



## **Ticket Information 2025/26**

### **Adult**

Aged 19 to 59 as of 1 September 2025 or on date of purchase if after 1 Sept

### **Child**

3-15 years as of 1 September 2025 or on date of purchase if after 1 Sept

### **Concession**

Young Adult

Aged 16-18 as of 1 September 2025 or on date of purchase if after 1 Sept

Senior Citizen

Aged 60 or over as of 1 September 2025 or on date of purchase if after 1 Sept

Students

A valid TOTUM card or student ID is required

### **Family**

Three categories are offered. All children must meet the criteria above.

**Note:** For all categories other than adult Season Tickets we require you to provide photo ID and proof of disability (if applicable). You will be emailed with details on how you can provide this information once you have made your Season Ticket purchase.

Anyone aged 15 and under, needs to be accompanied and supervised by a responsible adult during the game.

**Recognised photo ID is:** Driver's licence, passport or other form of ID showing your date of birth. Students will be required to show a valid TOTUM card

### **Disability:**

- The person with the disability purchases a full price ticket of the correct category (Concession or Adult only), and a carer is admitted free of charge (Note: If the disabled person could access the service without a Carer, the club is not be obliged to admit a Carer free of charge).
- All children aged 15 and under are required to have an adult supervising them at the rink. As such, no carer tickets will be issued to children, as they are all required to have an adult present.
- An Access card with a +1 symbol must be shown to obtain a free essential companion ticket.

## **MK Lightning Season Ticket Terms and Conditions**

1. This year's Season Ticket includes 29 games, with the exact make up to be determined once these are agreed with the League Management Committee. If the schedule for the 25/26 season differs from this, we will adjust the structure and pricing accordingly and will inform Season Ticket holders of this as quickly as possible.
2. Discounted admission prices will apply for all games not covered by the Season Ticket. For all such games, Season Ticket holders will have their seat reserved until a specific time point for them to purchase that will be communicated.
3. Season tickets are transferable in that they can be used by someone else of the same category (Adult, Concession or child) which will be checked on entry. Please only share with the correct category or pay the upgrade fee at the till at the rink. Failure to supply ID on entry may result in the person being refused entry.
4. Standing tickets are available but there is no further reduction in price.
5. In applying for a Season Ticket, you recognise and accept that Milton Keynes Lightning have the right to:
  - a. Offer special promotions during the course of the season, which may or may not alter the relative value of the Season Ticket.
  - b. Remove any section of seating or standing space from use at any time, for any reason, without penalty.
  - c. Reschedule Season Ticket games or substitute alternative fixtures.
  - d. In the event of a single-seat between season ticket holders after renewals, the club reserves the right to move season tickets to fill the gaps.
6. A charge of £25 will be applicable to reprint any lost or stolen Physical Season Tickets (at management discretion).
7. Existing Season Ticket holders have priority on renewing their existing seats until 9am on the 10<sup>th</sup> May 2025. Thereafter, all unreserved seats will be released for sale and will be available on a first come, first served basis (Next working day).
8. Any seat not currently held by a Season Ticket holder can be purchased immediately and will be dealt with on a first come, first served basis.
9. If you are a new applicant, please apply for the seats you would prefer (You can enter multiple choices listed, 1st, 2nd, 3rd etc). The seat map is updated online. Please refer to this.

10. If a request is made after the games are on sale to move a seat / space, the club reserves the right to refuse. If a successful move is made there is a £25 administration charge.
11. Whilst requests will be met wherever possible, allocation of Season Tickets will be solely at the discretion of the Club.
12. In the event of a single seat between season ticket holders (even if you had the seat/ space last season), the club will move season ticket seats to stop single seats between season ticket holders. This will happen after renewals are complete.
13. Your Season Ticket is automatically digital unless you pay for a printed card - details of the option to purchase a printed card will be emailed in your booking confirmation.
14. Please note, we are unable to reserve seats ahead of receiving a completed online booking and the required payment.
15. The purchase of a Season Ticket is a commitment to all home pre-season & league matches and no refunds will be given.
16. Season ticket holders are required to comply with all terms and conditions of the venue (Planet Ice) and MK Lightning when utilising their Season Ticket.
17. In cases of force majeure leading to the cancellation of a game or games that would usually be included within the Season Ticket, there will be no guarantee of refund or equivalent value but we will always do our best to ensure that Season Ticket holders receive the full benefit of their ticket.
18. Entry to the venue will be managed using a barcode card system. In the event that there are any payments which have been missed on your Direct Debit agreement, this will invalidate your barcode and you will not be allowed entry to the venue at the sole discretion of MK Lightning.
19. Failure to pay as per the Direct Debit agreement will result in a £10 administration charge per missed payment.
20. Anyone aged 15 and under, needs to be accompanied and supervised by a responsible adult during the game.
21. Standing Season Ticket spaces are marked with a sticker. Standing Season Ticket holders are entitled to ask anyone standing in their space to move on presentation of their Season Ticket Card or display of their Digital Season ticket. All other standing spaces are unallocated on a first come first served basis regardless of ticket number.
22. If a season ticket administration fee is applied by the ticketing operator, this fee will be passed directly to the Season Ticket Holder at cost. You will have the opportunity to cancel your ticket if this

charge is levied. If you choose to cancel after any included games have been played, any refund will be issued on a pro-rata basis for the number of remaining games.

23. There is a waiting list for the Accessible section, please do not purchase a ticket in this section. Email [vicki@mk-lightning.co.uk](mailto:vicki@mk-lightning.co.uk) for more details.