



MANCHESTER UNITED SUPPORTERS CLUB **BRISTOL, BATH AND DISTRICT BRANCH**

1: PLACING A BOOKING

You can place a booking with the branch in the following way:

- A:** Obtain a copy of MUSCBB Match Ticket & Coach Travel Booking Order Form from the Branch Secretary of the branch by Email, Post or from www.muscbb.co.uk. Complete in full and forward onto the Branch Secretary along with FULL payment And S.A.E.
- B:** Alternatively forward a letter of application with your contact details, membership numbers, booking details, FULL payment & S.A.E onto the Branch Secretary of the branch.

We do not accept post dated cheques and all bookings are to be paid in advance of the match as the branches Match Tickets and Coach Travel are paid in advanced. A booking confirmation form is sent out to all successful Match Tickets and/or Coach Travel applications.

For the latest Match Ticket and Coach Places availability email ash@muscbb.co.uk or alternatively contact the Branch Secretary on 07976516312.

2: MATCH TICKET'S

- A:** The Branch obtains an official Match Ticket allocation from MUFC for Home Premiership, European and domestic cup Matches at Old Trafford, and only Official Supporter Club Branches receive a guaranteed allocation of Match Tickets for Home Premiership matches at Old Trafford.
Once the fixture list for the season is released in June or if the club progresses in a cup competition and when Match Ticket Allocations are known then bookings will be accepted.

- B:** All 19 Premiership home games Match Tickets within the branch are categorised as follows:

Gold

Liverpool
Manchester City
Arsenal
Chelsea

Silver

Everton
Aston Villa
Stoke City
Sunderland
Newcastle United
Blackburn
Spurs
Fulham

Bronze

Wolves
Wigan Athletic
Bolton Wanderers
West Brom
Swansea
Norwich
QPR

Match Tickets for the Gold category will only be sold strictly to One United Members that have been to or have booked for games within the Silver & Bronze category. For example if you wish to book for one Match Ticket for Liverpool, Manchester City, Arsenal & Chelsea you need to have been with the branch or have booked in advance one game within the Silver category (i.e. Everton, Blackburn & Fulham) and one within the Bronze category (i.e. Wigan, Swansea and West Brom). This meaning that any One United Member can not just book with the branch purely all the big games within the Gold Category on a first come first served basis within the season.

Additionally any One United Member that attends a Champions League group home match or a Premiership Home midweek fixture with the branch will automatically qualify for the chance of purchasing a ticket for one game from the Gold Category. (Subject to tickets remaining within that category)

- C:** Match Ticket Bookings are accepted from One-United Members only with FULL payment on a first come first served basis For all Home Premiership, European and Domestic cup matches. MUFC & MUSCBB work on the basis of One Match Ticket per each One United Member.
Non-members are encouraged to join the Official One United Membership Scheme as the amount of Match Tickets the Branch Obtains from its official allocation goes on the amount of One United Members registered to the branch.
- D:** Branch Match Tickets and Coach Places availability are released via the branches emailing system and on Match Days.
- E:** Tickets purchased by members are for the sole use of that member and are not to be re-sold on to a third party without Consulting the Branch. While the sale of the branch tickets by members to ticket touts or ticketing companies etc is not Allowed under any circumstances.
- F:** When the Branch submit's its Match Ticket Application for all Home Fixture's at no point does it uses any other Membership Numbers then the one's of the Members who have applied for that particular match. So for example if you do not apply for Match Tickets for a match or all Branch Match Tickets are sold you are still able to apply for a ticket via the Club.

G: All Match Tickets received from the Branches Official allocation are only sold onto Branch Members with Coach Places. Our Branches Allocation is obtained not only to give One United Members the opportunity to attend matches but also Obtained to help run the branches coach travel to every game.

H: The distribution of match tickets for games of high interest i.e. the latter stages of European or Domestic cup matches will be Allocated (as MUFC does) in the following way:

- i) When the game is known bookings will be accepted in the usual manner from One-United Members. Once our Match Ticket Allocation is known Tickets will be then allocated to the members who have been to the highest amount of European or Domestic cup matches working in descending order until all tickets have been sold.
- ii) If a number of Members have attended the same amount of previous rounds and all tickets sell out within that amount of matches attended then the split to who get's the Match Tickets will then go on the highest amount of Home matches (all competition's) each member has attended within that season.

