

5. TICKETING

5.1 – OLSC TICKETING POLICY

OLSCs will be able to use the OLSC ticketing benefit for the Premier League home games throughout the seasons.

Please note:

- The option your OLSC selects will be fixed for the full season.
- Only one option will be approved per OLSC - OLSCs cannot have a mixture of each option
- There is an increased demand for tickets than previous seasons, so please bear this in mind when requesting tickets and when receiving your allocations

Option 1

- OLSCs can apply for up to 14 tickets for up to 6 games a season, 3 during the first half of the season and 3 during the second half of the season.
- All tickets/games are subject to availability – requests are not guaranteed
- We will endeavour to allocate as many games as possible but cannot guarantee any number of games at any point

Option 2

- OLSCs can apply for up to 6 tickets for up to 10 games a season, 5 during the first half of the season and 5 during the first half of the season.
- All tickets/games are subject to availability – requests are not guaranteed
- We will endeavour to allocate as many games as possible but cannot guarantee any number of games at any point

No requests are guaranteed. All requests are subject to availability.

5.2 - HOW TO APPLY FOR TICKETS FROM OLSC ALLOCATION

1. Once fixtures have been confirmed, OLSCs whose OLSC Policy acceptance has been approved, will be included in an extranet alert on how to apply for tickets for the 23/24 season
2. OLSCs will select one of the two ticket options for their OLSC
3. For each ticket option, OLSCs can request maximum number of games during the season
4. Applications for tickets to be submitted to using the tickets tab on the OLSC Extranet by a deadline set by OLSC Team. Any applications received after the deadline will not be considered
5. No request is guaranteed – all requests are subject to availability.
6. LFC will advise OLSCs of their allocation prior to the Members' ticket Sale
7. If tickets are in high demand, the number of games received may not reflect the amount requested
8. You will be able to view your allocated games in the tickets tab of the extranet
9. The OLSC team will send out an alert when the tickets for each game will be available for purchase, along with guidelines on how to do so

Only match day queries are to be brought to the ticket office on a match day. All other queries should be brought to our attention on a non-match day when we will have more time to dedicate to you via the OLSC extranet.

5.3 - TICKETING GUIDELINES

To be eligible for tickets from the OLSC ticketing benefit, OLSC members must:

- Live in the region that their OLSC serves
- Agree to abide by the terms of the OLSC Policy

The OLSC Team and stadium team are at liberty to carry out checks to monitor the usage of OLSC tickets. Any tickets found to be misused may result in action being taken by the club in line with the sanctions process.

5.4 - ALLOCATING TICKETS TO OLSC MEMBERS

OLSCs are to manage how they allocate tickets to members themselves. We expect for the usage of tickets within OLSCs to be on a fair and transparent basis.

Tickets are to be allocated to OLSC members via ticket distribution. The full name and email address of the attendee is required to complete this. This will generally become available in the week leading up to the game.

For guidance on how to complete ticket distribution, there is guide available to download from the file store.

Only OLSC Members that live in the area that your OLSC serves can benefit from the tickets your OLSC is allocated. Any misuse of this condition may result in action being taken by the club in line with the sanctions process.

For avoidance of doubt, this includes members who reside outside of the region which your OLSC serves, even if this is a temporary living arrangement elsewhere. This includes student residency or temporary working arrangements. If there are any questions about this, then please contact the OLSC team in advance of the sale and/or game.

Ticket additional requirements:

If your OLSC has any specific ticketing additional requirements, please make this request in writing via the OLSC Extranet in advance of the OLSC ticket sale taking place. The OLSC Team will try to accommodate requests where possible but cannot always be guaranteed.

Additional requirements could include but are not limited to;

- Wheelchair bay or accessible seating
- A request to be seated in a specific stand
- Adult and child seating

If a member can no longer attend, you now have the option to recall and redistribute the ticket to another valid, attending member. There is a guide available to download from the file store on the OLSC extranet that demonstrates ticket distribution and recalling.

If there is no one within your OLSC who is able to take a ticket, and the ticket will be unused, then please follow the guidelines on ticket refunds.

5.5 – TICKET PROCESSING

The OLSC Team will advise of the ticket timeline upon announcement of the sale for the game.

It is the OLSC's responsibility to be aware of the processing period date and time for each game tickets have been allocated. Failure to process the payment for your OLSC's allocation will result in your pre-reserved allocation of tickets being released without any notification. This may also affect any future applications that have been authorised.

All payments for tickets must be made online. There is no longer any option to pay over the phone. Please Note: The OLSC Team are on hand to assist with any ticket payment queries but will not be able to complete the transaction for you.

If you come across any issues when making your payments for your tickets online, you must notify the OLSC Team immediately on the Extranet under enquiry subject 'Ticketing'. You must ensure to report any issues to the OLSC Team Failure to do so will result in tickets being released from your online account.

Method of Payment:

All OLSC tickets must be purchased via the payment link sent to the preferred email address listed on the extranet. The payment period will generally be 48 hours, unless stated otherwise. This is the only method of payment available.

If there is an issue with payment, please contact the OLSC team as soon as possible to ensure this is rectified. Please ensure payment is completed within the time period outlined, after which there is no guarantee the tickets will still be available

Under no circumstances will seats be reserved nor held for payment on match day.

5.6 – TICKET REFUNDS

If the member(s) that the ticket had been allocated to can no longer attend the game, please use the OLSC Extranet to submit a refund request.

Please Note: In order to obtain a refund, your OLSC must submit a request no later than 14 days before the game. Any requests made within 14 days of the kick-off of the game will be declined.

5.7 - NON-PREMIER LEAGUE MATCHES AND PREMIER LEAGUE AWAY MATCHES

All away Premier League, home and away FA Cup, League Cup and European games will be sold in line with the wider selling arrangements for the fixtures. These selling arrangements will be published on the ticketing website.

If OLSC Members/ Season Ticket holders wish to attend a Premier League Away or Cup game, they must refer to the ticketing website selling arrangements:

<https://www.liverpoolfc.com/tickets/tickets-availability>

6. CONTACT DETAILS

OLSC Extranet

Link: www.olsc.liverpoolfc.com

OLSC Team

E: OLSC@liverpoolfc.com

T: **+44 (0)151 907 9343**

Ticketing and Supporter Services

Email or Live Chat: <https://faq.liverpoolfc.com/portal/en/kb/articles/contact-us>

Twitter: [@LFCHelp](https://twitter.com/LFCHelp)

Trade Sales

E: tradesales@liverpoolfc.com

Licensing

E: licensing@liverpoolfc.com

Safeguarding Vulnerable Groups

E: safeguarding@liverpoolfc.com