

Wolverhampton Wanderers FC 2024/25 Membership Terms & Conditions

By purchasing My Wolves, International, #WolfPack, Young Wolves, Dribblers membership, you are deemed to have accepted and agree to be bound by these Terms and Conditions of use.

Overall Terms & Conditions

1. My Wolves is valid for persons aged 17 or over, #WolfPack is valid for 12 to 16-year-olds, Young Wolves is valid for 3 to 11-year-olds and Dribblers is valid for 0 to 2-year-olds.
2. International Membership is valid for all persons whose home address resides outside of the United Kingdom. If an International Membership is purchased by a UK supporter, the membership will be cancelled after checkout and a refund email confirmation will be sent.
3. Subject to condition 1, Season Ticket holders shall be automatically enrolled to My Wolves, Dribblers, Young Wolves, #WolfPack or International membership schemes and their membership shall automatically be activated with exclusion of the relevant exclusive gift.
4. Enrolment to My Wolves, Young Wolves, #WolfPack or International membership scheme for all other supporters is subject to a £45.00 or £25.00 annual membership fee plus Postage and Packaging. Enrolment to Dribblers* is subject to a £20.00 annual membership fee plus Postage and Packaging.
5. My Wolves, Young Wolves, #WolfPack, Dribblers or International memberships may be subject to customs charges (VAT, handling fee, etc.) should you be ordering from outside the United Kingdom. These are not prepaid by the Club and will need to be paid before receiving your gift. You will receive notice from your local postal service should this apply.
6. My Wolves, Dribblers, Young Wolves, or #WolfPack or International membership commences once the membership fee has been paid and received by the Club in cleared funds.
7. My Wolves, Dribblers, Young Wolves, or #WolfPack or International membership expires on 31st May each year regardless of the date of joining.
8. Membership is non-transferable and can only be used by the named individual as shown on the account. The ticket holder shall not resell, advertise for sale, or transfer the membership to any other person for any purpose without the prior written consent of the Club.
9. Memberships are for the use of home supporters only. By applying for a My Wolves, #WolfPack, Young Wolves, International or Dribblers membership, you warrant and represent that you are a home supporter and, in particular (but without limitation to the foregoing), that you are not a supporter of the opposing team at any such match.
10. If a member changes their postal address or email address registered with their membership, they must notify the Club's Fan Services team in writing of the change or email the Club at fanservices@wolves.co.uk as soon as reasonably practicable.
11. The Club shall not have any liability to any Purchaser or Member for any non-delivery or late delivery of any ticket, documents, or other materials dispatched by the Club to the Purchaser and/or Member resulting from the actions, omissions, malfunctions, or interruptions of any postal services or incomplete or inaccurate personal details or Addresses provided to the Club. Should any such items purchased not arrive in the post within 28 days of purchasing, the Purchaser should contact

the Club immediately. One duplicate pack may be requested for non-receipt only. After this no further packs will be sent.

12. If a membership is cancelled, subject to their statutory rights, their membership fee will not be refunded. All unused credit on the card will be invalidated from 2 weeks after the date of cancellation.

13. The Club reserves the right to run membership joining incentive schemes from time to time without liability to existing members.

14. The Club reserves the right to change or amend these Terms and Conditions at any time. Supporters may be notified of changes to Terms and Conditions using the contact details supplied by each member.

15. Members can be added to the season ticket waiting list at any point during the season with an active membership. To remain on the Season Ticket waiting list you must hold an active membership for the current season. Failure to renew your membership results in your removal from the season ticket waiting list.

16. Should a member become eligible for a Season Ticket, they will receive a full refund of the current season's membership fee. If they choose not to take the Season Ticket, they will remain on the waiting list should they have an active membership for the current season.

17. Upon becoming a My Wolves, Dribblers, Young Wolves, #WolfPack or International member, supporters will qualify for home and away match ticket purchase opportunities ahead of non-members in line with the Club's loyalty scheme. This priority period will occur in advance of tickets going on 'general sale' to the public and during this period, the club reserves the right to offer such tickets for sale to such Members subscribed to the priority scheme using payment options determined by the Club. There are a limited number of Priority tickets available for purchase via this method. Tickets will be sold on a "first come first served basis".

18. All supporters paying a £45.00 or £25.00 or £20.00 enrolment fee (i.e. non STH's) will be rewarded with Wolves Cash when purchasing home League match tickets using qualifying supporter numbers. Wolves Cash can only be earned on the purchase of a single ticket for each home fixture.

19. The Wolves Cash will be held 'on account' until such time as the member wishes to redeem their Wolves Cash or their membership is terminated or expires. Wolves Cash can be redeemed against select Premier League home ticket purchases. The Premier League games that Wolves Cash can be used against is at the discretion of the club. Wolves Cash can be earned on all Premier League home ticket purchases.

20. Any Wolves Cash from the 2024/25 season will expire on or around 31st May 2025. Please note this date is subject to change.

21. Wolves Cash is calculated at a minimum of 10% of qualifying spend for Premier League match ticket purchases. For example, a ticket purchased for £25 will earn a minimum of £2.50 of Wolves Cash. The amount of Wolves Cash earned will differ from match to match depending on the price of the ticket.

22. The amount of Wolves Cash that can be redeemed per ticketing transaction is capped at £20.

23. Any subsequent refund of tickets will result in any Wolves Cash originally used as payment for that ticket being reinstated. For the avoidance of doubt, refunds in actual currency will not be given for any proportion of tickets purchased using Wolves Cash.

24. Any proportion of a ticket purchased using Wolves Cash will not earn further Wolves Cash. For example, a £25 ticket that was paid for using £10 of Wolves Cash and £15 on a credit card will entitle the member to £1.50 of Wolves Cash for the credit card payment element.

25. To earn Wolves Cash, a member must present their supporter number (activated for the My Wolves, Dribblers, Young Wolves, #WolfPack or International membership schemes) at the point of purchase.

26. Season Ticket holders receiving My Wolves, Dribblers, Young Wolves, #WolfPack or International membership ticketing benefits in conjunction with their season ticket purchase are not eligible to earn Wolves Cash on any match ticket purchases.

27. Any discount codes associated with the purchase of your membership will be sent within 30 days of purchasing to the email linked to your supporter number. All discount codes associated with membership purchase will expire with the membership and may no longer be used.

28. The Club has the right to renew your Membership automatically at the end of each season for the following season unless you cancel the renewal of your Membership in accordance with these terms and conditions.

29. The price charged for the renewal of your Membership each season will be the price of the relevant Membership at the time of each renewal, which might be different to the price you paid for your Membership for the previous season. The Club reserves the right to restructure, change and/or withdraw any level and/or type and/or priority of Membership and/or the associated benefits from season to season. Purchase of a particular Membership for one season does not guarantee that such Membership, any other Membership and/or the associated benefits will be available in the following season.

30. You have the right to cancel the renewal of your Membership within 14 days of payment being taken by the Club for each subsequent renewal of your Membership, provided that you have not used your Membership to purchase any tickets or any other goods or service within that 14-day period.