



ESSEX REBELS: GENERAL GAMEDAY TICKETS FAQs

General Information

1. How can I purchase single game tickets?

Single game tickets can be purchased online through the Essex Rebels website (essexrebels.ac.uk). Simply click on 'Book Tickets,' choose the game you wish to attend, select your seats from the seating map, and complete your purchase.

Alternatively, you can purchase your tickets via the Fanbase app or website. Simply choose the game you wish to attend, select your seats from the seating map, and complete your purchase.

2. Do I need to create an account to purchase single game tickets?

No, you don't need to create an account with Fanbase to purchase single game tickets. If you wish to check out as a guest, your tickets will be sent to your email. However, creating an account will allow you to complete future purchases faster, manage your tickets, including adding them to your Apple/Google wallet.

3. Can I buy single game tickets over the phone or in person?

Yes, you can purchase single game tickets over the phone by calling 01206 872773 or in person at the reception desk at the Essex Sport Arena. Please note, purchasing on the door tickets will result in higher prices.

SEASON 2024-25	PRICE PER TICKET	ON THE DOOR
ADULT	£8.00	£10.00
CHILD	£3.00	£4.00
CONCESSION	£6.00	£8.00
ERJBC (U18) PLAYERS	£1.00	£1.00
FAMILY (2+1)	£16.00	£18.00
FAMILY (2+2)	£17.00	£19.00
FAMILY (2+3)	£18.00	£20.00
FAMILY (1+1)	£10.00	£12.00
FAMILY (1+2)	£11.00	£13.00
FAMILY (1+3)	£12.00	£14.00
COURTSIDE	£15.00	£17.00
VIP PACKAGE	£50.00	N/A
UNI OF ESSEX STUDENTS	FREE	FREE



4. When do single game tickets go on sale?

Single game tickets for all regular season games go on sale closer to the start of the season. Specific dates will be announced on the Essex Rebels website and social media channels.

5. Are there any discounts available for single game tickets?

Discounts for single game tickets may be available through special promotions. Check the Essex Rebels website and social media channels regularly for updates on available discounts.

6. What are the different types of tickets available?

We offer several ticket types to suit a range of attendees. Please see the descriptions below for more details:

TICKET TYPE	DESCRIPTION
ADULT	For individuals aged between 18 and 59 years.
CHILD	For children under 18 years of age.
CONCESSION	Available for : <ul style="list-style-type: none"> • University of Essex graduates • Partners of current staff and students • Disabled individuals • Current full-time students from other universities or colleges • Registered unemployed • Senior citizens (aged 60+) • Blue Light Card workers
ERJBC (U18) PLAYERS	Available for current Essex Rebels Junior Club players under 18 years old.
FAMILY (2+1)	For two adults and one child.
FAMILY (2+2)	For two adults and two children.
FAMILY (2+3)	For two adults and three children.
FAMILY (1+1)	For one adult and one child.
FAMILY (1+2)	For one adult and two children.
FAMILY (1+3)	For one adult and three children.
COURTSIDE	Available for people of all ages.
UNI OF ESSEX STUDENTS	For current students enrolled at the University of Essex.



Seating and Pricing

7. Can I choose my seats when purchasing single game tickets?

Yes, you can select your preferred seat during the purchase process, subject to availability.

8. What are the prices for single game tickets?

Ticket prices vary depending on the seating location and the game. Please visit the Essex Rebels website for the most up-to-date pricing information.

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FAMILY (1+3)	£12.00	£14.00
COURTSIDE	£15.00	£17.00
VIP PACKAGE	£50.00	N/A
UNI OF ESSEX STUDENTS	FREE	FREE

9. Are there any additional fees when purchasing single game tickets?

Yes, there are service fees (5%) and transaction fees (1.15% plus 10p) that apply to single game ticket purchases.

10. As a University of Essex Student, can I select my own seat?

University of Essex students have a designated student section where they can select their seats.

Ticket Management

11. Can I change my seats after purchasing single game tickets?

If you need to change your seats after purchase, please contact essexrebels-ticketing@essex.ac.uk. Changes are subject to availability.

12. Can I transfer or sell my tickets?

Single game tickets are non-transferable and cannot be resold.



13. Can I get a refund if I can't attend the game?

Refunds for single game tickets are available until doors open (usually one hour before tipoff). Please note, for double or triple header games, it will be taken into consideration the start time of the first game.

Game Day Information

14. How do I access my tickets on game day?

Your tickets will be available in your Fanbase account or in your email. You can add them to your Apple/Google wallet for easy access on game day.

15. What should I do if I have issues accessing my tickets?

If you encounter any issues accessing your tickets, please contact the Essex Rebels at 01206 872773 or via email at essexrebels@essex.ac.uk for assistance.

Contact Information

16. Who do I contact for more information if I have issues with my single game tickets?

For any questions or issues regarding single game tickets, please contact us at 01206 872773 or email essexrebels-ticketing@essex.ac.uk.