



FAQ 2023/24

Question: What are the requirements for joining Kernow Spurs?

Answer: To be eligible to benefit from Home Ticket allocations, you must also be a One Hotspur Member. Silver, Gold, and Platinum Season Ticket Members may join, but cannot obtain additional tickets through the priority booking. You will also need to complete an application form; this can be found on the "Join" section of our website. Please ensure all fields are completed and accurate.

Question: How much does it cost to join Kernow Spurs?

Answer: Fees are listed below. Pricing is subject to change without notice.

Membership Fees (annual)

Adult: £ FREE

U18: £ FREE*

Travel Fees (per match)

Adult: £50

U18's: £ 25 *

*U18 membership applications must be accompanied by a suitable adult. U18's must also be accompanied by a suitable adult when attending matches.

Question: How do you get to games?

Answer: Transport is typically a minibus or coach (if numbers support the additional cost). Transport is arranged as per match demand and/or ticket allocation from Tottenham Hotspur.

Important

It is your responsibility to ensure the cleanliness of all transport, not the drivers. Any fines for damage/cleaning of hired transport, will be passed on to those responsible.

Question: What are your pickup points?

Answer: To ensure travel time is kept to a minimum, we are only able to offer pickups along the route(s) below.

Camborne, Redruth, Threemilestone, Truro, A30, M5, M4 & M25. If there are significant road closures on the "normal" route, we may also use the A303.



Question: What are the pick-up times?

Answer: Pick-up times will vary; in line with kick off. Times will be e-mailed to members in the week leading up to the match, typically a Thursday. You must be at your pickup point at least 10 minutes before your stated time.

If you think you might be late to a pick-up point, please inform us as soon as possible. Failure to do so could result in the transport leaving without you. This will be at the discretion of the driver.

Pick up locations cannot be changed once they have been confirmed.

Question: How do I request a match ticket?

Answer: Via E-Mail (kernowspurs@hotmail.com). We do not offer any "Ticket Only" options.

Matches will be open for requests in line with Tottenham's on sale windows.

We are not guaranteed an allocation from Tottenham Hotspur. Should we be oversubscribed for any match, tickets will be allocated as per the Kernow Spurs loyalty points scheme.

Question: How do I pay for Transport/Match Ticket?

Answer: Successful applicants will be informed via e-mail.

Transport must be paid directly to the Supporters' Club via Bank Transfer. Please ensure you add a suitable reference when paying online. You **MUST** also confirm you have made payment via e-mail.

Tickets will be added to your Tottenham eTicketing Login. You will be given a small window to complete this payment. Do not send ticket payments to Kernow Spurs.

Failure to complete the payment within the given window will result in your ticket being recalled and made available for general sale. Should you fail to complete the payment in the required window, your travel payment(s) will not be refunded.

Question: What if I am no longer able to attend a game?

Answer: If you are unable to attend a match you have been allocated, please inform us immediately. The ticket will be offered to members on the waiting list as per the Kernow Spurs loyalty points scheme.

Cont.



If we are unable to re-allocate, you are permitted to attempt to pass on the ticket to another Kernow Spurs member. You are not permitted to sell the ticket/transport to anyone outside of Kernow Spurs. Anyone found attempting this will have their membership revoked.

In the event of a ticket remaining unclaimed, no fees will be returned. We are not able to offer refunds on Transport.

Question: What time do we leave after full time?

Answer: You must be at the minibus/coach no later than 30 minutes after the full-time whistle. If you suspect you might be later than 30 minutes, you must contact the driver or match-day contact. Failure to do so could result in the transport leaving without you. This will be at the discretion of the driver.