

## Frequently Asked Questions

Welcome to Ulster Rugby's 2011-12 Season Ticket application support page, containing all of the information you need about the Season Ticket process.

Ulster Rugby is again offering existing Season Ticket Holders the opportunity to renew their season ticket for 2011-12 at a preferential LOYALTY rate.

The loyalty period of renewal will run from the 21<sup>st</sup> of March to the 1<sup>st</sup> of May. This year the loyalty period has been extended from 4 weeks to 6 weeks so there really is no reason to miss out on the savings offered if you renew during this time! Any 2010-11 Season Ticket holder who wishes to renew after the 1<sup>st</sup> of May can still do so however the Loyalty Rate will no longer apply and you will be charged at full price for your season ticket.

### **What games does my 2011-12 Season Ticket include?**

The 2011-12 Ulster Rugby Season Ticket will give you immediate guaranteed access to 3 Heineken Cup pool home matches and 11 Magners League home matches.

As well as this you will have the opportunity to attend any Ulster Ravens games played at Ravenhill and any pre-season friendlies played at Ravenhill free of charge.

### **Why should I renew my season ticket within the loyalty period?**

A huge saving can be made if you renew during this time. As well as this, you are guaranteed to secure your place at Ravenhill.

### **What extra benefits do I get as an Ulster Rugby Season Ticket holder?**

As well as a 30% saving in comparison to buying on a match by match basis, savings on transaction charges and postal charges, the Ulster Rugby 2011-12 offers many benefits. Firstly you will be guaranteed your place in Ravenhill for every Magners League and Heineken Cup game – some of which are guaranteed to sell out. You will also have the opportunity to attend any Ulster Ravens matches and pre-season friendlies played at Ravenhill free of charge. You will receive priority booking for any away matches and Ulster Rugby events as well as Qualifying matches such as Heineken Cup Quarter finals or Semi Finals, this season saw Season Ticket holders receive 4 priority booking periods and priority allocation before tickets for Heineken Cup Quarter final tickets went on general sale. Season Ticket holders will also be entered into an exclusive ballot to purchase International tickets. Further exciting discounts and offers in association with our partners will be introduced this season.

### **I am a 2010-11 Season Ticket holder – how do I renew my season ticket for 2011-12?**

As a current season ticket holder, your 2011-12 Season Ticket is reserved for you until 1<sup>st</sup> May. You will have until this date to renew your season ticket and take advantage of the LOYALTY rate. An application form will be posted to you which can be completed and returned to Ulster Rugby ticket office along with payment. You can also simply renew your season ticket on-line at [www.ulsterrugby.com](http://www.ulsterrugby.com) if you are not making any changes to your season ticket. Alternatively you can

call into the Ulster Rugby Ticket Office Monday-Friday between 9am and 5pm or call the Ticket Office on 02890493222 Option 2.

### **How can I pay for my Ulster Rugby 2011-12 Season Ticket?**

- If you are renewing online you will simply pay by debit or credit card.
- If you renew your season ticket by post, please send a cheque made payable to IRFU Ulster Branch to Ulster Rugby Ticket Office, 85 Ravenhill Park, Belfast BT6 0DG
- If you renew over the phone, you simply pay by debit or credit card.
- If you renew in person at the ticket office you can pay by cash, cheque, debit or credit card.

Please remember to include payment for postage if you do not wish to collect your season ticket.

### **I had a seat in the stand for the 2010-11 Season, if I renew will I have the same seat for 2011-12?**

Yes, provided you renew within the loyalty season before 1<sup>st</sup> May

### **I'd like to upgrade my Season Ticket for 2011-12 or move to another area. What do I do?**

If you hold seats in the terrace, promenade or stand and wish to move to a different area, please state your request under additional info on your application form. If we can meet your request there and then your season ticket will be processed.

If not, you will need to write two cheques – one for the full amount for the area you currently hold seats for and one for the area that you wish to be upgraded to (you may only choose one area to upgrade to). If it is not possible to upgrade your Season Ticket, we will destroy the second cheque and you will remain in your current area. Please ensure that you also include details of your current area / seat details on your application form. If it is possible to meet your requests we will use the second cheque.

Any requests for movement will be administered when the loyalty period finished on the 1<sup>st</sup> May.

### **I am now eligible for a family package – how do I renew my ticket?**

Please complete the application form and tick the applicable family package you would like to buy. Alternatively call into the ticket office or ring us on 02890493222 Option 2.

### **I am now eligible for a senior or student concession – how do I renew my ticket?**

Please complete the application form and tick the applicable season ticket you would like to buy.

Alternatively call into the ticket office or ring us on 02890493222 Option 2.

### **How do I join the URSC?**

Please tick the appropriate box in the application form and include the payment with your season ticket application.

### **How will I receive my Season Ticket?**

On the application form / website you can select an option to have your season ticket posted to you via recorded delivery. This costs an additional £3 and should be included in your payment. Alternatively you can collect your season ticket from the Ulster Rugby Ticket Office and you will be notified by email when they are available for collection.

**I have an Aquinas Car Park pass – how can I renew it?**

This facility will be available again on the forthcoming season at a cost of £90 and you will be notified by e-mail when the passes are on sale. Current pass holders will have first priority to buy. The Aquinas car park pass can't be purchased online.

**I would like to buy a Scoop Bar Pass, how do I do that?**

2011-12 Season Ticket Holders will have first option to purchase a pass for The Scoop Bar for the 2011-12 Season, priced at £60. However spaces are limited and available on a first come first served basis so please select the appropriate option on the application form and book early to avoid disappointment. The Scoop Bar pass can't be purchased online.

**I don't have an Ulster Rugby Season Ticket, how can I purchase one for 2011-12?**

2011-12 Season Tickets are available to buy now. Simply call the Ulster Rugby ticket office on 02890493222 Option 2 or alternatively call to the ticket office. Our staff will be more than happy to explain the various options, concessions and packages which are available to you and advise on which areas of the ground are available.