I: Ticket Prices on the Branch are as follows:

Adult £37.00 Junior £10.00

Please note that these ticket prices are an average price for the tickets we receive, so there could be an upgrade or downgrade of ticket(s) once our allocation is received. Once known extra monies can be paid or refunded prior to the match and Match Tickets posted out.

J: Also note when purchasing Match Ticket's from the branch that we do not whatsoever get a say to where our allocation of Match tickets are located, while this is decided by MUFC the branches success rate to insure that Adult & Juniors are sat Together is very high but note that no guarantee can be given by the branch that multiple bookings are sat together.

K: As we only apply for match tickets on your behalf if you are unhappy with the Match Tickets you are allocated by MUFC via The Branch then please let the branch know but any complaints should be made directly to the Ticket Office at MUFC.

3: BRANCH MATCH TICKET EXCHANGE.

Any Branch Member that wishes to sell on a Match Ticket for a Premiership or European/Domestic cup match can do so by contacting the Branch Secretary. These Match Tickets will be advertised to branch members on the official emailing list and on the coach to matches. Match Tickets are only sold onto Branch Members associated with the branch and at no point are these tickets sold onto any 3rd parties not associated with the Bristol, Bath & District Branch, unless the branch member wishes to sell on their tickets to non-members. While the branch provides this service at no point does it take responsibility for the non-sale of match tickets and is just a service to help Branch Members get in contact with each other in selling and purchasing Branch Members tickets.

4: COACH TRAVEL

A: The Coach of the Bristol, Bath & District Branch departs from the below locations on match days.

The table denotes all of the departure times from all of the branches official departure points, and please note that we advise ALL members to arrive at their departure points on time as the coach will not wait. If the coach is running on time it will depart from the official pick up points at the below times stated and is instructed not to leave before the times detailed below.

Members are also reminded that pick up/drop off points are not opportunities for members to leave the coach for smoke breaks etc, especially when members are trying to board the coach and locate spare seats when travelling to the match. On the return journey this issue also delays the coach when many other members are wishing to get home especially on midweek matches.

DEPARTURE POINTS	12:00/12:45/13:30 KICK OFF	15:00 KICK OFF	16:00/17:15/17:30 KICK OFF	19:45/20:00 KICK OFF
Bath Railway Station: (By Row of Bus Stops outside Station)	06:05	08:05	09:05	12:05
Keynsham: (By Bus Stop at the end of the High Street, Opposite Church)	06:20	08:20	09:20	12:20
Bristol Temple Meads: (Outside Reckless Engineer Pub)	06:40	08:40	09:40	12:40
Bradley Stoke: (Bus Stop on Bradley Stoke Way, Opposite Hilton Hotel, Near Aztec West)	07:00	09:00	10:00	13:00
Stroud M5, Junction 13: (Opposite Stonehouse Travelodge)	07:20	09:20	10:20	13:20

B: The Coach Travel prices for the branch from ALL of the official departure points are as follows:

Adult Coach Price £25.00 Junior Coach Price £20.00

C: Coach Season Tickets are available to members of the Branch and the prices are as follows:

Adult S.T. / O.U. Member £399.00 Junior S.T./ O.U. Member £323.00

To qualify for a Coach Season Ticket you must be a Manchester United Season Ticket holder or a One United Member who as purchased a Match Ticket for every home premierships game from the branch.

Purchasing a Coach Season Ticket from this branch does not entitle you to a match ticket for every home premierships game unless you already have your own Ticket. A Coach Season Ticket provides you with a saving on your coach travel of £76.00 across the 19 home premierships matches in the season. Coach Season Ticket holders also pay the discounted price of £21 per adult member and £17 per junior member for travel to all European and Domestic home cup games.

Members wishing to purchase a Coach Season Ticket also have the benefit of paying half before the season commences and the remaining balance by the Christmas/ New Year period.

