

USEFUL SEASON CARD FAQs

Q. When can I renew my season card?

If you are an existing season card holder who sits in the Brian Clough Stand, Trent End or Bridgford Stand, you will be entitled to renew your season card online-only from Monday 17th February 2020.

Q. How long have I got to renew my season card?

If you are an existing season card holder who sits in the Brian Clough Stand, Trent End or Bridgford Stand until Monday 16th March 2020, meaning that you have four weeks to renew.

Q. I currently sit in the Peter Taylor Stand. Why do I have to wait to renew my season card?

Our timeframes are designed to minimise the disruption caused should you be permitted to renew in your existing seat or, if you are forced to relocate, provide you with a better choice of the seats that have not been renewed throughout the rest of The City Ground.

By the time we begin the renewals process for Peter Taylor Stand season card holders, the club should be in a more informed position as to whether planning permission will be granted for stadium redevelopment or whether supporters will be able to reclaim their existing seat ahead of the 2020-21 season.

Due to our potential stadium redevelopment, the renewal dates for supporters who currently sit in the Peter Taylor Stand will be delayed until after renewals in all other areas of the stadium have been concluded.

Q. When will I find out what is happening to the Peter Taylor Stand?

By the time we begin the renewals process for Peter Taylor Stand season card holders, the club should be in a more informed position as to whether planning permission will be granted for stadium redevelopment or whether supporters will be able to reclaim their existing seat ahead of the 2020-21 season.

Please continue to keep any eye on www.nottinghamforest.co.uk for updates.

Q. I intend to renew my own season card but my wife might join me more regularly during the season. Can I buy a new season card for her at the same time?

Due to our planned redevelopment which would result in a vastly reduced stadium capacity, it is highly unlikely that any new season cards will be available to purchase for the 2020-21 season. Please continue to keep any eye on www.nottinghamforest.co.uk for updates.

guarantee of a full season card for the 2020-21 season. Please continue to keep any eye on www.nottinghamforest.co.uk for updates.

Q. I intend to renew my own season card but want to buy an extra one for my daughter. Should I wait until after the renewals period so that we can buy together?

Due to our planned redevelopment which would result in a vastly reduced stadium capacity, it is highly unlikely that any new season cards will be available to purchase for the 2020-21 season.

Our best advice is to renew your own season card within the renewals window and wait for further announcements. Please continue to keep any eye on www.nottinghamforest.co.uk for updates.

Q. I can't renew my season card but my friend wishes to take up my seat. Can I transfer my seat to him so that he can renew?

Unfortunately not. If your friend is not currently a season card holder, he would not be eligible to claim your season card seat in your place. Transfers of season cards are not permitted under our terms and conditions.

Q. What happens if I don't renew now. Is it possible for me to wait?

There are no guarantees that season cards will be available to purchase after the renewals period. Our best advice is to renew your own season card within the renewals window and wait for further announcements.

Q. What is the cost of renewal of my season card for the 2020-21 season?

Prices vary dependent upon where you sit within The City Ground and how old you are. Price ranges vary as below:

Adults (Aged 24 to 64):	£365-£525
Over 75s (Aged 75+):	£220-£315
Over 65s (Aged 65 to 74):	£255-£370
18-23s (Aged 18 to 23):	£140
12-17s (Aged 12 to 17):	£90
4-11s: (Aged 4 to 11*):	£35

*Please note that children under the age of four-years-old cannot be permitted into The City Ground

For full details of what you can expect to pay, please visit the 'What's the cost?' section of this website.

Q. What price concessions are available to me to purchase a season card next season?

Season cards are available at the following age ranges. The age you are on the August 1st 2020 will determine the price category you are entitled to:

Adults:	Aged 24 to 64
Over 75s:	Aged 75+
Over 65s:	Aged 65 to 74
18-23s:	Aged 18 to 23
12-17s:	Aged 12 to 17
4-11s:	Aged 4 to 11*

*Please note that children under the age of four-years-old cannot be permitted into The City Ground

Q. I am disabled supporter of Nottingham Forest. Do I receive a discounted rate on my season card?

In-keeping with guidelines suggested by Level Playing Field, disabled visitors to The City Ground will always be charged based upon the standard price class for their age category.

Disabled supporters using the wheelchair places will be charged the standard ticket price based on their age category. Wheelchair viewing is also available in hospitality areas – subject to availability.

