



# OFFICIAL MEMBERSHIP

## Official Membership FAQ's

### **How long will it take to receive my membership pack?**

If you have purchased your pack before 16 August 2019, your pack is scheduled to arrive week commencing 2 September. If you have purchased your membership after this date, you should receive your pack within 21 days from the date you bought your membership. If you haven't received your pack within this time-frame, please call the Fan Centre on 0151 556 1878 who will be able to look into this for you.

### **Can I take advantage of any benefits of the membership before I receive my pack?**

Yes of course, as soon as you purchase your membership you will be able to take advantage of all your benefits included in the pack. Simply visit the Members Only section of the website [here](#) where all the Official Membership benefits are housed for each age category.

### **When do tickets go on sale for home games to members?**

All on-sale dates can be found online at [evertonfc.com](http://evertonfc.com).

### **How many tickets can I buy when games are on sale to members?**

When games are exclusively on sale to members, only one ticket per qualifying member can be purchased.

### **I need to purchase memberships for myself and family members – can I put them all against my customer number or do I need separate customer accounts?**

No, all memberships need to be purchased against separate customer records.

### **Will I receive an email reminder before games go on sale?**

You will receive an email on the day we go on sale for each game with a link directly through to buy your ticket(s). We encourage all Official Members to make sure their marketing preferences on their online Everton account are up to date so you never miss an email from us.

### **If I purchase a Junior membership, can I use this to purchase an Adult ticket?**

Match tickets would need to be purchased at the same price band as the membership level.

### **Do you get all the same benefits as Season Ticket Members?**

Season Ticket Members do have a number of the same benefits as Official Members however not all of them. You can visit our Official Memberships microsite at [evertonfc.com/makeitofficial](http://evertonfc.com/makeitofficial) where the full list of benefits, per age category, is housed.

### **Do Season Ticket Members get a welcome pack with gifts?**

No, these are exclusive to Adult, International, Teen, Junior and Infant Official Members.

### **Do Official Members have priority access to away games?**

You will have access to away match tickets before they are released for general sale (subject to availability). On-sale dates and qualifying criteria will be advertised in advance of the games going on sale.

### **Do Official Members still get priority on the Season Ticket waiting list?**

Yes, depending on your waiting list history, Official Members will either be placed in TIER 1 or 2.

### **How long does a Membership last for?**

The Memberships is valid for one whole season with only a one-off payment needed.

### **I am a Season Ticket Member, can I buy an Official Membership?**

Yes of course, an Official Membership includes a range of different benefits to a Season Ticket Member including an exclusive welcome pack when you join.

### **What is auto-renew?**

Auto-renew is the process in which Official Members will have their membership automatically renewed for the following season with a one-off payment taken each time.

### **Am I eligible?**

All supporters who have an active Official Membership will be eligible for auto-renewal the following season. We will contact you towards the end of the season with details on the memberships you have purchased, how much money will be taken and when it will be taken from your account.

### **How much will be taken?**

Depending on how many memberships are associated with your account will depend on the amount taken. For example if you have:

2 x Adult Memberships = **£60**

1 x Junior Membership **£10**

1 x Infant Membership = **£5**

A total of **£75** will be taken.

Your membership payment would then be taken on 25 June 2020 for the following season.

### **How do I opt-out of auto-renew?**

We will communicate all information to you via email before the end of each season including how you can opt out and when the deadline will be for you to do so. The deadline for you to opt-out of auto-renew is 23 June 2020.