

2021/22 SEASON TICKETS REFUND POLICY



Book your Season Ticket with peace of mind for the 2021/22 Season.

Ulster Rugby understand the uncertainty of the Covid-19 pandemic means you may be unsure about committing to buying tickets in advance. That is why we have designed a ticket buying process to secure your place at Kingspan Stadium with confidence. You will be guaranteed a match refund, in accordance with below, if spectators are not permitted to attend due to Covid-19.

Throughout these unprecedented times, our commitment is to return to rugby in a safe and controlled environment at Kingspan Stadium. Our priority will always be the safety and well-being of our supporters, players and staff.

You can read about our Covid-19 safety guidelines at ulsterrugby.com/stadium/covid-19-guidelines.

We continue to work with the relevant authorities to plan for the safe return of spectators and as we approach each fixture, we will keep you updated on health and safety measures, facilities available within the stadium and, if applicable, the process of refunds.

COVID-19 COMMITMENT

- In the event of a fixture included in your Season Ticket package being played behind closed doors, all Season Ticket holders will be entitled to a pro rata refund.
- In the event of a fixture included in your Season Ticket being played with a reduced capacity and/or socially distanced crowd, a ballot for tickets will operate with those unsuccessful entitled to a pro rata refund.

This is our hassle-free guarantee to you which means, should you miss out on a game, you won't be disadvantaged financially.

BEHIND CLOSED DOORS FIXTURES

Should a match be played with no spectators, pro rata refunds for the effected fixture will be automatically processed by Ulster Rugby to the original purchaser. The debit or credit card, used to purchase the Season Ticket, will be refunded within 14 days of the fixture date.

The refund amount will depend on the area and category of your ticket and whether you have fully paid or are midway through part payments.

Please note the £5 Ticketmaster service charge will not be included in any pro-rata refunds.

REDUCED CAPACITY FIXTURES

If the number of spectators permitted to attend a fixture is reduced as a result of capacity restrictions and social distancing, all Season Ticket holders will be automatically entered into

a ballot for the limited number of tickets available. The ballot will be conducted in a fair and equitable manner within each section of the stadium.

Those who are **unsuccessful** in the ballot within their section of the stadium, will receive a pro rata refund. Pro rata refunds for the effected fixture will be automatically processed by Ulster Rugby to the original purchaser. The debit or credit card, used to purchase the Season Ticket, will be refunded within 14 days of the fixture date.

The refund amount will depend on the area and category of your ticket and whether you have fully paid or are midway through part payments.

Those who are **successful** in the ballot will have new digital tickets uploaded to their online account for the reduced capacity game. The ticket location will be within the area of your Season Ticket but it is likely these will not be your usual Season Ticket seats.

Reduced Capacity Fixtures – Ballot Process

All Season Ticket holders will be entered in the ballot automatically.

You will only be offered tickets within your Season Ticket area of the stadium.

For example, if your Season Ticket is in the Grandstand, you will only be balloted for available tickets in the Grandstand.

If your Season Ticket is in the East Terrace, you will only be balloted for available tickets in the East Terrace. Terrace tickets may be subject to segregated sections for capacity control.

Social distancing and current health guidelines at the time may dictate the layout of the stadium and make-up of the groups of tickets available. The location and make up of tickets will depend on social distancing and current health guidelines at the time.

All ballot communication will be by email with the lead Season Ticket account holder.

A 24-hour window will open to reject the match tickets on offer through the ballot, should they not meet your requirements.

Should reduced capacity and social distancing continue beyond one fixture, priority for the next ballot will be given to those Season Ticket holders unsuccessful in the first ballot within each section, and so on until every Season Ticket holder attends a game.

Please note, the Grandstand and Memorial Stand are occupied by a high percentage of Season Ticket holders. As a result, Season Ticket holders in these areas may have a lower success rate in the ballot than those in the Family Stand and Terraces.