

# Scarlets Season Membership FAQs

## **When are the Scarlets Season Memberships on sale?**

They are on sale from Tuesday 23rd April 2024.

## **Are there Early Bird prices this season?**

Yes, we have Early Bird prices and to help our supporters with the increased cost of living, we have kept the Early Bird prices across all categories of memberships the same as the published prices for the 2024-25 season.

## **When does the Early Bird price end?**

The Early Bird prices are available until the end of July 1st 2024.

## **If I am an existing Season Membership holder, how long will you reserve my existing seat for?**

We will reserve your seat until the end of the Early Bird period, i.e. until 1st July 2024. After that time, we cannot guarantee that your seat will be available, as all available seats will then go on general sale.

## **What games does the Season Membership ticket include?**

It includes all our URC home games and the initial stages of the EPCR competition. It does not include the knock-out stages of either the URC or EPCR competitions or any friendlies. This equates to 11 home games.

It will also include:

- Exclusive Season Member events throughout the season
- Priority access to tickets for knock-out rugby and friendly games
- Free entry to boys and girls age grade games at Parc y Scarlets
- Season membership offers from local businesses
- Discount on Clwb Cochyn membership for kids in your family
- For the first time, season members will be given a priority window to buy tickets for Wales' November internationals ahead of public sale, which will take place on June 6.

## **How much are the Season Memberships for the 2023-24 Season?**

Early Bird Season Memberships start at £150 for the Enclosure area and from £190 for standard seated membership. You can either go online or call our ticket office on 01554 29

29 39 to discuss the different types of memberships, the prices and the benefits of these different categories.

### **Can I pay for my Season Membership by Direct Debit?**

Yes, you can pay for your Season Membership by Direct Debit - you can choose to pay over three or six months. The cut-off date for paying by direct debit is June 16th to pay over six months and September 16th to pay over three months.

### **Is there a charge for paying by Direct Debit?**

No, we are not charging supporters any more if they would like to pay for their Season Membership by Direct Debit.

### **How can I pay for my Season Membership?**

You can go online and pay via debit or credit card; by Direct Debit or if you want to pay in cash you can visit our Ticket Office.

### **Can I have a new Season Membership card?**

Yes, you can, but as we are encouraging as many of our Season Members as possible to go digital and have a digital Season Membership, we are going to charge supporters £3 for a new card. Existing plastic cards from the 2022-23 and 2023-2024 season can be re-configured for the 2024-2025 season.

### **Do I get any discount if I introduce a new supporter to Season Membership?**

Yes, if you are an existing Season Membership holder and introduce a new Season Member at the same time as you renew your membership for the 2024-25 season, you will both get a £20 discount off your Season Membership. To qualify for this offer, the person being introduced by the Season Member must be new to Scarlets season membership and not have been a previous Scarlets season member in the last three years and also be over the age of 16.

### **Are there any deals for Season Memberships for the 2024-25 season?**

Yes, there will be - we are currently negotiating discount deals for our Season Members and will be communicating these over the coming weeks and months before the start of the new season.

### **When will I receive my new Season Membership?**

If you choose to have a digital Season Membership, it will be sent to you via email to the email address you have specified within 48hrs of the payment being received. If you have chosen to have a new Season Membership card, you will receive this in the post within 10 working days of payment being received. If you want to update your existing plastic Season Membership card, this will be updated within 10 working days of receipt of payment.

### **Who do I call if I want to discuss my Season Membership?**

You can call our Ticket Office at Parc y Scarlets Monday - Friday 9am-5pm on 01554 29 29 39 or you can pop in to see us if you would like to discuss it face to face.

### **What about family season ticket packages?**

Family season ticket packages are available for the 2024-2025 season. Anyone who previously had a family season membership and wishes to renew will be offered the same price as last season. New family packages are available for the 2024/25 season for the Enclosure and Standard seating:

Enclosure 1 Adult + 1 Child = £155

Enclosure 2 Adults + 2 Children = £290

Standard 1 Adult + 1 Child = £200

Standard 2 Adults + 2 Children = £400