



# Ticketing Policy

NEWPORT COUNTY AFC

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## **1. Aim**

To establish a clear ticketing policy for all employees of Newport County AFC, including members of the Board, Players, Staff and Volunteers, as well as Media, Scouts, Former Players and Opposition.

## **2. Purpose**

To ensure that the distribution and allocation of tickets is fair and transparent, whilst at the same time ensuring that ticketing revenue streams are protected.

As a Supporter Owned Club it is important that all potential revenue streams are maximised and are not open to abuse. Therefore whilst recognising its obligation to provide complimentary tickets to employees, volunteers and visiting clubs where appropriate, Newport County AFC recognises that all allocations should be fair, and organised under a transparent system for all to see

Newport County AFC will there adopt the following procedures for Complimentary Tickets during the season.

## **3. First Team Management and Players**

75 tickets will be allocated to first team management and players for each EFL home league games. A list of all ticket requirements needs to be sent to the ticket executive (Poppy Reynish) no later than 1pm on Thursday prior to a Saturday match, and 1pm on a Monday prior to a midweek match.

It is at the discretion of the First Team Management and Club Captain as to how the complimentary tickets are distributed between the First Team Management and Players.

Complimentary first team management and player tickets will be allocated in the Bisley Stand and will provide access to the Bisley Suite (subject to availability). Ticket holders should enter the stand via Gate 7 and are reminded that the stadium operates a non-remittance policy. Babies in arms do not require a ticket however; all other children must be in possession of a ticket to enter the stadium.

The split of the 75 complimentary tickets shall be as follows:

- 24 for boxes 2 and 3 (12 and 12)
- 51 in the Bisley Stand

It should be noted that the Bisley Suite has a maximum capacity of 300 and this is strictly enforced by Rodney Parade who own the safety certificate for the stadium.

In the event that for a particular game the Bisley Suite has reached its capacity the club will endeavour to host the 75 complimentary tickets in the education suite or a suitable part of the ground.

Under no circumstances will more than 75 complimentary tickets be issued for an EFL home match. Allocations for cup matches will be in line with competition rules.

If the competition rules allow complimentary tickets the same application for EFL home games will apply. However, it should be noted that the numbers will be dictated by the competition rules.

No persons will be allowed Complimentary Tickets if they have not been allocated by the allotted time. Tickets that require collection on match day will be done so via the Ticket Office upon proof of identity.

In circumstances where more tickets are required, the individual requesting must purchase the ticket, provided there is availability, at the time – money will not be taken directly out of wages.

Any Complimentary Tickets not utilised will be offered to Club Staff and Volunteers.

### **Board of Directors**

Each member of the Board of Directors will be allocated a maximum of 2 Complimentary Tickets each per EFL Home game.

Each member will be contacted by the Club Secretary to establish whether they are attending and must inform the club by 48 hours prior to kick off.

In circumstances where more tickets are required, the individual requesting must purchase the ticket, provided there is availability, at the time.

### **Club Employees**

Each member of staff will be allocated 2 Complimentary Tickets per Home game.

In circumstances where more tickets are required, the individual requesting must purchase the ticket, provided there is availability, at the time and this will not be deducted from their wages.

### **Volunteers**

Each volunteer will be allowed access to the relevant Home fixture on production of identity card at a match for which they volunteer.

### **Club Scouts**

All such tickets will be allocated via the Club Secretary in line with the Clubs Scouting Policy.

### **Media**

All such tickets/passes will be allocated by the Media Officer in accordance with the Club Media Policy.

### **Former Players**

Any Former Player who has played 40 competitive games for Newport County AFC will be entitled to 1 Complimentary Ticket and must email [poppy.reynish@newport-county.co.uk](mailto:poppy.reynish@newport-county.co.uk) 48 hours prior to kick off.

### **Away Matches**

Each EFL Club operates on a reciprocal ticketing arrangement and each club within the league varies on how they operate such a system, however, NCAFC will request 30 such tickets which will all be allocated to players and management.

### **Tickets for Troops**

The Club will continue to support this initiative and will provide 6 matchday tickets for each of the 2019/20 season home matches, upon the provision that names are provided to us by 12pm on a Thursday or Monday dependent on the fixture

### **Academy**

The Club will provide matchday tickets to full time Academy staff and Scholars – 20 tickets

In addition, the part time Academy coaches (50) will be provided with matchday tickets but their number must be provided to [poppy.reynish@newport-county.co.uk](mailto:poppy.reynish@newport-county.co.uk) by 12pm on a Thursday or Monday dependent on the fixture.

If details have not been provided no tickets will be given.

Llisbury School will be provided with 90 tickets per calendar month provided their numbers are submitted by 12pm on a Thursday or Monday dependent on the fixture, as above.

If details have not been provided no tickets will be given.

All such tickets will relate to the Hazell Stand.

### **County in The Community**

CiTC staff engaged in matchday visits and activities will be issued with an ID Card to facilitate entry.

In addition, the CiTC will be provided with 2 tickets per member of staff. These requirements must be emailed to [poppy.reynish@newport-county.co.uk](mailto:poppy.reynish@newport-county.co.uk) by 12pm on a Thursday or Monday dependent on the fixture.

### **Opposition Fixtures**

Newport County AFC allocate 30 Complimentary tickets to each opposition team.