



Essex Rebels Season Ticket



FAQs

General Information

- **What is a season ticket?**

Season tickets provide access to all Essex Rebels basketball and volleyball home games for the upcoming season.

- **What are the benefits of purchasing season tickets?**

As a season ticket holder, you'll enjoy:

- **Priority Seating:** Choose your own seat for every game.*
- **10% Discount on Merchandise:** Show your support in style.**
- **Meet the Players:** At our season opener.
- **10% Discount on Food and Beverages:** At every game.
- **Junior Matchday Mascot:** Opportunity for children (6-14 years) to lead the players out on matchday***
- **Priority Access to Club Events**
- **Free Entry:** To all cup, trophy, and playoff home games, and access to WBBL, Men's D1, and Men's D2 home games
- **Free Entry to All Rebels Volleyball Games:** Up to 18 league games plus cup competitions.

*Only available on Stand B (balcony)

** Only available for in-Arena purchases (not applicable for online purchases)

*** For junior season ticket holders only (not applicable to children of adult season ticket holders)

Purchasing Process

- **How do I purchase a season ticket?**

Visit the Essex Rebels website (essexrebels.ac.uk), click 'Book Tickets', select your seat from the seating map, and follow the prompts to log in or register with Fanbase. After purchase, tickets will be available in your Fanbase account and can be added to your Apple/Google wallet. **Please note, to purchase a season ticket, customers are required to create an account with Fanbase.**

To create your account, you will be asked to provide a valid email address, your name and address.

For Family Season Tickets:

If you are purchasing a Family Ticket, after selecting your initial seat, click on the seating map again to choose the additional seats for your family by selecting the 'Family (additional)' ticket type. Ensure you only select the number of additional tickets allowed by your ticket type. For example, if you are purchasing a Family ticket (2+1), you can select 2 'Family (additional)' tickets.

When you click continue, you will have the option to change the names on the tickets to those of your family members.



Essex Rebels Season Ticket Terms & Conditions



Purchasing Process (continued)

- **When do season tickets go on sale?**
 - **20% Off:** From 19th June, available until 30th June for the first 50 purchasers.
 - **10% Off:** From 1st July, available until July 31st.
 - **Regular Pricing:** Starts August 1st.
- **What payment methods are accepted?**
 - Credit or debit card
 - Klarna
- **Are there any additional fees?**

Yes, there are service fees (5%) and transaction fees (1.15% plus 10p).

- **Can I purchase a season ticket over the phone or in person?**

Yes, call 01206 872773 or email essexrebels@essex.ac.uk for assistance. Note, tickets cannot be purchased in person as an account with Fanbase is required, however, we will be happy to assist you along the process.

Seating and Pricing

- **What are the different season ticket types available?**

Season Ticket Type	Regular Price (from 1 August)	20% Off (Until 30 June)	10% Off (Until 31 July)
Adult	£96.00	£77.00	£86.00
Child	£36.00	£29.00	£32.00
Concession	£72.00	£58.00	£65.00
Family (2+1)	£192.00	£154.00	£173.00
Family (2+2)	£204.00	£163.00	£184.00
Family (2+3)	£216.00	£173.00	£194.00
Family (1+1)	£120.00	£96.00	£108.00
Family (1+2)	£132.00	£106.00	£119.00
Family (1+3)	£144.00	£115.00	£130.00
Courtside	£180.00	£144.00	£162.00

- **Can I choose my seats?**

Yes, customers can select their seats during the purchase process.

- **Can I change my seat?**

Yes, you can change your chosen seat with another available seat by contacting essexrebels@essex.ac.uk.

- **Can I transfer or sell my season tickets?**

No, season tickets cannot be transferred or sold.



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Cancellation & Refund Policy

- Can I cancel my season ticket?

Yes, you can cancel your purchase before the season starts for a full refund. No refunds are possible once the season has started.

Contact Information

- Who do I contact if I have questions or issues with my season tickets?

For any issues, please contact us at 01206 872773 or email essexrebels@essex.ac.uk.