your needs and appoint the nearest seat for you.

### Stage 2

#### Paying for your ticket – from 24 August 2020

From 24 August, we should be as sure as we can be about the number of behind-closed-doors fixtures, the number we will play at home and the number of home games fans can attend. We will then calculate your Season Ticket cost.

+ If you have reserved your seated or terraced Season Ticket, you will be notified by email.

+ You will then have 7 days to complete payment. If you fail to make payment your reservation will be released.

+ If you plan to pay by Direct Debit your bank details will be taken at the point of reservation.

+ Once your Season Ticket cost has been calculated, your Direct Debit will be created, and you will then receive an email outlining your monthly charges.

+ Direct Debit payments - taken over an 8-month period [October 2020 to May 2021] and standard charges apply.

## **New season tickets**

Season Tickets will then go on general sale from 24 August 2020.

This ensures, as far as possible, fans are only charged for games they can attend. If something unexpected happens to prevent fans attending, after you have paid, we will make other arrangements– depending on the circumstances.

## **Ticket exchange scheme**

The ticket exchange scheme cannot be operated under current Covid social distancing guidelines. This will be reviewed if the guidelines change.

## **Junior Blues**

There will be no Junior Blues membership scheme for the 2020/21 season. If circumstances change we will consider an event for our younger fans later in the season but we cannot commit to this at this stage.

## **Fan responsibility**

All supporters will be required to fully comply with a Covid Spectator Code of Conduct, which will apply at all matches. This is currently being formulated in consultation with fans from the Carlisle United Supporters' Groups and the Safety Advisory Group. It will be finalised before any money is taken. A draft is on the website.

At this point, fans should presume they could be required to wear face coverings within the stadium. It is important fans personally consider whether they should attend games when fans are allowed back into the stadium. If you are in any doubt, please do not reserve a Season Ticket.

We are grateful for your continued support through these difficult times and would like to thank everyone who has donated to the club. If you have any questions please do not hesitate to contact us on 03300 945 930 [option 1] or email [ticket.printing@carlisleunited.co.uk](mailto:ticket.printing@carlisleunited.co.uk)

Kind regards

Nigel Clibbens  
Chief executive