

RESALE PLATFORM FAQs

Q: Can I add my season ticket on the resale platform for every game?

A: Your season ticket can only be listed for confirmed matches.

Q: I want to cancel the resale of my season ticket for a certain game, is this possible?

A: If you would like to remove your ticket from resale, you need to navigate to tickets, find the game you listed, and click cancel resale.

Q: How is the % of credit broken down?

A: Tickets for resale are listed on at the rate you have paid as a season ticket holder.

(using East Terrace Centre as an example paid £540/14 matches = you pay £38.57 per game)

This is the price it is sold at on resell platform and they get 60% of this as the cup is cheaper

**Price above is the full season ticket price, not early bird or quirky season tickets which include membership.

Q: Will my Season Ticket work if I have listed a game for resale but decide to go on the day last minute.

A: Firstly, you will need to cancel the resale of your ticket by navigating to tickets, find the game you listed and click cancel resale. If you do not do this before you arrive your season ticket will not work at the turnstiles.

Q: I have a Disabled Season Ticket Package; can I list this for Resale?

A: You can list the adult ticket for resale, the carer ticket will be non-applicable as this is a zero-value season ticket as part of being a carer.

If you sell your adult season ticket through the resale platform the carer cannot attend on their own as they person, they are caring for is not attending.

*if you hold a wheelchair package, please contact ticketing@exeterchiefs.co.uk

Q: I've listed my ticket for resale, but I haven't received my credit.

A: Credit will only be issued once that ticket has been bought by another supporter, you will be notified if it has been sold via email.

Q: Will I be able to use credit from another account?

A: You can only use credit from the account you are signed in with. If you have two season ticket accounts which both have credit, we advise you to log in via each account to use the credit accordingly.

Q: Can I use the resale platform for other purchased tickets other than my season ticket.

A: The resale platform is only for men's season ticket & debenture season ticket holders to use. Match by match tickets must adhere to our terms and conditions.

Q: Can I resell my season ticket privately?

A: If you decide to not use the resale platform You will have to hand over your physical season ticket card and lanyard this will need to be given to the person you have sold the ticket to.

Q: Is the option to print out my season ticket in paper form if I have sold my ticket privately?

A: No this is no longer an option, and you must hand over your physical card and lanyard to the person you have sold it to.