



FAQs: Sky Bet League One Play-Off semi-final

All ticket purchasers are required to read and adhere to the Supporters' Charter Code of Conduct.

If you require further information prior to completing your purchase, please refer to the frequently asked questions below...

Will I need a vaccine certificate, negative Covid-19 test or temperature check to enter the stadium?

Ticket purchasers are not required to present a vaccine certificate, negative Covid-19 test result or carry out a temperature check when entering the Stadium of Light. However, we continue to monitor and implement guidance from Public Health England and the Safety Advisory Group.

When do tickets go on sale?

2020-21 season card holders will be able to secure their seat from 10am on Wednesday 12 May and subject to availability, this phase will run until 4pm on Thursday 13 May.

Subject to availability, 2021-22 season card holders will be able to purchase a ticket from 10am 'til 4pm on Friday 14 May.

How much do tickets cost?

Tickets are priced at £20 for Adults and £10 for Under-16s and Over 65s.

Where can I purchase tickets?

Tickets can be purchased via the club's **e-ticketing website only** and will **NOT** be on sale via telephone or in-person at the Stadium of Light ticket office, which remains closed to the public.

Will I be required to pay a booking fee?

No booking fees will be applied to your booking.

How do I purchase a wheelchair and ambulant ticket with personal assistant?

To book this type of ticket, please contact the ticket office by emailing ticket.office@safc.com with the email subject header 'Wheelchair and ambulant ticket'. These tickets are available on a first come first served basis.

It is not possible to purchase wheelchair and ambulant tickets with personal assistant tickets through the e-ticketing website.

What is the stadium capacity for this fixture?

In line with Government and EFL regulations, a capacity of 10,000 spectators will be permitted to attend this fixture.

Can I sit in my season card seat for this fixture?

Due to the social distancing measures in place, supporters are unlikely to be housed in the seat they selected when purchasing a 2020-21 or 2021-22 season card.



Will the Premier Concourse be open for this fixture?

Yes, the Premier Concourse will be open for this fixture to maximise the capacity of the stadium. Supporters are advised that they will be required to navigate several flights of stairs to access this part of the stadium.

Can I use e-ticketing credit towards the purchase of a ticket for this fixture?

No, is not possible to redeem any e-ticketing account credit against a ticket for this fixture.

Will car parking be available for this fixture?

Car parking is only available to supporters that require accessible car parking. Please ensure you inform the ticket office when submitting your request for wheelchair and ambulant ticket.

When will I receive my tickets?

Tickets purchased in phase one will be sent to supporters digitally on Friday 14 May and any tickets purchased in phase two will be distributed digitally on Monday 17 May.

If I do not own a smartphone or a printer, how can I access my digital ticket?

You cannot access the stadium without prior access to a smartphone or printer. All tickets are being sent digitally for this fixture and no physical tickets will be issued from the ticket office.

How do I purchase tickets for friends and family members?

In order to purchase tickets for friends and family members, the corresponding online ticketing accounts must be networked within your e-ticketing account.

What is a pod and how are they broken down in the seating deck?

Tickets are being sold by Ticketmaster in pods. A pod is the number of seats you select within the seating deck when making your purchase. Pods will be socially distanced from each other and you can build your pod by following the process outlined in the question above.

Are households allowed to mix?

Please ensure that you adhere to all Government guidelines at the time of purchasing tickets for friends and family members and at the time of attending.