



# Wolves Cash Terms & Conditions

2021/22

## What is Wolves Cash?

'Wolves Cash' is a branded, notional currency that can be earned by Eligible Supporters (as defined below).

Wolves Cash that has been earned by Eligible Supporters can be redeemed on future transactions for tickets, memberships and merchandise in accordance with the terms and conditions below.

## Who is eligible to earn and redeem Wolves Cash?

Wolves Cash can only be earned and redeemed by 2021/22 Wolves Season Ticket Holders, 2021/22 My Wolves Members, 2021/22 International Members, 2021/22 #WolfPack Members and 2021/22 Young Wolves Members (each, an "Eligible Supporter").

## What products can Wolves Cash be earned/awarded on?

### (a) Ticketing products

Wolves Cash can only be earned/awarded on the following Wolves ticketing products, including those purchased through the Club's online ticket office (available at [tickets.wolves.co.uk](https://tickets.wolves.co.uk)):

- Wolves home Premier League match tickets
- Away travel (official Wolves travel packages)
- Wolves Museum & Molineux Stadium Tour tickets

Wolves Cash cannot be earned/awarded on any Wolves ticketing products which are not listed above.

Wolves Cash cannot be earned/awarded on home Premier League match ticket purchases made by Season Ticket Holders. For the avoidance of doubt, Season Ticket Holders receiving MyWolves, International, Dribblers, Young Wolves, or #WolfPack memberships in conjunction with their season ticket purchase are not eligible to earn Wolves Cash on any match ticket purchases.

### (b) Merchandise

Wolves Cash can be earned on all merchandise purchased via the Club's physical megastore (located at Molineux Stadium) or via the Club's online megastore (available at [shop.wolves.co.uk](https://shop.wolves.co.uk)).

Wolves Cash cannot be earned on the cost of postage and packing of merchandise.

Wolves may also, at its sole discretion, decide to award Eligible Supporters Wolves Cash / to provide ad hoc bonuses to Eligible Supporters throughout the season.

To earn Wolves Cash the Eligible Supporter must present their season ticket smartcard or provide their supporter number and /or contact details at the point of purchase.

Wolves Cash cannot be added to Eligible Supporters' Wolves Cash accounts retrospectively.

## How is Wolves Cash calculated?

Wolves Cash is calculated at a minimum of 10% of the qualifying spend (whether on tickets or merchandise). By way of example, an Eligible Supporter purchasing merchandise with a value of £40 would receive a minimum of £4 in Wolves Cash.

The Club reserves the right to provide special offers on certain products from time to time where additional Wolves Cash may be offered to or awarded to Eligible Supporters.

## When is Wolves Cash awarded?

### (a) Merchandise

Wolves Cash earned on merchandise purchases is awarded at the expiry of the merchandise refund period for the relevant item of merchandise – 28 days after the purchase is made.

### (b) Ticketing products

Wolves Cash earned on ticketing products is awarded the day after the relevant match or event has taken place.

## How can Eligible Supporters check their Wolves Cash balance?

Eligible Supporters can check their Wolves Cash balance at any time by logging into their account at [wolves.co.uk](https://wolves.co.uk), clicking on the profile icon in the top right-hand corner of the launch page, and then clicking 'Wolves Cash & Offers'.

Eligible Supporters can also ask one of Wolves' customer services staff within Wolves' physical megastore.

Eligible Supporters will also receive monthly statements throughout the season, detailing their Wolves Cash balance.

## What products can Wolves Cash be redeemed on?

### (a) Ticketing products

Wolves Cash can only be redeemed on the following Wolves ticketing products, including those purchased through the Club's online ticket office (available at [tickets.wolves.co.uk](https://tickets.wolves.co.uk)):

- Wolves home Premier League match tickets
- Away travel (official Wolves travel packages)
- Wolves Museum & Molineux Stadium Tour tickets

Wolves Cash cannot be redeemed on any Wolves ticketing products which are not listed above.

### (b) Merchandise

Wolves Cash can be redeemed on all merchandise purchased via the Club's physical megastore (located at Molineux Stadium) or via the Club's online megastore (available at [shop.wolves.co.uk](https://shop.wolves.co.uk)). Wolves Cash can be redeemed on the cost of postage or packaging of merchandise purchased through the Club's online megastore.

### (c) Memberships

Wolves Cash can be used to renew or purchase MyWolves, International, Dribblers, Young Wolves and #WolfPack memberships in full or in part (using another payment method).

## How is Wolves Cash redeemed?

(a) Online (for ticketing products and merchandise)

Eligible Supporters can redeem their Wolves Cash when purchasing ticketing products and/or merchandise online by selecting to use Wolves Cash at checkout.

Purchases made online can be paid for in part using Wolves Cash and in part using another payment method. Subsequent refunds will result in any Wolves Cash used being reinstated in the relevant Eligible Supporter's Wolves Cash account.

(b) In-Store (for merchandise)

Eligible Supporters can redeem their Wolves Cash in-store by presenting their season ticket smartcard or providing their supporter number at the point of purchase.

Purchases made in store can be paid for in part using Wolves Cash and in part using another payment method. Subsequent refunds will result in any Wolves Cash used being reinstated in the member's account.

In no circumstances will Wolves Cash be converted into actual currency.

## Expiry of Wolves Cash

All unredeemed Wolves Cash balances for Eligible Supporters will be wiped on 31st May 2022.

## Corrections and Errors

The Club reserves the right to correct errors made in monthly statements or by its members of staff when informing an Eligible Supporter of the value of their accrued and available Wolves Cash. The Club shall not, in any circumstances, be liable to the Eligible Supporter or any third party for any losses caused by any such errors.

