

2024/25 General Admission Season Ticket FAQs

How long is my seat reserved for?

All 2023/24 season ticket holders will have their existing seat reserved until the deadline of Friday 3rd May. After this date all non-renewed seats will be released.

What is the renewal price of my season ticket?

To view your renewal price, please click [here](#) and log into your Ticketing account. Under your notifications your renewal price based on your age and the price band that you held for the 2023/24 season.

*Season Ticket renewal prices are subject to terms and conditions and individual circumstances.

How can I renew my seat?

Existing season ticket holders will be able to renew their seat from 6pm on Tuesday 19th March 2024. Season ticket renewals will be processed via our ticketing site: eticketing.co.uk/safc.

All supporters signed up for Auto-Renewal by Direct Debit will be renewed between 29th March & 2nd April automatically. Supporters can choose to pay by credit or debit card during the opt out period.

Supporters can renew with ease online via our ticketing website. Additionally, supporters can contact the ticket office via phone or visit in-person.

Ticket office contact details and opening hours can be found at safc.com/seasontickets/how-to-buy.

What if I have not received any email contact around my season ticket renewal?

Emails containing renewal information were delivered on Tuesday 19 March. If you have not received an email, please check your online account at eticketing.co.uk/safc for more information on your renewal price.

If you would like to ensure you're contacted in future safc.com/hearfromus. It is important you opt-in to the relevant marketing preferences, so we can contact you.

What if I currently pay via Direct Debit Auto Renewal?

All supporters currently paying via Direct Debit and with a live agreement will be eligible for Auto-Renewal. If any payments were not collected successfully during 23/24, the Auto-Renewal application will not be submitted. It is also essential that the Direct Debit mandate remains active after the final instalment was collected.

All supporters signed up for Auto-Renewal by Direct Debit will be renewed between 29th March & 2nd April automatically.

Can I opt-out of Auto-Renewal?

All Season Ticket holders on Auto-Renewal are given the opportunity to opt out by Thursday 28th March 2024. Those season ticket holders who choose to opt out of auto renewal may still renew their Season Ticket by using an alternative payment method and renewing by the deadline of 5pm 3rd May 2024.

How do I opt-out of Auto-Renewal

Follow the instructions below:

Sign in to your account,
View the Account menu,
Click Ticketing,
Click Season Subscriptions

From here, you can unsubscribe from auto-renewal. You can then choose to pay in full if you wish. The deadline for opting out is 28th March at 5pm. If you have cancelled your Direct Debit through your bank, your season card **will not** automatically renew, and you will need to take action to renew your seat for the 2024-25 season.

When will my payment be taken?

Payments will be taken on the first of the following months and cannot be altered:

1st May

1st July

2nd September

1st November

If the first of the month falls on a weekend or bank holiday, payment will be taken on the next working day.

I would like to amend bank details or other information on my existing Direct Debit plan. What should I do?

Follow the instructions below:

Sign in to your account,
View the Account menu,
Click Ticketing,
Click Season Subscriptions

From here, you can amend your bank details. The deadline to do this is 28th March at 5pm.

What are the payment options?

You can pay online for your season ticket by credit or debit card. In addition, you can choose to pay in 4 instalments via Direct Debit.

Can I change my seat?

Yes. Instead of purchasing your existing reserved seat via your offered seat in your notifications, you can choose an alternative available seat within your renewal period from the online seating plan via the 'Select New Seat' option.

Supporters who are currently signed up for Direct Debit Auto-Renewal will need to email a request to ticket.office@safc.com

I have renewed my existing seat, but I now wish to change my seat, is this possible?

Yes, subject to availability. Any Season Ticket Holders who have renewed their existing seat online but then wish to change to an alternative seat are advised to send an email to ticket.office@safc.com, stating their seating preferences along with their customer number and contact information. These requests will be kept on file in strict date order of receipt and will be processed (subject to availability) later once our renewal window closes (3rd May). Any increase in price must be paid for by credit or debit card payment.

The deadline to change your season ticket seat is Saturday 31st August 2024.

Can I transfer my season ticket to another supporter?

No. Season tickets are non-transferable and are only valid for whose name they registered to. The club do offer an online 'Ticket Forwarding' scheme for season ticket holders to forward their seat for an individual home league game.

I am an existing Disabled Season Ticket holder; do I just renew my season ticket, or do I also need to renew my Personal Assistant's season ticket online?

You can renew your own disabled season ticket and your personal assistant's season ticket online; these must be purchased in the same transaction. In advance of the new season, you will be required to submit up to date proof of disability dated within the last 12 months. Upon receipt of up-to-date proof, the club will activate your season tickets for the new season.

Will I receive a new Digital Season Ticket?

Yes. New season tickets will be issued to all season ticket holders. During the closed season, you will be sent a link by email where you will be able to download your new 2024/25 digital season ticket pass to your mobile wallet.

Are Digital Season Tickets transferable?

Season Ticket Holders unable to make a game will be able to assign or transfer their seat via Ticket Forwarding, or by upgrading their concession seat. More information about each can be found via the links below:

<https://www.eticketing.co.uk/safc/Common/CustomPage/SecondSection/2>

Will supporters be able to have multiple Digital Season Tickets on one device?

Yes. One person can download multiple Season Tickets to their device and select each pass to be individually scanned at the turnstile at the Stadium of Light.

I have a physical season card for 23/24. What happens next?

All supporters will be sent a Digital Season Ticket for 24/25. If you still do not have access to a smartphone / smart device with a wallet function, please contact the club via email at ticket.office@safc.com by 3 May 2024 for alternative methods of entry. The Ticket Office team will support you with alternative access options to be made available depending on the circumstances, please note that the Ticket Office team will contact all supporters during the period of 7th May – 30th June 2024 and discuss options that will be available.

A nominal fee will be charged for the production and distribution of any physical alternatives.

What if I do not have a smartphone?

If you don't have a smartphone (iPhone, Android, or smartwatch), you can send your email containing the link to your mobile ticket to a friend or family member you are attending with who can download the ticket onto their phone and enter with you. One person can download multiple Season Tickets to their device and select each pass to be individually scanned at the turnstile at the Stadium of Light.

No-one in my group has a smart phone. What options do I have?

If no member of your group has a smartphone / smart device with a wallet function please contact the club via email at ticket.office@safc.com by 3 May 2024 for alternative methods of entry and the Ticket office team will support you with alternative access options that may be available depending on the circumstances, please note that the Ticket Office team will contact all supporters during the period of 7th May – 30th June 2024.

I have my child's ticket and my ticket on my phone, how do we enter through the turnstile with just one phone?

Ideally, each supporter would have their own mobile device however we do understand not everyone has a personal mobile phone, particularly our younger supporters.

More than one mobile ticket can be loaded to one smart phone (although each mobile ticket can only be loaded once). If your child or anyone in your group does not have a mobile device with (Mobile Wallet) or NFC capability, we would recommend loading their ticket to your smart phone.

When accessing tickets on your mobile device, you will be able to swipe left and right between different tickets to find the correct one to scan. When approaching the turnstile please have the child's ticket ready first, scan that mobile ticket and let the child go through the turnstile before scanning and entering on your own mobile ticket.

I believe I will be affected by the safe standing installation in the Roker End, when will I know more?

We understand that supporters in the Roker End may have a range of questions relating to their 2024-25 season ticket renewal. Supporters wishing to know more can visit safc.com/seasontickets. **Where can I find the ticketing Terms and Conditions?**

The 2024/25 ticketing Terms and Conditions can be viewed here.