Q. As a disabled supporter of Nottingham Forest, what must I do to inform the club of my needs?

We are here to help as much as we possibly can to support you in enjoying the matchday experience as much as possible. For full information how we can help you, please visit the 'Accessibility – Seating For All' section of this website.

Q. I notice that the price of my season card has gone up from last season. Why is this?

Whilst season card prices have increased slightly, season card prices for the 2020-21 remain less expensive than the 2016-17 season or the seasons preceding that. We also continue to remain amongst the most inexpensive clubs in the Championship to watch on a seasonal basis.

Such price increases will also ensure that we remain competitive both on and off the field of play.

Q. I notice that it is possible that there will be no new season cards available to sell for the 2020-21 season. Why is this?

The club has had to consider the impact that future stadium redevelopment and the prospect of Premier League football may also have upon the number of season card holder volumes. In the short-term, we are acutely aware that any demolition and replacement of existing facilities will have a negative impact on the number of supporters that would be able to visit The City Ground on a match-by-match basis.

Additionally, promotion to the Premier League would further reduce the number of season card holders that The City Ground could hold due to an increase in the allocation of tickets that a visiting club is entitled to. Premier League regulations also stipulate that host clubs must offer 5% of ground capacity to home supporters wishing to purchase tickets on a match-by-match basis.

All of the above factors place restrictions upon the amount of season card holders that Nottingham Forest can offer in the immediate future which is why we must continue to limit the number of season cards we will be able to sell for the 2020-21.

However, as long as supporters renew within their allocated renewal windows, all 2019-20 season card holders will have the right to renew their season card, regardless of their location within the stadium.

Q. I am not currently a season card holder. When can I buy one?

The initial sales period for 2020-21 season cards will be for current season card holders only to renew their seats. Further announcements regarding general sale will be made after the renewals period is complete.

Q. I am a current season card holder but would like to relocate elsewhere. What should I do?
During the renewals period, you will not have the opportunity to relocate to a vacant seat until after supporters in the Peter Taylor stand have had the opportunity to renew. However, there will be a relocation week with details announced on www.nottinghamforest.co.uk closer to the time.

Q. I bought a half-season card for the 2019-20 season in December. When can I buy a season card?

Due to our planned redevelopment which would result in a vastly reduced stadium capacity, half-season cards for the remainder of the 2019-20 season were sold on the basis that there would be no guarantee of a full season card for the 2020-21 season. Please continue to keep any eye on www.nottinghamforest.co.uk for updates.

Q. I renewed my season card for the same seat as last season, will I receive a season card?

Yes, all 2020-21 season card holders will receive a new season card for the upcoming season.

Q. What happens if I do not receive my season card in time for the first game of the season?

Do not worry! As a season card holder, you are still entitled to attend the game even if you do not have your card. Simply call the ticket office on 0115 982 4388 to organise a match ticket for the game and receive advice on what to do next. We can always print you a new card if you don't receive it in the week after the game.

Q. What happens if I arrive at The City Ground and realise that I have forgotten my season card?

Again, do not worry! As a season card holder, you are still entitled to attend the game even if you do not have your card. Simply call in to the main ticket office or visit the Brian Clough ticket office two hours before kick-off to organise a match ticket for the game. Please be aware that you may be liable for a discretionary £5 ticket reprint fee.

Q. My wallet has been stolen and it had my season card in it. What should I do?

Firstly, make sure that you cancel all of your debit/credit cards and inform the police! When reporting a theft to the police, they will issue you with a crime number. If you then provide this crime number to the ticket office (over the phone on 0115 982 4388 or visit in person), we will cancel your season card and issue you with a new one FREE OF CHARGE.

Q. I have renewed my season card and intend to keep it for the season ahead. Will it work?

I'm afraid not! Every season card holder will receive a new season card for the 2020-21 season and must use this new one to enter the stadium. This means that your old season card will be deactivated and will no longer work in a turnstile. Trying to use your old card will simply mean that you will be turned away from the turnstile and sent to the ticket office for a replacement ticket, delaying your entry into the stadium and making it likely that you will miss kick-off.

Q. I have renewed season card seats for myself and my son. Will we both be able to access the stadium using my own card alone?

Our stadium access control system works on a strict 'one-card-per-member' policy meaning that both you and your son will have been issued with a season card each. For both of you to enter the stadium, you will need to bring both cards and present them both to the turnstile. If you ever forget to bring your season card, you can always request a paper ticket to be produced for an upcoming game although this is subject to a discretionary reprint fee of £5 per ticket.

