

OZ Hammers

Tips on Purchasing WHU match tickets from Australia

I receive a substantial number of requests from OZ Hammers seeking advice on how to purchase tickets to West Ham matches at Upton Park. Therefore, I set out below the 'official' mechanism and process through which OZ Hammers may book tickets.

As always, if you REALLY get stuck, send me an email and I will see what I can do to assist:

1. The majority of West Ham United home fixtures sell out in advance and tickets are rarely available on the day. Upton Park only holds 36,000 people and over 20,000 of these seats are held by Season Ticket Holders. These Season Ticket Holders can purchase a limited number of additional tickets in priority after Club Members.
2. **Club Membership**
Members of the WHU Club get priority booking rights even before Season Ticket Holders. Therefore, it is EFFECTIVELY COMPULSORY that you become a Club Member of WHU to enable you to purchase tickets. You can join online at http://www.whufc.com/tickets/?page_id=7403 - the annual fee is £22.50 and you get various other privileges as a Club Member. Most of the EPL clubs do this now so they can track and manage ticket sales. Often fixtures DO NOT go on General Sale, that is to the general public, as all available tickets are sold to either Season Ticket Holders or Club Members.

Do not buy Membership Cards from other persons as there is a scam selling these cards that have no seat for the required game.

3. **Ticket Information**
All ticket information can be found by visiting the official website at http://www.whufc.com/tickets/?page_id=7402. If the information for your desired fixture isn't shown, then it has yet to be confirmed. This is a problem as often the fixtures for which tickets are available are no more than two months ahead. In most cases, OZ Hammers plan travel to the UK several months in advance! However, the Club has made it clear that: *"Whilst we appreciate the effort it must take to attend matches from such a distance, we cannot allow these supporters to have priority over our more local supporters."*

I have discussed this matter at length with WHU management in an attempt to make some better arrangements for travellers, however, the Club cannot offer special privileges to occasional international fans. They have assured me that where they can assist they will do everything they can. It has been my experience that the Club is VERY HELPFUL in this regard so please ask nicely!

4. **Online Sales**
Once you are a WHU Member, you can buy tickets online. Generally, only Category B fixtures will have spare tickets available for late purchase. Tickets to see Arsenal, Chelsea, Liverpool or Manchester United at Upton Park are very difficult to obtain and any extras are sold the same day they are made available. Therefore, you must watch the WHU web site or contact the Club well in advance to have any chance.
5. In addition to online sales, OZ Hammers can also book tickets over the telephone dialling +44 870 112 2700 or by Faxing a request to +44 208 548 2757. Please ensure that all information WHU would require to process a booking is contained on this fax (Fixture, number of tickets, contact details of each applicant & credit card details). Your Club Membership number will also be required unless the fixture is on General Sale.

6. Tickets are usually posted to you in advance. If there is insufficient time for posting, WHU advise you enter the address of where you will be staying during your visit (This can always be amended at a later date).
7. If a fixture is on 'General Sale' then all that is required is for a name and an address to be allocated against each ticket you are applying for. Membership would not be required.
8. Fixtures are regularly switched and both the DAY and TIME of matches is subject to review based on either team's commitments in European or Cup Competitions or due to changed TV requirements. This is one of the reasons why the Club cannot sell tickets months in advance of the game.
9. **Groups**
Groups consisting of 10 or more will be considered as a group and may be booked together. Please note however that group bookings are restricted to Category B fixtures only. Group bookings should contact Gina Allen at gallen@westhamunited.co.uk or by fax on +44 208 548 2719. If you have a large group travelling, please send me an email if you REALLY need more assistance.
10. **Hospitality**
WHU have a large number of corporate boxes and other Corporate Hospitality options. Contact the Commercial Department on +4420 8548 2777 or Gina Allen at gallen@westhamunited.co.uk or by fax on +44 208 548 2719 for prices and more information.
11. An alternative source of tickets, if you can't get any from the club, is the secondary market such as the KUMB website <http://www.kumb.com>. I CANNOT recommend this approach, as with all due respect to KUMB and others, it is more of a risk and an absolute last resort. The secondary market is not a legal way to obtain tickets and therefore not a good option for international visitors.

DPL
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