D: When travelling with the Branch the following Coach rules apply:

- i) After the final whistle you have a maximum of **20 MINUTES** to get back to the coach before the coach departs from the coach park.
- ii) There is no smoking or consuming of alcohol allowed on the coach and Fast Foods such as Chips, Burgers etc are not allowed onto the coach
- iii) Members are reminded that when returning to the coach from the game that you take up the seat which you travelled to the match in.
- iv) As junior members travel with the branch, members are reminded that anyone who is under the influence of alcohol or uses bad language or abusive behaviour may be removed from the coach.
- v) All junior members who travel with us to matches must be in attendance of an adult unless special permission is given from the branch.
- vi) Members are also encouraged to bring along your own food and drink (not alcohol) for the journey.

Copies of a Map stating where the coach park is to the Ground are available in advance by email, and if it's your first journey on the coach please stay on the coach until the coach arrives at the Coach Park so you are aware where it is after the match. On match days the coach on board facilities includes TV/DVD, Toilet etc (Subject to availability & Coach Size).

You are also reminded that even though you have a maximum of 20 minutes to return to the coach, the coach would depart if everyone is back within that time, as the sooner everyone gets back then the sooner the coach will depart. Waiting around for people who have stopped to get burgers, drinks etc can add huge amount of time onto our journey back as the traffic builds up and as you have plenty of time before the match to obtain food and drink stopping to purchase chips, burgers, drinks etc would not be welcomed. This could cost you missing the coach if you are not back within this time, and with fast foods not allowed on the coach you will be asked to throw them away before getting onto the coach. After 20 Minutes the Coach leaves the coach park into the waiting traffic onto Elevator Road and can be held up further departing the Coach Park.

5: REFUND PROCEDURES

After placing a booking with the branch if you are not able to attend the match then a refund will be given depending on the circumstances:

- i) A refund will be given if the branch is notified before the match day that you are unable to attend and your ticket &/or coach place have been re-allocated to another member.
- ii) After purchasing a match ticket &/or coach place you decide not to turn up, bad timekeeping on your behalf and you missed the coach, or if you are "under the weather" i.e. hung over, then you will not be entitled to a refund.
- iii) If you are unable to attend a match and have found a 3rd party i.e. a friend to replace you instead of you losing out on your money etc then this can occur if the Branch Secretary is notified and is happy with your replacement, otherwise the booking will be reallocated to other members, and subject to this a refund would be issued.
- iv) As Match tickets are purchased in advance from MUFC the branch does not get any refunds for any unsold match tickets. If the day and/or kick off time have been changed by MUFC we will not be able to offer a refund if the Match Tickets have been already purchased. Though we will assist any member by advertising the tickets to other members via our emailing system and a full refund will be given if we successfully sell your ticket on – Please also refer to the Branches Match Tickets Exchange.

6: GENERAL INFORMATION

A: At all times we would like to hear from members who travel with the branch. We are more than happy to listen to any feedback from members who have a problem or feel there is an area in which the branch could improve.

B We also recommend that members provide us with all relevant contact details including your full name and address, email address, contact telephone numbers and membership numbers. Not only do we need this information for our own use but also provide this information to MUFC when required. By providing us with an email address we can keep in contact with you by forwarding on important ticket and branch information via our emailing system to keep you well informed on all current issues.

C: If anyone wishes to complain about any branch issues can do so in writing to the Branch Secretary, or if still unsatisfied with the response to MUFC direct. Any complaints or issues in relation to the branches coach provider can be made directly to the Branch Secretary and not to the coach drivers or Coach Company direct. Any relevant complaints or issues passed onto the branch will be sent directly onto the relevant branch contact at our coach company provider.

D: Prior to each match a pre-match email is sent out to everyone who is registered on the branches email system. This email provides members the pick up times of that particular match, the list of members who have booked match tickets and/or coach places, and also the Match ticket upgrades which is due from the members who have purchased Match tickets from the branch for that particular match. This email also provides the latest Match Ticket & Coach Places available and also any other relevant branch news.

Finally rules, regulations and procedures are there for a reason and anyone who breaks any branches rules mentioned could face expulsion from the branch. The final decision on such matters will be made by the Branch Secretary.

Email: ash@muscbb.co.uk **Website:** www.muscbb.co.uk

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