

**Q1) What will be the socially distanced capacity at RP?**

- a) *This is not absolutely known at the moment and will be confirmed once updated guidance is released.*

**Q2) What areas of the ground will be used when crowds are socially distanced?**

- a) *The intention is to use all areas of the ground where we are able to do so. Again, we will be led by the guidance.*

**Q3) Will away fans be allowed into RP under socially distanced crowds?**

- a) *Indications are that away fans will not be allowed under socially distanced crowds.*

**Q4) Will the away areas be used for home fans whilst socially distanced rules are in place?**

- a) *This would be our intention if away fans aren't allowed.*

**Q5) Who decides on the socially distanced capacity?**

- a) *Capacities will be determined in accordance with guidance from Welsh Government, EFL, SGSA and Rodney Parade.*

**Q6) Will standing areas be used under socially distanced rules?**

- a) *The intention is to use all areas of the ground where we are able to do so. Again, we will be led by the guidance.*

**Q7) How many 2019/20 season ticket holders were there?**

- a) *There were 2,019 season ticket holders last season.*

**Q8) What will I receive if I purchase a season ticket?**

- a) *Season tickets for 2020-21 will offer a combination of access to the iFollow livestreaming service for any home EFL League Two matches staged behind closed doors and first priority for any home matches supporters are permitted to attend. Season ticket holders will also qualify for a 10% discount on all purchases in the Kingsway Club Shop.*

**Q9) In the communication, you mention three stages - What are they and who do they relate to?**

- a) *Stage 1 will be the first sales window giving season ticket holders from the 2019-20 season the chance to renew their season tickets.*

*Stage 2 will open the sales window up to Trust members, volunteers and shareholders.*

*Stage 3 will be general sale.*

**Q10) What are the dates for each of the stages?**

a) *Stage 1 will open on August 27<sup>th</sup> and close on September 3<sup>rd</sup>.*

*Stage 2 will open on September 4<sup>th</sup> and close on September 11<sup>th</sup>.*

*Stage 3 will open on September 12<sup>th</sup> and close on October 4<sup>th</sup>.*

**Q11) Why does stage 3 close on October 4<sup>th</sup>?**

a) *EFL have communicated October 4<sup>th</sup> as the cut-off date for iFollow access being part of a season ticket package.*

**Q12) What is the difference between each of the stages?**

a. *Stage 1 means season tickets holders from the 19/20 season can renew.*

*Stage 2 means Trust members, volunteers and shareholders are able to purchase.*

*Stage 3 means season tickets will be on general sale.*

**Q13) I was a season ticket holder last season and fall into stage 1, what do I need to do?**

a. *You will be contacted by the Club via email requesting you set up an online account on the Club's ticketing system.*

**Q14) What do I do if I do not receive an email on August 26<sup>th</sup>?**

a. *If you held a season ticket for the season 19/20 and do not receive an email by 26<sup>th</sup> August, please email [tickets@newport-county.co.uk](mailto:tickets@newport-county.co.uk) or by calling 01633 415376 - Monday to Friday 10am until 3pm.*

**Q15) I was a season ticket holder last season but do not have an email address and/or have changed it, what do I do?**

a. *You can still renew your season ticket, but you will have to contact the Club either by emailing [tickets@newport-county.co.uk](mailto:tickets@newport-county.co.uk) or by calling 01633 415376 - Monday to Friday 10am until 3pm.*

**Q16) I am in stage 1 and have been contacted by the club to set up my profile, can I now buy my season ticket?**

a. *Once you have set up your online account you will be able to renew your ticket online when the sales period opens on August 27<sup>th</sup> or by contacting the Club if you would like to pay in instalments – see question 20.*

**Q17) What happens when and if full capacity crowds are allowed to return?**

- a. *Once, and if, all restrictions are lifted, renewed season ticket holders will return to their 2019-20 seats. Any new purchasers will be contacted regarding their preferences. As always this will be subject to availability but we will endeavour to meet all requirements.*

**Q18) I have been shielding what do I need to do?**

- a. *If you are shielding and purchase a season ticket you will have access to iFollow during restricted crowds if you are unable to attend, but once all Covid restrictions are lifted there will be no iFollow access.*

