

HULL KR



TICKETING POLICY

Privacy Policy

Our privacy policy is set out below and details the use of information which you provide to us and which we collect.

The Sewell Group Craven Park Ground Regulations can be found on our website under club policies.

Security

We utilise the latest in Secure Saver Technology to ensure that all personal and transactional information is protected to the highest standard.

Assistance

If you have any questions about our privacy policy or require technical assistance, please email membership@hullkr.co.uk

Personal Information

We only collect information when it is voluntarily submitted to us, to process and fulfil your order and to notify you about important changes. We will also send you emails and newsletters from time to time to inform you about our products, promotions, services and special offers. We may make our mailing list available to other reputable companies whose products and services may be of interest to you. You can opt out at any time by clicking 'unsubscribe' within the email.

Non-Personal Information

We automatically collect non personal information from the use of this website to help us develop and improve it further. We do not individually identify users from this information.

Pricing

All prices shown on the ticketing website are in UK Pounds Sterling (GBP/UKP). Payment can be made with the following credit and debit cards: Visa, Mastercard, Delta and Switch.

Matchday ticketing checks & polices. What do I need to know?...

What ID should I bring?

CATEGORIES	QUALIFYING CRITERIA	COMMENT & REQUIRED ID
Concession(65+)	65 years old and over by 01/02/2023	<i>Fans who are fortunate enough to look younger than 65 will be asked to prove their age. Please bring valid photo ID such as driving licence or passport.</i>
19 – 21	Date of birth must be after 01.02.2001 and before 01.02.2004	<i>Please bring valid photo ID such as driving licence or passport.</i>
18 & Under	Date of birth must be after 01.02.2004 and before 01.02.2018	<i>Fans who look older than 18 please bring valid ID, for example, Birth Certificate or School ID card.</i>

INFANT UNDER 5	Date of birth must be after 01.02.2017	Note: Unless a specific seat for the infant is purchased the infant must sit on the parent or guardian's knee.
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Disabled Supporters

Supporters, including carers, will be asked to provide ID, for example Birth Certificate, Driving Licence or Utility Bill, to ensure their name matches what is printed on the membership card or ticket. Because disability and carer status is provided annually at point of sale, this will not be required again on game day.

Ticket Polices

	PRE-MATCH	GAME DAY TICKET OFFICE
Lost, stolen or damaged match ticket replacement	£3	£3
Membership stand transfer	<ul style="list-style-type: none"> £3 per membership if the other stand is of equivalent value. Difference in ticket price between stands i.e. upgrading to Roger Millward Stand. 	Not available
Membership category upgrades	Upgrade fee of difference between matchday ticket prices between the two categories.	Not available.

Home Game Tickets

Tickets cannot be exchanged or refunded after purchase.

The Management shall not be responsible for any interrupted and/or restricted view and or loss of enjoyment of the Match caused by: - virtue of the position of the seat; or - the action of others.

All dates, venues and kick-off times are subject to change and should this happen, all tickets purchased will be exchanged for a replacement ticket for the alternative date, venue and or time at the discretion of Hull Kingston Rovers and subject to availability. Neither the Management nor their servants or agents shall be liable in such circumstances for any losses such as, for example, but without limitation, hotel and/or travel expenses.

The ticket and intellectual property are and remain at all times the property of Hull Kingston Rovers.

A ticket shall become void and there shall be no right to enter the Stadium nor any entitlement to a refund where Hull Kingston Rovers has reason to believe that it:

- is to be or has been sold to another person
- is a concession ticket which is held or used by a person who is not entitled to a concession

- is being used to gain multiple people into the stadium

All information, dates and times are kept as accurate as possible but are subject to change. Play cannot be guaranteed to take place on any particular day or at any particular time and the Club Management reserves the right to change its advertised fixtures without notice or liability.

The ticket is valid for the date shown or the date to which the event is transferred in the occurrence of a postponement or TV Coverage. It is the responsibility of the ticket holder to ascertain the date and time of the rearranged fixture.

