

Direct Debit Scheme

Terms & Conditions

Release date: 04/03/2024

Revision: 2024.01 – Terms valid for season tickets purchased via Direct Debit for the 24-25 Season onwards unless replaced by revision.

Definitions in these Conditions of Sale the following words and phrases shall have the following meanings:

“Club” means Bradford City Football Club Limited and derivatives there of i.e. Bradford City AFC.

“Direct Debit Scheme” means the system in which the Club offers to spread the cost of a Season Ticket to supporters.

“Conditions of Sale” means these terms and conditions governing the issue and sale of a Season Ticket purchased via Direct Debit.

“Direct Debit” means a payment service for debiting a payer’s payment account, where a payment transaction is initiated by the payee on the basis of the payer’s consent.

“Season Ticket(s)” means any card ticket (physical or digital) issued by the Club for admission to Matches.

“Season” refers to the current football year in which matches are played. For the avoidance of doubt this would be described as ‘the YY-YY Season’ or ‘the 2024-25 Season’. i.e. the 24-25 Season, or the 2024-25 Season.

“Service Provider” means Bottomline Payment Services Ltd

- 1.1 By purchasing your Season Ticket on the club’s Direct Debit Scheme you agree to be bound by the Terms of Contract in which you:
 - 1.1.1 Agree to pay for the Season Ticket by way of twelve-monthly instalments specified in the terms of the Club’s offer pursuant to which you apply and grant the Club and our third-party Direct Debit Service Provider permission to take payments from the account you specify on the direct debit mandate.
 - 1.1.2 Agree the cost of the Season Ticket will be paid over twelve (12) monthly instalments. The price of the Season Ticket using the Direct Debit Scheme includes an arrangement fee of five (5) pounds (£) or 5GBP. There are no other arrangement fees or interest charged to spread the cost of the Season Ticket using the Direct Debit Scheme.
 - 1.1.3 All monthly instalments will be taken out on the dates specified in the instalment letter. It is not possible to choose a specific instalment date.
 - 1.1.4 An attempt to take any payments which fail on the scheduled date will be made 3 working days later. At this point, if the payment is still not made it will be considered a missed instalment and subject to a £12 default administration charge per missed instalment. Payment of missed instalments (including any default administration charges) can be settled with the Ticketing Department at the University of Bradford stadium or by calling 01274 770012 or emailing ticketingsupport@bradfordcityafc.com.
 - 1.1.5 Any supporter who has missed an instalment will need to contact us to discuss the missed payment. If for any reason your Direct Debit is cancelled, you are responsible for ensuring payment of the instalment by alternative means.
 - 1.1.6 If a supporter misses an instalment this will result in the in the Season Ticket and customer number linked to the missed instalment being blocked. The Season Ticket will be deactivated and will not permit entrance to the University of Bradford stadium. No additional tickets can be purchased under the customer number while it is on hold – this applies to all Season Tickets paid for by the same Direct Debit Mandate. Once payment of the missed instalment(s) (including any default administration charges) has been received in full, the account will be unblocked and all Season Ticket(s) and customer number(s) reactivated.
 - 1.1.7 Any supporter who has two outstanding instalments on their account at any time will be contacted and given seven days’ notice to make the relevant payment to update their account. Failure to make the relevant payment within seven days will result in the Season Ticket being cancelled. If a ticket is cancelled by the Club the supporter will receive no reimbursement for any instalments already paid and the full amount of the Season Ticket which remains outstanding will immediately fall due. The Season Ticket will only be reactivated if the supporter then pays the full amount due.
 - 1.1.8 Any supporter who fails to clear their balance for a previous season will be required to clear the balance on their account before their account is allowed to make any purchases.
 - 1.1.9 If your scheduled payment is returned unsuccessfully twice, on your second failure, we reserve the right to request any remaining payment in full and/or terminate your direct debit and cancel your Season Ticket with immediate effect.
 - 1.1.10 Any supporter who has missed Direct Debit instalments three times during the season will not be eligible to renew their Direct Debit the following season pursuant to the Conditions of Sale.
 - 1.1.11 Any supporter who attempts to circumvent preventative measures in place a Season Ticket order via Direct Debit that is subject to 1.1.10 will have any subsequent orders cancelled. The Club reserves the right to cancel your Season Ticket without notice.
 - 1.1.12 Subject to 1.1.11 the Club will not be held responsible for embarrassment pursuant to being denied entry at the turnstile for failure of a Direct Debit instalment or for failing to ensure that the account is in good standing and not in arrears.