

## Direct Debit Terms and Conditions

1. The Club operates a recurring Direct Debit Scheme whereby supporters can spread the cost of their Season Ticket over an agreed number of months. To be eligible for the Direct Debit Scheme, Season Ticket Holders must be over 18 and have a UK bank account that accept direct debit instructions, be applying for a Season Ticket and must ensure that any new application is received by the Club by 17 July 2024 (for payment to be made in ten (10) instalments).
2. The Club reserves the right to refuse Direct Debit applications, including but not limited to applications from supporters who have missed three (3) or more Direct Debit instalments previously and those who owe outstanding balances to the Club. In the event that an application to pay for a Season Ticket using the Direct Debit Scheme is refused, the applicant must pay for their Season Ticket in full at the time at which their application for a Season Ticket is accepted by the Club.
3. Supporters who do not wish to retain and/or renew their 2024/25 Season Ticket for the 2025/26 season via the Direct Debit Scheme will be required to inform the Club at least sixteen (16) days before the first payment date for the 2025/26 Season renewal date, which is determined each season by the Club and which shall be notified to supporters on the official Club website. Supporters will also be given the option to amend their existing Direct Debits (when they have more than one in place) to consolidate them into one single Direct Debit payment.
4. The Direct Debit Scheme spreads the cost of the Season Ticket over ten (10) equal monthly instalments subject to the deadline dates set out in Condition 1 above being met.
6. Monthly instalments will be taken from the account, details of which have been given to the Club at the time of purchase, on the first day of each month (or the following business day if the first is not a business day). It is not possible to choose a specific instalment date.
7. Missed instalments are subject to a £10 default administration charge per missed instalment. The Club will notify the Season Ticket Holder when a payment has been missed and when the administration charge has been triggered. The default administration charge and the missed instalments will then both be payable by the Season Ticket Holder at the Oxford United Ticket Office or by calling 01865 33533.
8. Missed instalments and/or failure to pay the administration charge which has been triggered under Condition 7 above will result in the Season Ticket and Fan Number(s) linked to the missed instalment account being frozen. The Season Ticket will be deactivated and will not permit entrance to the Stadium until payment is made. No additional tickets for any match in which the Club is involved can be purchased under the Supporter's account while it is frozen – this applies to all Season Tickets paid for by the same Direct Debit. Once the appropriate instalment and administration charge has been paid and received by the Club, the account will be unfrozen and all applicable Season Tickets reactivated. The Club reserves the right to take whatever action is required (including the appointment of a third party) to recover any sums due and payable.
9. Any supporter who has missed Direct Debit instalments three (3) times or more during a Season will not be eligible to renew their Direct Debit the following season.
10. If any supporter has two (2) or more outstanding instalments on their account at any time, the lead purchaser will be contacted and given ten (10) days' notice to make the relevant payment to update their account. Failure to make the relevant payment within the required ten (10) days will result in the Season Ticket(s) being cancelled without reimbursement or future correspondence from the Club.
11. Any supporter who wishes to change their bank details must notify the Club before the 15th of the month in which the payment is due to be taken.
12. If during the Direct Debit Scheme, the supporter wishes to cancel their Direct Debit Scheme and change the method of payment, they must contact the Club no later than 15 days in advance of

the next due instalment. The supporter must pay any outstanding balance against the Season Ticket when informing the Club of their intent to cancel the Direct Debit Scheme. For the avoidance of doubt, if any outstanding balance against the Season Ticket is not paid at this time, the Club reserves the right to exercise any of its rights set out in Conditions 8, 9 and 10 above. This is merely a right to amend the method of payment and not a right to cancel the Season Ticket.

13. All correspondence regarding the Direct Debit Scheme should be marked with the Fan Number displayed on the relevant Season Ticket. You can also email [ticketoffice@oufc.co.uk](mailto:ticketoffice@oufc.co.uk) should you have any questions regarding your Direct Debit.

14. Once purchased, Season Tickets are non-refundable; the full outstanding value of the Season Ticket is owed to the Club.

15. The Club reserves the right to vary these conditions from time to time. Any variations will be advertised on the Club website [www.oufc.co.uk](http://www.oufc.co.uk)

16. If a supporter does not accept the terms and conditions of the Direct Debit Scheme, they should notify the Club within 14 days of the Season Ticket purchase date for a full reimbursement, provided the Season Ticket has not been used.

17. By signing up to the Direct Debit Scheme, the supporter is agreeing to an automatic renewal scheme from the 2025/26 Season onwards at the relevant price band. The Club will send a renewal notification to the supporter to advise of the renewal costs of the Season Ticket and changes to the terms and conditions which will take effect at renewal. By not responding to the renewal notice, the supporter shall be deemed to accept any changes to the terms and conditions and any other changes set out in the renewal notification. The supporter's Season Ticket will be automatically renewed for the following season and the supporter will once again be enrolled on the Direct Debit Scheme.

18. The Club will publish a renewal deadline date. Should the supporter wish to change their method of payment or not wish to renew their Season Ticket, the supporter must notify the Club during this period.

19. Please note that the automatic renewal process and Direct Debit Scheme is no guarantee that a supporter will be entitled to a Season Ticket offering the same facilities or seat choice as the previous season.