

C&G OLSC Branch Match Ticket Policy

Guidelines for Distributing Tickets

1. Purpose

This policy establishes the process for distributing match tickets through the Caldicot & Gloucester Official Liverpool Supporters Club (C&G OLSC), ensuring all members have a fair opportunity to participate.

Please be aware that Branch membership is not a guarantee that we can provide a ticket and this can depend on several factors as to whether we can offer a ticket(s).

2. Eligibility

- Only those who have paid their Membership fee and hold current C&G OLSC membership status can apply for tickets.
- Membership must be valid both at the time of ticket request and on the event date.

3. Ticket Streams

The Branch have two main ticket streams from where we get match tickets that can be made available to Members;

Official OLSC Ticket Allocation (Branch Tickets): These are tickets we apply for and purchase directly from LFC as part of our OLSC affiliation. They are for Home Premier League matches only. These are very limited. For the 2025/26 season we were able to apply for 5 tickets per a few selected matches. **These tickets do not carry a match credit.**

C&G OLSC Members (Members Tickets): These are tickets made available to the Branch from our Members (or occasionally from Non-Members) who cannot attend a game and offer us the tickets to re-allocate to Members.

Please note:

- Due to changes to the LFC Ticketing Policy ahead of the 2026/27 Season, and beyond, ticket forwarding will no longer carry a match credit.
- **Tickets transferred from one member to another will no longer carry a match credit for either the buyer or the seller.**
- Season Ticket Holders - Ticket transfers from STH **do not** currently carry a match credit.

- Cup games (Domestic & European) – Ticket transfers **do not** currently carry a match credit.
- Please visit the LFC website at www.liverpoolfc.com to access the latest news on tickets, purchasing, forwarding and match credits.

4. Application Process

- The Branch will inform members when the ticket request window opens through email or other official Branch communication channels.
- This will be as soon as it practically possible when Liverpool FC home fixtures, dates and kick-off times are confirmed (pending TV broadcast changes, other fixture clashes and postponements etc.)
- Ticket requests must be submitted by any stated deadline; late requests may not be considered.
- Applications should include the match(s) requested, the member's name(s), and the quantity of tickets desired.
- It would also be helpful if members can state if they would accept single tickets, tickets not sat together or sat in different stands.
- An application is not a guarantee or agreement that C&G OLSC can supply a ticket.

5. Allocation Procedure

If there are more requests than tickets available, the following distribution criteria will be used:

- Members who use/intend to use the Branch supporter's coach.
- Members who have not received tickets for matches this season.
- Members who have attended Branch meetings or events (e.g. AGM, Away Days) this season.
- Length of Branch membership.

Members cannot request more tickets than the maximum allowed by the Branch. One Member, One Ticket.

Members cannot request tickets for friends and family who are not current C&G OLSC Branch members.

Branch tickets are strictly non-transferable and may not be resold or passed on without the Branch committee's approval.

6. Spare Tickets

- As per Section 3 above; Some tickets may be made available through other Branch members and occasionally some non-members.
- If a member has any spare tickets they are unable to use or attend a match, they are requested to offer them to the Branch as soon as possible. This allows the Branch to help re-allocate any available tickets to other eligible Branch members on the ticket waiting list.

- The Branch will help put members in contact with each other to facilitate the transaction.
- Although the Branch is not responsible for these transactions any reported abuse of the process, other code of conduct breaches or any other complaints will be investigated by the Branch Committee and appropriate disciplinary action taken if deemed necessary.

7. Payment and Transfer

OLSC Branch Tickets

- Successful OLSC Branch ticket applicants will be notified of the cost and the Branch bank account details for payment.
- Only once payment has been received will tickets be transferred.
- Tickets will be transferred by email to download – we will ask for confirmation of email addresses.
- If payment is not received on time, tickets will be offered to other eligible members.

Members Tickets

- Where we put members in touch with each other to purchase and transfer tickets we expect all transactions to be conducted in a timely, fair and honest way.
- Tickets must be sold at face value without seeking any personal profit from the sale.

8. Code of Conduct

- Members are expected to follow both the Liverpool FC and the C&G OLSC Branch code of conduct when using tickets, when travelling with the Branch and following the Anfield stadium ground entry rules.
- Misuse of tickets or any breach of conduct can result in loss of ticket privileges or termination of membership.
- Any member bringing the Branch into disrepute may have their membership terminated.

9. Disputes

Any member wishing to query the ticket allocation process, decisions or a transaction may do so by emailing the Branch Chairman. The Committee's decision is final.

Email: chairman@cg-olsc.co.uk

10. Policy Review

This policy will be reviewed annually, or more often if needed.