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| Department | Club Services |
| Policy/Procedure | 2026-27 Gold Membership Policy for Rescheduled TV Fixtures |
| Date of Issue | 16 th February 2026 |

Gold Membership Policy for Rescheduled TV Fixtures

The club understand that changes to fixture schedules can sometimes cause inconvenience for our Season Ticket holders. To provide additional flexibility, we are offering the option for eligible Gold Members to claim account credit when a home league fixture is moved from a Saturday 3:00 PM kick-off due to live TV broadcast during the 2026/27 season.

Eligibility & Limitations

- Season Ticket holders may claim account credit for up to two (2) rescheduled games per season.
- Credit will be applied at the agreed rate based on the price paid for your Gold Membership.
- The credit will be added to your ticketing account and can be used towards:
 - o Future home league match tickets
 - o Renewal of next season's Gold Membership

| | Zone A | Zone B / Zone A Renewal | Zone C |
|------------------------------|--------|-------------------------|--------|
| Adult | £12 | £11 | £7 |
| Concession (65+, Wheelchair) | £9 | £8 | £5 |
| 18 – 21 | £6 | £5 | £4 |
| 14 – 17 | £2 | £2 | £2 |
| Under 14 | £1 | £1 | £1 |
| Under 14 Family Area | £1 | £1 | |

How to Redeem Your Credit

When a fixture is rescheduled for TV, email tickets@theredimps.com with:

- Your full name
- Your Season Ticket account number
- Details of the fixture you wish to claim credit for

Once your request has been received and processed:

- Your seat will be released for resale.
- The appropriate credit will be added to your ticketing account.
- You can then use this credit towards a future eligible transaction via your online account or by contacting the ticket office.

Additional Notes

- Requests must be made a minimum of 7 days before the fixture takes place.
- Credit is non-transferable and cannot be refunded as cash.
- This policy applies only to league fixtures moved for TV broadcast. Other scheduling changes (e.g., cup matches, postponements, international breaks) are not eligible.

For further information, please contact our ticketing team at tickets@theredimps.com.