

CLYDE FOOTBALL CLUB

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

Frequently Asked Questions

Last updated: 2nd June 2020

Season Cards

Q. How much are cards?

A. Cards have been launched with two denominations; £250 for Adults and £50 for under 18s.

Q. Can the card be used only by me?

A. The card is not exclusive to you. However, the card and contents are your responsibility and the Club cannot be held liable for lost or stolen cards.

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, in the Arria [if you have access via 1877 Rewards] and Programme purchases.

Q. What are the benefits to buying a card?

A. From a Club perspective, it allows the Club to generate an income stream ahead of the delayed season start to supplement the playing budget. From a Fan perspective, it allows you to buy many of your Bully Wee products at a discounted rate when using your Card.

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 - £0.50	Cash / Credit / Debit Card Cost - £1
Hospitality Place	Card Cost - £40	Cash / Credit / Debit Card Cost - £45
Shop Discount	10% [minimum]	
Non-matchday Events	10% [minimum]	

Q. Can I use my card in the online Shop?

A. At present, card sales are restricted to the Stadium Shop, though we are looking at extending this to our online shop in due course.

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

A. Yes, you will be able to top up in £50 increments.

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

A. You can either donate your closing balance to the Club, withdraw it or carry it over to the following Season. Please do your best to limit the funds leftover by not topping up more than you need.

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.