Q. I have renewed season card seats for my whole family. How will I receive these?

Our stadium access control system works on a strict 'one-card-per-member' policy meaning that both will all be issued with a season card each. Every season card will be posted to you as individuals rather than within the same envelope, so if you have purchased four season cards, you will receive four individual envelopes in the post.

Q. I have renewed season card seats for friends who all live at different addresses. Will I receive all of their season cards as well as my own?

Every season card will be posted to all designated individuals so, if these have been allocated to individuals at different addresses on our system, they will receive them rather than you receiving all of them on their behalf.

Q. I am a season card holder. If I purchase match tickets for a friend, will my season card allow them into the stadium too?

No. Only your own ticket will be loaded onto your season card. Your guest will receive a separate paper ticket which will allow them entry into the stadium instead.

Q. I would like to/have purchased a season card at a concessionary rate. Do I need to provide any proof of my eligibility?

Yes, any person buying a concessionary rate season rate or match ticket (all non-full paying adult tickets) will be requested to prove their date of birth and eligibility for their reduced rate ticket. This may be in the form of a birth certificate, passport, NUS card or any other official documentation which clearly indicates the date of birth of the applicant. Birth certificates must also be supported by some form of photo ID.

Photocopies and scanned copies will be accepted if emailed to tickets@nottinghamforest.co.uk, alternatively you can show this ID in person at the ticket office. Should requested ID not be presented, Nottingham Forest FC reserves the right to cancel and refund the remaining value of any season card/match ticket without prejudice. The request for documentation may come at point of purchase or at a date after purchase has been made.

If you have previously supplied your proof of age, we will already have this recorded on our system and you will not be required to supply this again.

Q. I am purchasing a season card for my 14-year old son. Do I need to show any documentation to prove his age?

Yes, all concessionary priced memberships will require proof of age. This may be a copy of your birth certificate, passport, drivers' licence or national identity card. However, all forms of ID must be supported by a recent lifelike image of yourself, preferably in official form. This applies to over

75s, over 65s, 18-23s, 12-17s and 4-11 season card applicants.

Q. I am 23-years-old now and will be renewing my season card in March. However, I am 24 in July. Am I entitled to renew my season card at the current concessionary rate?

Unfortunately, you would now have to pay the adult rate for your season card this season. As per above, the age brackets are based upon your age on August 1st 2020 and not the date you renew.

Q. Is there a limit on how many Under 10s I can bring?

Yes. You are entitled to a maximum ratio of four under 18s per adult season card.

Q. My son is also a season card holder but can't make it to the next game? Can my friend use his seat instead?

Yes, your friend can but you may need to pay an upgrade fee if your son is under 23 and your friend is an adult. Where somebody has paid for a season card at a concessionary price, adults will need to pay to upgrade to an adult ticket for the game. Simply contact the ticket office on 0115 982 4388 for details. Whenever you upgrade a seat, a replacement paper match ticket will be sent which should be used instead of your son's season card.

Q. My wife is also a season card holder but can't make it to the next game? If my father - who is over 65 - uses her seat, can I apply for a refund on the difference in price?

Unfortunately, we cannot downgrade tickets but your father can still use the member card. Alternatively, you can ask for a normal match ticket instead.

Q. I am an away member. Will I be able to renew this?

As an existing away member, you will be able to renew your membership. However this will not occur until post-season. Please keep an eye on our website for further details much closer to the date.

Q. I am a season card holder who is not currently an away member but would like to purchase one. When will I be able to do this?

Only existing away members will be able to purchase an away membership for the 2020-21 season initially. Further details will then be released once this phase has been completed although we cannot guarantee that away memberships will be available to non-members next season.

Q. I am not a season card holder but would like to attend more away games. Can I buy away membership?

Only existing season card holders are eligible to purchase an away membership. As a supporter who attends games regularly, you will still be able to purchase tickets for Nottingham Forest away fixtures, although you will need to wait for the general sale window before you can purchase. One way for you to move further up the priority chain might be to purchase a home membership as home members are given priority to away tickets prior to general sale phase.

Q. I want to attend more home fixtures next season but what are my options if I can't get a season card?

Tickets usually become available on general sale four days after home fixtures have gone on sale. The first phase of home ticket priority is reserved for home members and season card holders to purchase tickets.

Rather than waiting for general sale, you may wish to purchase a home membership which will entitle you to purchase home and away tickets on a priority basis and will provide you with a greater opportunity to secure tickets for fixtures at The City Ground.

