

WEST HAM UNITED FOOTBALL CLUB

SEASON TICKET WAITING LIST

TERMS AND CONDITIONS



June 2025

1. A £10 non-refundable deposit per seat is charged to join the Season Ticket Waiting List, redeemable against the costs of the Season Ticket. Upon joining the Season Ticket Waiting List, you will be allocated a client reference number.
2. By paying the £10 non-refundable deposit you accept the terms and conditions set out herein.
3. It remains the responsibility of the supporter to ensure all personal details and contact details are up to date and correct. The Club accepts no responsibility for non-receipt of notices or any consequences resulting from non-receipt where this is as a result of incorrect or out of date details being supplied.
4. Joining the Season Ticket Waiting List does not give you any entitlement or eligibility to match tickets. If you want priority access to home match tickets before becoming a Season Ticket Holder, we advise purchasing a Claret Membership.
5. The positions on the Season Ticket Waiting List are ordered by date, from the earliest sign ups to the latest.
6. When you reach the relevant point of the Season Ticketing Waiting List, you will be contacted and given the opportunity to purchase a Season Ticket within a purchase window. The purchase window is at the discretion of the Club.
7. The Club reserves the right, when making Season Ticket Offers, to group supporters together according to their place on the list. For example, the Club may simultaneously offer Season Tickets to supporters between 1-500 on the list. Supporters will only be grouped where there is sufficient Season Tickets to accommodate all those in the specified group.
8. Upon accepting a Season Ticket, the full payment (minus the deposit you paid) will become due and, upon payment you will be entitled to full Season Ticket benefits.
9. Supporters on the Waiting List accept the opportunity to purchase a Season Ticket is subject to availability of Season Tickets and is there is no guarantee of an opportunity to purchase a Season Ticket or a guarantee of a specific seat.
10. Your place on the Season Ticket Waiting List is NON-REFUNDABLE and NON-TRANSFERABLE. If you wish to be removed from the Season Ticket Waiting List at any point, please notify the Club by email to ticketoffice@westhamunited.co.uk or post to Ticket Office, West Ham United Football Club, London Stadium, Queen Elizabeth Olympic Park, London, E20 2ST. No refund will apply.
11. If you receive a ban, the Club reserves the right to remove or freeze your place on the Season Ticket Waiting List and no refund will apply.
12. The Club reserves the right to offer Season Tickets as prizes for promotion from time to time.
13. At certain times the Club may change the price of the non-refundable deposit as part of other product promotions. The price of the deposit paid would be equal to value redeemable against a future Season Ticket purchase. E.g., If you paid a deposit of £5, you would receive £5 off the cost of your Season Ticket purchase.