



## 'We March Together' ticketing plan – Terms & Conditions

1. Refund request forms must be completed for each product purchased and per order made
2. Refund options are only valid against 2019/20 fixtures which have not been played at Franklin's Gardens by Friday 19 June 2020
3. Match ticket, season ticket holders and car park ticket holders will have one month to claim their refund choice from the date in which their relevant refund email was sent
  - Northampton Saints accepts no responsibility for those whose emails are not received due to incorrect or missing emails on the system, bounce backs, blocked, unsubscribed, suppressed or forwarded to junk mail
4. If the ticket holder has not received their refund request email by Monday 6 July then it is the ticket holders responsibility to email [ticketoffice@northamptonsts.co.uk](mailto:ticketoffice@northamptonsts.co.uk) by no later than Thursday 16 July to raise their refund request
5. All refunds will be paid back via your original payment method
6. Refunds and Tickets Credits will be processed within 60 days of requesting your choice via the relevant refund forms and must contain full and valid information
7. Northampton Saints accepts no responsibility for any requests that are incomplete, illegible, corrupted or fail to reach the club by the relevant closing date
8. Ticket credit can only be redeemed at [www.northamptonsts.co.uk/buytickets](http://www.northamptonsts.co.uk/buytickets) or in person at the Saints Ticket Office
9. Saints Vouchers will be posted to the account holder before fixtures resume at Franklin's Gardens
10. Saints Vouchers are redeemable in the following outlets, dependent on stock and availability:
  - Saints main store, village and trailer outlets
  - General public stadium bars (Rodber, Members, Concourse, Village Container Bars, Captains and Heroes)
  - D&J Village food outlets
11. Saints Vouchers must be exchanged in person and cannot be redeemed online.
12. Saints Vouchers and Ticket Credits expire 31 December 2021.
13. Saints Vouchers and Ticket Credits cannot be exchanged for cash, nor replaced if lost or stolen and are non-transferable
14. No change or credit will be given in the event that the Saints Voucher value exceeds the total cost of your purchase. (Please note, Saints vouchers will be distributed in multiples of £5 or less)
15. Northampton Saints retain the right to reject any voucher that has been tampered with or found in any way unacceptable. Damaged or defaced vouchers may not be accepted
16. Donations, Ticket Credits, Saints Vouchers and refunds exclude postage and booking fees
17. Season Ticket refunds will be calculated at a pro rata value per season ticket fixture, that has not been played at Franklin's Gardens by Friday 19 June 2020 (excluding any postage and or booking fees)
18. A lack of response before the one-month deadline will result in Northampton Saints retaining the monies paid for these cancelled tickets or car parking passes as a donation to the Club
  - While money will be retained as a donation, if the supporter has not submitted a form, they have not given us permission to place their name on the 2021/22 away jersey
19. Only Northampton Saints Season Ticket Holders who donate their full pro rata refund to the Club will have the opportunity to have their names on the 2021/22 away jersey as a 'thank you' from the Club
20. Images of 'thank you' gifts are for example only and may not be an exact representation of the 'thank you' gift
21. Season Ticket Holders' names will only be placed on the 2021/22 away jersey should the supporter name be signed off at the discretion of the Club, and if the relevant season ticket holder has completed the relevant form/s with full and valid information
22. Northampton Saints retain the right to decline any name being placed on the 2021/22 away jersey
23. Northampton Saints take no responsibility for any naming errors or spellings of names that are printed on the 2021/22 away jersey
24. Only Northampton Saints Season Ticket Holders and match ticket purchasers who choose to donate their full ticket price will receive a 'We March Together' scarf, as a thank you from the Club
25. 'We March Together' scarves cannot be returned, exchanged or replaced if lost or stolen
26. 'We March Together' scarves will be posted to the relevant account holder
27. 'Thank you' gifts, can be changed or revoked at any time by Northampton Saints
28. Once relevant forms have been submitted, your decision is final
29. By submitting your refund request, you are bound by these terms and conditions