**BALLOT INFORMATION FOR COVID-19 GAMES**

**FAQ’s**

**How has the capacity been set?**

The capacity has been set by the Scottish Government.

**Why is it only the South and North Stands that are available?**

The Main Stand is not available for Season Ticket holder admission due to social distancing arrangements for the teams and officials.

**What happens if I am successful in the ballot?**

If you are successful, the Ticket Office will issue you with a ticket by email. It will also include essential information about the process for taking up the ticket and the access time you have been allocated.

You will then receive detailed admission information on what to expect on matchday.

**What happens if I am unsuccessful in the ballot?**

If you are unsuccessful, you will be given the opportunity at a future event subject to government restrictions.

**Is there a maximum group size?**

No, however you must all be from the same household group. Extended households will be considered on a case by case basis but must meet government criteria. (Single grandparent as part of a child’s household bubble, or partners who co-habit separately for example.)

**What provision will there be for disabled access?**

Accessible seating areas will be available as part of the ballot.

**Can I attend with other households?**

No. Only members of your direct household group may attend (if they have been allocated a seat).

**Can I use my season ticket seat?**

No. Due to the “social distanced” seating plan that will be in place for the match, seats will be allocated to you and your group by the Ticket Office. You must sit in the allocated seat.

**How will I gain access?**

For these games, Print at home or Mobile tickets for the seats which you have been allocated will be emailed out to you in advance of the match. The ticket will identify the attendance time when you are requested to arrive at the stadium entry points.

**What happens if I am late arriving?**

If you are late for your admission slot your access will be delayed until after 3pm to ensure all the other supporters can be admitted in their time slot.

**Will I have to use my season ticket card?**

No, season ticket cards will not be used at the moment. Print at home/mobile tickets for the seats which you have been allocated will be emailed out to you in advance of the match. There will be no collections on matchday.

**Can I give my ticket to someone else?**

Under no circumstances can you give your ticket to someone else. Photo ID will be required for all supporters to access the stadium on matchday. This is to ensure that we can comply with government regulations and assist with test and protect if required.

**Why have the club not offered places to those who purchase tickets on a game by game basis?**

For now, season ticket holders have priority entry to the ballots in line with other limited availability ticket allocation procedures.

**What if I cannot attend the match?**

If you are successful in the ballot but your circumstances change and can no longer attend, please let the ticket office know at the earliest opportunity.

We will then release your seat(s) to another season ticket holder and ensure that you are eligible to enter future ballots for league games.

**Will I still have access to the virtual season ticket?**

Yes.

**If I am selected in the ballot for this match am I eligible for future matches?**

If you are successful and attend the game and should we still be under Tier 1 restrictions, then you will be removed from the ballot for the next match to allow other season ticket holders to have the opportunity to attend.

**Can I park at the stadium?**

Limited parking is available in the South Car Park only (it cannot be pre-booked). A contactless donation of £3 per vehicle will go to ICT Community Development Trust. Disabled blue badge holders will be able to park in South Stand Car Park only.

**What about Catering?**

Unfortunately, we are not permitted to open the kiosks for food or drinks for this first game since March 10th. The current ground regulations mean it is a criminal offence to enter or attempt to enter the stadium whilst in possession of a container or any other item which is or was capable of holding liquid or any other thing and which, if thrown, would be capable of causing injury to another person. Therefore, any bottles or containers found on entry will be removed by the stewards.

Drinks in disposable paper cups with a suitable fitting lid will be permitted to be brought into the stadium.

If you have any questions which are not answered in the FAQ’s below please e-mail [**tickets@ictfc.co.uk**](mailto:tickets@ictfc.co.uk) or call 01463 222880 to discuss with our Ticket Office team