



# OFFICIAL MEMBERSHIP

## Frequently Asked Questions

This section contains a list of frequently asked questions relating to the benefits associated with the Club's Official Memberships.

### **Will my Membership help me get a Season Ticket?**

All supporters who become an Official Member during the 2020/21 season will be able to join the Season Ticket Waiting List for the 2021/22 Season. As an Official Member you will have priority over non-members. Members will be contacted regarding 2021/22 Season Tickets at the appropriate time.

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

Packs will begin to be delivered from November. Memberships purchased after November will arrive within 21 days of placing your order.

If you haven't received your pack within the above timeframe, please call the Fan Centre on 0151 556 1878.

### **Can I take advantage of Official Member benefits before I receive my pack?**

Yes, once you purchase your membership you will be able to take advantage of all the benefits included in the pack. Simply visit the members area of the website [here](#).

### **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 be able to purchase tickets to attend fixtures at Goodison Park this season?**

There is currently no set date on a return to Goodison Park. We will follow government guidelines, which will dictate when live sport can resume with fans in attendance. Official Members will only be able to purchase tickets once Goodison Park is re-opened to full capacity in line with government guidelines.

### **Will I be able to attend Stadium Tours at Goodison Park this season?**

Official Members will be able to purchase Stadium Tours when it is deemed safe to re-open them in line with Club policy and government guidelines.

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

The membership is valid for one whole season with only a one-off payment needed save where a Member has opted-in to the Auto Renewal Scheme.

### **When will I receive my online discount code for Club merchandise?**

Official Members will receive a one-time use online discount code for Club merchandise. The online discount code will be provided to Official Members via email in advance of the 2020/21 Season.

### **When will the Junior play on pitch opportunities be announced?**

On pitch events will take place upon the completion of the 2020/21 season subject to approval and clearance to do so safely.

### **I am a Season Ticket Member; can I buy a Membership?**

Yes, a membership includes some different benefits to a Season Ticket Member including an exclusive welcome pack when you join.

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This section contains a list of frequently asked questions relate to the Club's Official Memberships Auto-Renewal Scheme (the "**Auto-Renewal Scheme**"). If your query is not addressed by the FAQs below, please email your query to [service.desk@evertonfc.com](mailto:service.desk@evertonfc.com).

### **What is the Auto-Renewal Scheme?**

This is an Everton Football Club scheme for those who have purchased Memberships from the Club. On purchase of the Membership, Members will have the opportunity to "opt in" to the Auto-Renewal Scheme. Should a Member choose to "opt-in" to the Auto-Renewal Scheme, that Member will have their Membership automatically renewed in the following seasons until the Auto-Renewal Scheme comes to an end for that Member. For your renewed Membership in subsequent seasons, a one-off payment\* will be taken from your account at the start of the relevant season.

Please see FAQ "How much will be taken from my account" for understanding the level of your one-off payment.

\*The one-off payment taken will be in line with the category of Membership you have purchased and/or be required to purchase if a Member changes category e.g. if a Teen becomes an Adult.

### **Am I eligible for the Auto-Renewal Scheme?**

All supporters who have opted into the Auto-Renewal Scheme when purchasing their Membership will be eligible to participate in the Auto-Renewal in subsequent seasons provided Auto-Renewal Scheme has not come to an end for that Member.

### **How do I opt-in to the Auto-Renewal Scheme?**

A supporter can opt-in to the Auto-Renewal Scheme when purchasing their Membership online by selecting "Credit/Debit Card for Auto-Renewal". If you already have a Membership and would like to opt-in to the Auto-Renewal Scheme, please call the fan centre 0151 556 1878.

Every support that opt-outs online or via letter will be re-contacted by a member of the Fan Centre for the process of their opt-out request.

