



## Ticket Information 2024/25

### Categories

#### Adult

Aged 19 to 59 as of 1 September 2024 or on date of purchase if after 1 Sept

#### Child

3-15 years as of 1 September 2024 or on date of purchase if after 1 Sept

#### Concession

Young Adult

Aged 16-18 as of 1 September 2024 or on date of purchase if after 1 Sept

Senior Citizen

Aged 60 or over as of 1 September 2024 or on date of purchase if after 1 Sept

Students

A valid TOTUM card is required

#### Family

Three categories are offered. All children must meet criteria above.

**Note:** For all categories other than adult Season Tickets we require you to provide photo ID and proof of disability (if applicable). You will be emailed with details on how you can provide this information once you have made your Season Ticket purchase.

Anyone aged 15 and under, needs to be accompanied and supervised by a responsible adult during the game.

**Recognised photo ID is:** Driver's licence, passport or other form of ID showing your date of birth. Students will be required to show a valid TOTUM card

#### Disability:

- The person with the disability purchases a full price ticket of the correct category, and a carer is admitted free of charge. Please contact us to apply for a carer ticket. [tickets@mk-lightning.co.uk](mailto:tickets@mk-lightning.co.uk)

# **MK Lightning Season Ticket Terms and Conditions**

1. This year's Season Ticket includes 29 games, with the exact make up to be determined once these are agreed with the League Management Committee. If the schedule for the 24/25 season differs from this, we will adjust the structure and pricing accordingly and will inform Season Ticket holders of this as quickly as possible.
2. Discounted admission prices will apply for all games not covered by the Season Ticket. For all such games, Season Ticket holders will have their seat reserved until a specific time point that will be communicated.
3. Season tickets are transferable in that they can be used by someone else of the same category (Adult, Concession or child) which will be checked on entry. Please only share with the correct category or pay the upgrade fee. Failure to supply ID on entry may result in the person being refused entry.
4. Standing tickets are available but there is no further reduction in price.
5. In applying for a Season Ticket, you recognise and accept that Milton Keynes Lightning have the right to:
  - a. Offer special promotions during the course of the season, which may or may not alter the relative value of the Season Ticket.
  - b. Remove any section of seating or standing space from use at any time, for any reason, without penalty.
  - c. Reschedule Season Ticket games or substitute alternative fixtures.
  - d. In the event of a single-seat between season ticket holders, the club reserves the right to move season tickets.
6. A charge of £25 will be applicable to reprint any lost or stolen Physical Season Tickets (at management discretion).
7. Existing Season Ticket holders have priority on renewing their existing seats until 11:59pm on the 6<sup>th</sup> May 2024. Thereafter, all unreserved seats will be released for sale and will be available on a first come, first served basis.
8. Any seat not currently held by a Season Ticket holder can be purchased immediately and will be dealt with on a first come, first served basis.
9. If you are a new applicant, please apply for the seats you would prefer (You can enter multiple choices listed, 1st, 2nd, 3rd etc). The seat map is updated online. Please refer to this.
10. If a request is made mid-season to move a seat / space, the club reserve the right to refuse.

11. Whilst requests will be met wherever possible, allocation of Season Tickets will be solely at the discretion of the Club.

12. In the event of a single seat between season ticket holders (even if you had the seat/ space last season), the club will move season ticket seats to stop single seats between season ticket holders.

13. Your Season Ticket is automatically digital unless you pay for a printed card when applying.

14. Please note, we are unable to reserve seats ahead of receiving a completed online booking and the required payment.

15. The purchase of a Season Ticket is a commitment to all home pre-season & league matches and no refunds will be given.

16. Season ticket holders are required to comply with all terms and conditions of the venue (Planet Ice) and MK Lightning when utilising their Season Ticket.

17. In cases of force majeure leading to the cancellation of a game or games that would usually be included within the Season Ticket, there will be no guarantee of refund or equivalent value but we will always do our best to ensure that Season Ticket holders receive the full benefit of their ticket.

18. Entry to the venue will be managed using a barcode card system. In the event that there are any payments which have been missed on your Direct Debit agreement, this will invalidate your barcode and you will not be allowed entry to the venue at the sole discretion of MK Lightning.

19. Anyone aged 15 and under, needs to be accompanied and supervised by a responsible adult during the game.

20. Standing Season Ticket spaces are marked with a sticker. Standing Season Ticket holders are entitled to ask anyone standing in their space to move on presentation of their Season Ticket Card. All other standing spaces are unallocated on a first come first served basis regardless of ticket number.