

## BOOKING FEE

Our fees in the previous years have always been included within the Ticket Price. However, recently we have made the booking fees transparent to our customers.

When you're booking with us, whether it's online, in person or over the phone, a 10% booking fee is applied to the face value of the ticket to cover the processing costs for the booking.

There are two ticket delivery options. Customers can collect their tickets from the venue box office at no extra charge. Customers who wish to have their physical printed tickets posted to them will also pay a delivery fee covering the associated costs of fulfilment. This means the total price you pay for a ticket is made up of:

- The face value of the ticket
- The order processing costs (10% booking fee on the face value of the ticket)
- Delivery fee (if applicable) for posted tickets - £2 per order

We know no one likes to pay extra costs, so we do everything we can to keep our fees as low as we can, while still being able to offer you the best possible service.

For more information, please call Gloucester Rugby's Ticketing Team on 0871 871 8781 and they will be able to answer any additional queries you may have.