

MANCHESTER UNITED SUPPORTERS CLUB

PLYMOUTH BRANCH

FOUNDED 1996

WWW.PLYMOUTHREDS.COM



TICKET & TRAVEL ORDERING PROCEDURES 2018/2019

- 1 The Branch will, subject to demand, apply to MUFC for tickets to all Premier League home fixtures on behalf of **Official Manchester United Members**. Entry to the stadium is gained by presentation of the official membership card and, as such, applications cannot be made on behalf of any person who is not an official member. (Paper tickets are only issued in exceptional circumstances, but the word ticket continues to be used in this and other Branch documentation for convenience).

Due to insufficient demand to make coach hire financially viable, ticket and travel arrangements for FA Cup games and midweek fixtures are not usually made, but members may apply to attend such a game by using one or more of the limited number of the Branch held season tickets and make their own travel arrangements.

- 2 The Branch needs to apply to MUFC six weeks in advance of the fixture (except for cup-ties and rearranged games) and to supply members' details for each game.
- 3 Members must complete a **Branch Ticket Application Form** showing details of games applied for and **POST** this to the Branch Secretary, MUSC Plymouth Branch, c/o 3 Churchill Road, Whitchurch, Tavistock, PL19 9BU.

Please make all applications as soon as possible and include the following:

- (a) A separate, open, undated cheque for each fixture made payable to **MUSC PLYMOUTH BRANCH** with:
 - (i) the name of opponents, and (ii) the applicant's name(s) written in block capitals on the reverse.

- (b) A stamped addressed postcard for each fixture applied for. Note: make no other entries on the postcard.

Two Branch Ticket Application Forms with a further copy for you to complete and keep for your records, plus a small supply of blank postcards for members to self-address and stamp, will be supplied once your application for Branch membership for the season has been received and processed. Additional postcard supplies may be obtained by sending a SAE to the Branch Secretary. Application forms can be downloaded from our website.

- 4 Incomplete applications may be returned with an administration charge of £1.00 being made. Failure to fully complete the application form will almost certainly mean a delay in processing the application, possibly resulting in the application not receiving attention until after the Branch has applied for tickets.
- 5 Applications are invited for match day packages of ticket and travel. Packages will be supplied at a cost comprising the face value of the ticket (plus any costs such as credit card charges incurred by the Branch) and a travel charge which currently is **£44 Adults** and **£29 Juniors**. Loyalty discounts apply after 5 coach trips to adult Branch members with current Official Manchester United Membership. The discount is £5 per trip after 5 trips. All travel charges are subject to change.
- 6 **Members may apply for ticket or travel only, but if ticket only, the full travel cost must still be paid since Branch costings are based upon ticket & travel packages.**

An early application for travel only packages would be appreciated since coach seat numbers may be limited.

- 7 Applications for Premier League games may be made at any time once the fixture list is known, and for European and cup games once the draw has been made and opponents confirmed.

AN EARLY APPLICATION WILL IMPROVE YOUR CHANCES OF SUCCESS!

- 8 Match day packages will be allocated on a first come first served basis **unless** the Branch only has available a limited number of tickets (eg "A" games, European, and cup games) in which case this policy may be modified at the Branch Committee's discretion.
- 9 The Branch will return postcards to notify members of the success or otherwise of their application as soon as possible. Please be patient as we sometimes only receive confirmation of tickets 7-14 days before the match. **You should however contact the BRANCH SECRETARY if you have not received your postcard 7 days before the game.**
- 10 Members who apply for tickets or travel **MUST include payment in advance. Cheques or postal orders will be presented for payment once a ticket or travel facility is allocated.** Cheques from unsuccessful applicants will be shredded.
- 11 Loyalty discounts for coach travel after five trips will only apply to adult Branch members who also have a current Official Manchester United Membership (see item 5).
- 12 **Refunds will only be issued if the BRANCH SECRETARY receives written notice at least 7 days in advance of the fixture, AND provided that the Branch is able to resell the package.**
- 13 Any cancellations should be made **immediately in writing to the BRANCH SECRETARY** once you become aware that you no longer require your application to be considered. Please do not wait until you have received your notification postcard as this increases our workload and we reserve the right to charge a cancellation fee.
- 14 If more than 2 applications are withdrawn without a justifiable reason in line with the terms and conditions of membership, all applications already made for the remainder of the season will be void and no new ones accepted.
- 15 The current designated **COACH BOARDING POINTS & TIMES** are as follows:-

TAMAR BRIDGE (Adjacent to Plymouth side car park); **PLYMPTON** (St Mary's Bridge, bus bay opposite St Mary's Church); **IVYBRIDGE** (Roundabout slip road); **EXETER** (Moto M5 service station).

DEPARTURE TIMETABLE				
Kick off time	Tamar Bridge	Plympton	Ivybridge	Exeter
Weekend 12:00 - 12:30	04:00	04:15	04:25	05:05
Weekend 15:00	06:30	06:45	06:55	07:35
Weekend 16:00	07:30	07:45	07:55	08:35
Weekend 17:30	09:00	09:15	09:25	10:05
Evening	10:30	10:45	10:55	11:35

FOR FIXTURES WITH DIFFERENT KICK OFF TIMES, THE COACH DEPARTURE TIME WILL BE SHOWN ON YOUR RETURNED POSTCARD AND OUR WEBSITE WITH THE TIME INTERVALS BETWEEN PICK UP POINTS AS ABOVE.

- 16 **Always check your returned postcard to ensure that no alterations to the above times have been made.** On occasions, times may be changed to take account of bank holidays, etc. Departure times for specific matches are also posted on our website.
- 17 On **MATCH DAYS ONLY** a telephone service is available from 30 minutes before departure from our first pickup point. Please call our **mobile number 07790 257081** if you are having last minute travel problems.