

# Ticket Information 2022/23



## Categories

### Adult

Aged 19 to 59 as of 1 September 2022 or on date of purchase if after 1 Sept

### Child

3-15 years as of 1 September 2022 or on date of purchase if after 1 Sept

### Concession

#### Young Adult

Aged 16-18 as of 1 September 2022 or on date of purchase if after 1 Sept

#### Senior Citizen

Aged 60 or over as of 1 September 2022 or on date of purchase if after 1 Sept

#### Registered Disabled

A proof of disability is required

#### Students

A valid TOTUM card is required

### Family

Three categories are offered. All children must meet criteria above.

**Note:** For all categories other than adult Season Tickets we require you to provide photo ID and proof of disability (if applicable). You will be emailed with details on how you can provide this information once you have made your Season Ticket purchase.

Anyone aged 15 and under, needs to be accompanied and supervised by a responsible adult during the game.

**Recognised photo ID is:** Driver's licence, passport or other form of ID showing your date of birth. Students will be required to show a valid TOTUM card

**Carers / Personal Assistants:** People in receipt of medium or higher level care allowance under Disability Living Allowance or higher level Living Allowance under the PIP will be entitled to a free personal assistant. All others are entitled to one additional ticket at the concessionary rate. We will need to see evidence of the benefit entitlement prior to collection of the Season Ticket (details of how to do this will be emailed to you once you have made your Season Ticket purchase) as we would for any other concessionary rate. If you would like to take advantage of the free personal assistant ticket, please contact us directly at [tickets@mk-lightning.co.uk](mailto:tickets@mk-lightning.co.uk)

## **Terms and Conditions**

1. This year's Season Ticket includes 28 games, with the exact make up to be determined once these are agreed with the League Management Committee. If the schedule for the 22/23 season differs from this, we will adjust the structure and pricing accordingly and will inform Season Ticket holders of this as quickly as possible.
2. Normal admission prices will apply for all games not covered by the Season Ticket. For all such games, Season Ticket holders will have their seat reserved until 90 minutes before face off. We do, however, reserve the right to vary this period from time to time.
3. Season tickets are transferable in that they can be used by someone else of the same category (Adult, Concession or child) which will be checked on entry.
4. Standing tickets are available but there is no further reduction in price.
5. In applying for a Season Ticket, you recognise and accept that Milton Keynes Lightning have the right to:
  - a. Offer special promotions during the course of the season, which may or may not alter the relative value of the Season Ticket.
  - b. Remove any section of seating or standing space from use at any time, for any reason, without penalty.
  - c. Reschedule Season Ticket games or substitute alternative fixtures.
6. A charge of £25 will be applicable to replace any lost or stolen Season Tickets (at management discretion)
7. Existing Season Ticket holders have priority on renewing their existing seats until 17<sup>th</sup> May 2022. Thereafter, all unreserved seats will be released for sale and will be available on a first come, first served basis.
8. Any seat not currently held by a Season Ticket holder can be purchased immediately and will be dealt with on a first come, first served basis.
9. If you are a new applicant, please apply for the seats you would prefer or contact us on [tickets@mk-lightning.co.uk](mailto:tickets@mk-lightning.co.uk) to check latest seat availability.
10. Please note, we are unable to reserve seats ahead of receiving a completed online booking and the required payment.
11. Season ticket holders are required to comply with all terms and conditions of the venue (Planet Ice) and MK Lightning when utilising their Season Ticket.
12. In cases of force majeure leading to the cancellation of a game or games that would usually be included within the Season Ticket, there will be no guarantee of refund or equivalent value but we will always do our best to ensure that Season Ticket holders receive the full benefit of their ticket.

13. Entry to the venue will be managed using a barcode card system. In the event that there are any payments which have been missed on your Direct Debit agreement, this will invalidate your barcode and you will not be allowed entry to the venue at the sole discretion of MK Lightning