

CLYDE FOOTBALL CLUB

Your Club. **Be part of it.**

Frequently Asked Questions

Last updated: 18th July 2021

Season Cards

Q. How much are cards?

A. Cards have been launched with two denominations; £250 for Adults and Concessions and £35 for under 18s. Concessions receive £40 free funds.

Q. Can the card be used only by me?

A. The card is linked to your mobile number, but you can use it to pay for admission for others if you wish. However, the card and contents are your responsibility and the Club cannot be held liable for lost or stolen cards or balances spent without authorisation.

Q. Where can I use my card?

A. At present, you can use your card for Home League Match Entry, Stadium Shop Merchandise, Hospitality Bookings, Programme purchases and other club events.

Q. What are the benefits to buying a card?

A. You receive a significant discount on the walk up price and receive discounts all over the club.

Q. What discounts can I receive?

A. You will receive the following discounts when paying using your Card;

Adult League Match Entry	Card Cost - £13	Cash / Credit / Debit Card Cost - £17
Conc. League Match Entry	Card Cost - £13	Cash / Credit / Debit Card Cost - £14
Under 18 League Match Entry	Card Cost - £1	Cash / Credit / Debit Card Cost - £5
Under 12 League Match Entry	Card Cost - £1	Cash / Credit / Debit Card Cost - £1
Shop Discount	10% [minimum]	
Non-matchday Events	10% [minimum]	

Q. Can I use my card online?

A. Your Season Card can be used on the Clyde FC online shop by following the published instructions. Season Card cannot be used for live streaming or at partner websites such as RJM or The Terrace.

Q. If I spend my initial balance, can I top up through the Season?

A. Yes, you will be able to top up online and in person.

Q. What happens if the Season Ends and I have balance on my card?

A. You should try to spend your balance before the end of the season. Any unspent funds will expire 2 weeks after the final competitive match and will no longer be valid. Unspent funds after this date will be donated to the club.

Q. I do not have access to a smartphone. How can I get a Season Card?

A. The Season Card is mobile first, which means your experience is a lot better when using the app. If, however you cannot use the app or have no access to a smartphone then the club will provide a physical card. The physical card will offer you the same benefits as the mobile app but is limited in that it can only be topped up in person at the stadium and you will need to check your balance manually. If you can use the TicketCo Wallet app then please do as this is better for you and better for the club.

Q. If I have a question about Ownership, Season Cards or Rewards which you haven't answered. Where can I go for support?

A. As we are introducing new initiatives and products, we expect supporters to have questions. We ask for your patience as everyone gets used to the new benefits and Rewards. You can contact info@clydefc.co.uk if you have any further questions.