Frequently Asked Questions  
  
Below are the most frequently asked questions the WebStore team receives in relation to NUFC tickets for sale via NU options. If you have a question that is not listed below please contact [webstorehelp@ncl.ac.uk](mailto:webstorehelp@ncl.ac.uk) for assistance. The WebStore team receives a high volume of email correspondence. Please note that if you email the WebStore team with a question that is answered in the FAQ, we cannot guarantee you will receive a response.   
  
**1. How many tickets am I allowed to purchase?**The maximum number of tickets that can be purchased per member of staff/student per match is six. The WebStore team reserves the right to adjust this number, depending on ticket demand.  
  
**2. I have purchased NUFC tickets, when will my tickets be available to collect?**You will be notified via email when your tickets are ready to collect, with details of how to collect. This email will be sent to the email address linked to your webstore account. It usually takes 3-5 working days from when the tickets are purchased before your tickets will be ready to collect. Please note tickets can only be collected from the University on dates and times specified on the collection email (which is usually University finance office opening hours; Monday- Friday, 9am – 5pm). The WebStore team will not refund the cost of any tickets not collected before a match.   
  
**3. I have waited 5 working days, but still haven’t been notified that my tickets are ready to collect. What should I do?**Please contact [webstorehelp@ncl.ac.uk](mailto:webstorehelp@ncl.ac.uk) , quoting the order number on your sales notification email (9 digits, starting with UON), and we will check the status of your purchase for you.  
  
**4. Can I know before collection where my tickets are situated?**When you purchase tickets you will be able to select what stand you want to be in. However we allocate seats after purchase, so this cannot be confirmed prior to sale.   
  
**5. I have purchased multiple tickets, will they all be situated together?**   
Tickets are allocated on a first come, first served basis. We will always try and ensure that all tickets purchased together are seated together, however if we have a limited supply of tickets available this may not be possible. Please check your tickets upon collection to see that you are happy with the seats allocated. If you are not happy with the seats you have been allocated, you can request a refund (see question 9). We are unable to reallocate tickets, and will not offer a refund after the match if you are unhappy with where you were seated.  
  
**6. Is it possible for special requests to be accommodated? (*e.g. my friend and I have both purchased tickets separately, can we be seated together?; I am bringing children to this match, can you ensure all seats are seated together*?)**

The webstore is unable to honour any special requests. Please see question 5 for details on how tickets are allocated.  
  
**7. I have purchased some tickets, then at a later point purchased some additional tickets for the same match. Will all the tickets I have purchased be seated together?**

It is unlikely that the tickets you have purchased at a later point will be situated with the first set of tickets purchased. We allocate tickets on a first come, first served basis. This means the tickets purchased by other people between each of your transactions will be allocated before your second set of tickets.  
  
**8. It is saying tickets are now sold out for a match I would like to attend. Will you be receiving any additional tickets?**We only receive a limited supply of tickets from NUFC, so once we have sold out of our allocation we are unlikely to receive more. There is no waiting list for when tickets have sold out. All we suggest is that you regularly check the webstore in case some additional tickets become available following a refund.   
**9. I no longer want/require these tickets. Can I have a refund?**   
All refund requests must be made in writing, quoting the order number (9 digits, starting with UON) and the number of tickets that need to be refunded, to [webstorehelp@ncl.ac.uk](mailto:webstorehelp@ncl.ac.uk) . The tickets also need to be returned to the collection point before a refund request can be made. All refund requests must be made no later than 2 working days before the match date. Any requests made after this point will not be authorised.