### **Will I remain in the Auto-Renewal Scheme until I opt-out of it?**

A Member who has opted-in to the Auto-Renewal Scheme will remain in the Auto-Renewal Scheme until that Member chooses to opt-out, unless:

1. the payment details on the Club's file for the Member (the ones which were taken on payment of the original Membership or as updated by the Member from time to time) have expired; or
2. there are insufficient funds in the account from which payment for the renewal Membership is being taken; or
3. the Club has cancelled the Membership in accordance with the Membership Terms and Conditions which can be found [here](#). Examples include: the Member breaching the Terms and Conditions, the Member being found guilty of a football related criminal offence etc.

### **Do I have to decide whether to opt-out by a certain date or can I opt-out at any time?**

Throughout the previous Season, a Member can opt-out of the Auto-Renewal Scheme up to the Automatic Renewal Date (this being the date in which Memberships will automatically renew under the Auto-Renewal Scheme). The Club will give the Member later than 21 days' notice of the Automatic Renewal Date. Should a Member fail to notify the Club before the Automatic Renewal Date of their intentions to opt-out of the Auto-Renewal Scheme, their Membership will be automatically renewed.

### **Can I opt-out of the Auto-Renewal Scheme part way through a Season and receive a refund?**

No, once your Membership has been renewed, and payment taken, the Membership will be valid for the remainder of the relevant Season. A Member can only opt-out of the Auto-Renewal Scheme after the Automatic Renewal Date (this being the date in which Memberships will automatically renew under the Auto-Renewal Scheme) for future Seasons.

### **How much will be taken from my account?**

This will be dependent on the price of your Membership as at the Automatic Renewal Date (this being the date in which Memberships will automatically renew under the Auto-Renewal Scheme). The current rates\* for Membership are as set out below:

- International - £30
- Adult - £30
- Teen - £15
- Junior - £10

- Infant - £5

\*the current rates will be subject to change and the Club reserves the rights to amend the rates from time to time.

### **If I have multiple Memberships, do I have to opt-out of them all?**

No, you can opt-out of the Auto-Renewal Scheme for any number of Memberships you like. You will be able to opt out of the Auto-Renewal Scheme on an individual Membership basis as per "If I have opted-in to the Auto-Renewal Scheme, can I opt-out?".

If you would like to process multiple cancellations, you will need to call the Fan Centre on 0151 556 1878 so a member of the team can process your request.

### **Can I auto-renew with a different payment method?**

Unfortunately, you cannot change your payment method, you can only pay by card. However, if you would like to change your card details (i.e. pay by credit card instead of a debit card) then please contact the Fan Centre on 0151 556 1878

### **If I opt-out of the Auto-Renewal Scheme, can I purchase a new/renew my Membership?**

If a Member chooses to opt-out of the Auto-Renewal Scheme, that Member can purchase a new Membership, when the existing Membership lapses, in the general sale window. A Member will still be able to assign previously identifiable information to this new Membership such as Membership Number, Log-in details etc.

### **What happens if a friend or family member pays for my Membership?**

Members will be contacted no later than 21 days before the Automatic Renewal Date (this being the date in which Memberships will automatically renew under the Auto-Renewal Scheme) with the details of the auto-renewal process. The Membership will be automatically renewed on the Automatic Renewal Date and payment taken using the debit or credit card details provided by the purchaser to the Club for the original purchase of the Membership (or as otherwise updated by the Member from time to time). If the original purchaser is someone other than the Member, then the Member confirms that they have the permission of the purchaser for the fee to be taken from their account.

### **What happens if I pay for a friend or family member's Membership?**

If you pay for a Membership on behalf of a friend or family member, your details remain on the Club's file for a Membership, and the Member has enrolled in the Auto-Renewal Scheme, payment for the Membership renewal in subsequent years will be deducted using your payment details. By allowing a Membership to renew, the Member confirms that they have your permission for the fee to be taken from your account.

If the Member or the Purchaser wish to change the payment details on file, they will need to notify the Club in advance of the Automatic Renewal Date (this being the date in which Memberships will automatically renew under the Auto-Renewal Scheme).