

Sunderland Association Football Club - 2026-27 Season Tickets – Direct Debit Terms and Conditions

Version: 23rd February 2026

By purchasing your Season Ticket on the club's Direct Debit Scheme you agree to be bound by the Terms of Contract in which you:

1. Agree to pay for the Season Ticket by way of six monthly instalments specified in the terms of the Club's offer pursuant to which you apply and grant the Club and our third party Direct Debit Service Provider permission to take payments from the account you specify on the direct debit mandate.
2. Agree the cost of the Season Ticket will be paid over six monthly instalments. There are no other arrangement fees or interest charged to spread the cost of the Season Ticket using the Direct Debit Scheme.
3. Ticket credit is available to reduce the Season Ticket Price
4. All monthly instalments will be taken out on the first day of every month.
5. An attempt to take any payments which fail on the scheduled date will not be made. At this point, the failed payment will be considered a missed instalment.
6. If a supporter misses an instalment this will result in the in the Season Ticket and customer number linked to the missed instalment being put on hold. The Season Ticket will be deactivated and will not permit entrance to the Stadium of Light. No additional tickets can be purchased under the customer number while it is on hold – this applies to all Season Tickets paid for by the same Direct Debit Mandate. Once payment of the missed instalment(s) (including any default administration charges) has been received in full, the account will be reactivated.
7. Any supporter who has two outstanding instalments on their account at any time will be contacted and given seven days' notice to make the relevant payment to update their account. Failure to make the relevant payment within seven days will result in the Season Ticket being cancelled. If a ticket is cancelled by the Club the supporter will receive no reimbursement for any instalments already paid and the full amount of the Season Ticket which remains outstanding will

immediately fall due. In addition, the supporter's seat will become available for others to buy. The Season Ticket will only be reactivated if the supporter pays the full amount due, plus a £15 rearrangement fee for each missed instalment.

8. Any supporter who has missed an instalment will need to contact us to discuss the missed payment. If for any reason your Direct Debit is cancelled, you are responsible for ensuring payment of the instalment by alternative means.
9. Any supporter who has missed a payment three times during the season will not be eligible to renew their season ticket using Payment Plan or Direct Debit the following season pursuant to the Conditions of Sale..
10. Any supporter who attempts to circumvent preventative measures in place for a Season Ticket order via Direct Debit is subject to clause 8 and will have any subsequent orders cancelled. The Club reserves the right to cancel your Season Ticket without notice.
11. Subject to clause 6. the Club will not be held responsible for embarrassment pursuant to being denied entry at the turnstile for failure of a Direct Debit instalment or for failing to ensure that the account is in good standing and not in arrears.