No refunds may be made in respect of tickets sold and paid for in advance of a match, where such match is postponed, however an exchange of pre-purchased home tickets for an alternative home fixture can be made available at the Club Management's discretion. This is subject to a time limitation.

Any order placed online is simply a request for tickets and Hull Kingston Rovers do not guarantee a ticket will be issued simply because a web based booking has been made.

In the event of incorrect credit card details being entered or insufficient funds being in an account, the club will not be liable for non-delivery of a match ticket (Hull KR will not accept responsibility to have to contact the client).

The information given should be taken as a guide only. It is your responsibility to check your tickets as mistakes cannot usually be rectified on match days.

It is your responsibility to ascertain whether an event has been cancelled and the date and time of any rearranged event. If an event is cancelled or rescheduled, we will use reasonable endeavours to notify ticket holders of the cancellation once we have received the relevant authorisation from the Event Partner. We do not guarantee that ticket holders will be informed of such cancellation before the date of the event.

If a performance is cancelled or postponed due to TV Broadcasting, tickets purchased will be valid for the rearranged match.

The Club reserves the right to refuse admission should patrons breach any Rules and Regulations of the venue. The venue may on occasions have to conduct security searches to ensure the safety of patrons. All tickets and Memberships are and remain at all times the property of Hull Kingston Rovers. We will not be responsible for any tickets or memberships that are lost or stolen.

Away Game Tickets

We are unable to control what we are given by away teams. No refunds, exchanges or upgrades can be made for away fixtures once your ticket has been purchased. Please ensure you check before you purchase what stand you are purchasing for, and purchase early to avoid disappointment.

Tickets are subject to availability and no away or home tickets can be reserved for anyone to be purchased at a later date. Members discounts on away tickets may vary from fixture to fixture. Please check our website www.hullkr.co.uk for full details. The phone number for the store is +44 (0)8712 88 99 88*

**Please note, calls will cost 13p per minute and may be recorded for training and security purposes. Calls from mobiles may cost more, please check with your provider.*

Memberships

No refunds on Memberships will be entertained under any circumstances.

Full proof of Concessionary Status must be given at time of purchase. (ie proof of age)

Hull Kingston Rovers reserves the right to confiscate any Membership entitlements which are proven to be being misused.

In the event of a Member forgetting their membership card, a fee of £3 will be charged to print a Barcode on match day. (Proof of ID must be shown)

Where Membership is paid by Direct Debit and payment has not been received by the said date, Hull Kingston Rovers outsource all direct debits to DFC who will contact you and remind you to pay. If the payment is not made you will be subject to late payment charges and the Membership will be suspended, until the payments are made.

Disabled Access Carer's Pass

A free carer's pass MUST enter with a disabled access patron. If the holder of a carer card wishes to access a match without a disabled access patron, they must purchase a valid ground ticket for the match.

Customers found to be misusing the carer's passes will have them confiscated.

Delivery Options

E-Ticket – Your ticket will be available to you in your online account from the Mobile Tickets tab. It is your responsibility to ensure you are able to access your e-ticket at the turnstile to gain entry to the fixture.

Print@Home – Your print at home tickets will come as an attachment on your confirmation email. Your tickets will come in .pdf format so please ensure you have an application installed on your computer that is compatible. (You can download Adobe Acrobat Reader free from <https://get.adobe.com/uk/reader/>)

Any enquiries please contact the shop on +44 (0)8712 88 99 88* and ask to speak to ticketing.

**Please note, calls will cost 13p per minute and may be recorded for training and security purposes. Calls from mobiles may cost more, please check with your provider.*

Disclaimer

We endeavour to ensure that the information provided on this website is as accurate as possible. However, it is the responsibility of the ticket holder to ascertain any change to kick off dates / times.

No part of this website may be copied, transmitted or used in any format or by whatever means, without the prior express written consent of Hull Kingston Rovers Rugby League Club.

Feedback

Hull Kingston Rovers online ticket office is committed to providing you the customer, total satisfaction. If you have any comments or suggestions please email them to membership@hullkr.co.uk

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