*Please contact the Club so we can further understand your circumstances either by emailing [tickets@newport-county.co.uk](mailto:tickets@newport-county.co.uk) or by calling 01633 415376 - Monday to Friday 10am until 3pm.*

**Q19) I want to buy a season ticket but won't be able to attend due to Covid reasons. Can I do this?**

- a. *During restricted crowds you will have access to iFollow, but once all Covid restrictions are lifted there will be no iFollow access.*

*Please contact the Club so we can further understand your circumstances either by emailing [tickets@newport-county.co.uk](mailto:tickets@newport-county.co.uk) or by calling 01633 415376 - Monday to Friday 10am until 3pm.*

**Q20) I want to pay in instalments – how do I do this?**

- a. *To take up this option, supporters will have to submit a form to the Club. Forms will be available on our website and in the Kingsway Club Shop. Forms will need to be submitted via email, post or dropped at the Club Shop.*

**Q21) Will I be credit checked if I pay in instalments?**

- a. *There will not be any credit checks or use of third parties for this option. This is being offered to support our fans who have supported us throughout this difficult period.*

**Q22) Will I be charged interest if I pay in instalments?**

- a. *No. This is an interest-free option being offered by the Club.*

**Q23) What happens if I miss a payment?**

- a. *The Club recognises this is a difficult period for all and in the event this occurs we will be in contact to discuss your options.*

**Q24) I would rather pay upfront - how do I achieve this?**

- a. *You can purchase online or over the phone in your appropriate sales window.*

**Q25) If I didn't have a season ticket in 2019/20 when can I get one?**

- a. *If you are a Trust member, volunteer or shareholder you can purchase between September 4<sup>th</sup> and September 11<sup>th</sup>.*

*If you are neither a season ticket holder, Trust member, volunteer or shareholder you can purchase when general sale opens on September 12<sup>th</sup>.*

**Q26) If I buy a season ticket does it guarantee entry whilst crowds are being socially distanced?**

- a. *Season ticket holders will have first priority for any home matches supporters are permitted to attend. Capacity will be set by the authorities.*

**Q27) Can I just purchase an iFollow package for the season?**

- a. *Yes, but it will be audio only. This will be the same package that has been offered by the EFL for season 19/20*

**Q28) Can I purchase iFollow on a game by game basis?**

- a. *Yes, you will be able to purchase iFollow video for £10 a match. This will be available for home and away matches. Please note this will not be available once all Covid crowd restrictions are lifted.*

**Q29) I want to purchase a season ticket for my child, can they attend alone?**

- a. *Children aged 14 or over are able to attend alone. Any children under the age of 14 must be accompanied by an adult.*

**Q30) I have a carers season ticket, how do I renew?**

- a. *Any supporters requiring carers tickets are asked to contact the Club either by emailing [tickets@newport-county.co.uk](mailto:tickets@newport-county.co.uk) or by calling 01633 415376 - Monday to Friday 10am until 3pm.*

**Q31) I currently have a season ticket for the wheelchair platform, how do I renew?**

- a. *Any supporters requiring tickets on the wheelchair platform will need to contact the Club either by emailing [tickets@newport-county.co.uk](mailto:tickets@newport-county.co.uk) or by calling 01633 415376 - Monday to Friday 10am until 3pm.*

**Q32) Where can I see the EFL press release?**

- a. *Please click the link [here](#).*

**Q33) Where can I get help?**

- a. *If you cannot find an answer to your question and would like to speak to someone please telephone 01633 415376 - Monday to Friday 10am until 3pm.*

*If you would like to email your question please email [tickets@newport-county.co.uk](mailto:tickets@newport-county.co.uk)*

*If you have a technical issue with access to the ticketing system then please email*  
[tickets@newport-county.co.uk](mailto:tickets@newport-county.co.uk)

The club is hopeful that the above provides much of the information needed by supporters to make a decision on whether to purchase a season ticket for the forthcoming season. However, it is recognised that the list is not exhaustive so please do ask if it is not covered.

The current planning is for socially distanced crowds to return in October. The detail of how that will practically work along with the numbers permitted is still emerging with pilot events planned in September. The output of these events will help shape the guidance further. When this is known we will communicate further covering such matters as bars/toilets/chanting/singing/wearing of masks etc.

Of course, the Covid-19 situation is being kept under constant review, and plans are subject to change based upon the latest advice.

Your continued patience and support is much appreciated.