

Carabao Cup Final Ballot Terms and Conditions

Each supporter has a unique supporter ID and can therefore only register once for the ballot (so if you are included in a group application, you cannot also make an individual application at the same time). The maximum number of supporters who may be included within a ballot application is six. Each supporter included in a group application must be eligible for the same ballot period.

If you wish to be included in the ballot so that, if successful, you would be seated together in a group with friends and/or family members, then you must register all of the proposed members of that group in one application only.

To apply for friends and family members, they must be linked to your account via the 'My Friends & Family' option within your online ticketing account. Please ensure that, before submitting a group application as lead applicant, you have (i) completed and checked this in your account settings and (ii) obtained the prior consent of those friends and/or family members on whose behalf you are applying.

It is imperative that you check and select the correct age band for each ballot applicant, since failure to do so may result in an unsuccessful application.

Each applicant (and, in the case of a group application, the lead applicant submitting on behalf of the group) will need to enter credit/debit card details when submitting a ballot application. No payment will be processed at the point of registering in the ballot.

If you are successful, the automated balloting system will automatically allocate you (and in the case of a group application, each of the members of that group) a seat which could be in any of the available seats.

Once the deadline date has passed for ballot registrations, the ballot will be drawn randomly. The supporter applicants who are successful in the ballot will automatically have their credit/debit card payment charged for the total cost of ticket(s) allotted (including applicable booking fees and delivery fees). Each successful applicant (and, in the case of a successful group application, the lead applicant submitting on behalf of the group) will receive a confirmation email.

If you do not receive an email then, unfortunately the number of ballot applications received has exceeded available ticket capacity and you have not been successful. Supporters can check whether or not they are successful in the ballot via the 'My Account' option within their online ticketing account.

Payments

Payment will only be taken if you are successful in the ballot. If your payment is declined the Box Office will contact you once using the contact details on your account to arrange an alternative method of payment. If payment is not completed within 24 hours of the Box Office making contact, your ticket(s) will be released and returned to the ballot pot for re-allocation.