



West Ham United Football Club plc
 Boleyn Ground, Green Street,
 London, E13 9AZ
whufc.com



Be a part of it.

GETTING IT ALL



A MESSAGE FROM THE MANAGER

Dear Season Ticket Holder

At the time of writing to you, ahead of our final two league games of the season, we look well placed to finish in 10th position in the league. Although this season has lacked the drama of last season's relegation battle I hope all of you will share my satisfaction with the progress we have made. A top half finish in the strongest league in the world has to be viewed as a considerable achievement, especially after the high number of injuries we have experienced throughout the season.

Following our escape last summer the chairman made significant funds available for me to strengthen the squad in the close season. I was able to bring in a number of exciting new players and it has been a major frustration to me that so many of them have barely featured in the first team. We have all seen glimpses of the contributions which players like Scott Parker, Freddie Ljungberg and, more recently, Julien Faubert are capable of but I have never been able to field my strongest eleven and players like Kieron Dyer and Craig Bellamy have been absent since last autumn. It is for these reasons that I do not expect to make major changes to the squad this summer. There is a need to consolidate this current squad before assessing whether to bring in new faces.

Of course many of those injured players are the ones who would have provided the pace and flair to break teams down at home and to counter attack away from home as we did briefly but so effectively at Reading last year. I am aware that you are accustomed to West Ham United teams playing attractive attacking football but that our performances this season have not always met your expectations.

Our back room team are focussing on making sure that all the key members of our squad are available for the pre season and are ready to start next year's campaign in peak condition. It is an exciting prospect and, if we can achieve this, I think you will see a different West Ham next season.

I am also very encouraged by the recent performances of some of our younger players. I have taken the opportunity to introduce James Tomkins, Freddie Sears and Jack Collison in recent matches and I would expect them to feature more regularly as they gain experience.

A good deal of work will be done behind the scenes during the close season but I think we can look forward to next season with optimism. This season has been one of consolidation and I hope that we can build on what we have achieved and challenge for honours over the forthcoming seasons.

On behalf of all the players coaches and staff at West Ham United, I hope you have an enjoyable summer and look forward to seeing you at the start of next season's campaign.

Alan Curbishley

A MESSAGE FROM THE CHAIRMAN

Dear Season Ticket Holder

May I first of all thank you all for the tremendous loyalty and support you have shown the team throughout this season. Although certainly less eventful than the previous season I have been pleased with our progress and it gives the club a platform from which to progress further. I share the frustration expressed elsewhere in this document by Alan about the scale of our injuries but endorse his view that the squad he has assembled should be given a chance to play together while allowing the exciting young talents emerging from our Academy the chance to establish themselves in the first team squad.

When I first purchased the club in December 2006 I was keen to emphasise my long term commitment to building the club and it was always my intention to invest further funds in the club to strengthen the first team squad. To this end the club has invested a net £40m in the squad since the takeover and I hope that next season we will finally see a settled side with a realistic chance of competing for honours.

I referred to your loyalty in my opening remarks and it is an uplifting experience for me to come to our home games and witness the passion and dedication of our supporters. Last season we achieved record season ticket sales of 25,600 and effectively sold out to home supporters for every league game.

I hope we will be able to match these figures next season and that you will renew your season ticket. We have retained the existing pricing structure, subject to an average increase of 4%, with continued favourable discounts for under 10s and under 16s. You will also see new initiatives such as the new "ticket trade in" facility which I hope will be attractive to season ticket holders.

Thank you again for your valued support and I hope to see you all back at the Boleyn Ground next season.

Björgólfur Guðmundsson



How to renew

Please see opposite page for season ticket prices for the forthcoming new season. A season ticket includes 19 Premiership fixtures only. All season tickets are sold subject to the club's terms and conditions, copies of which can be obtained from the ticket office or by visiting www.whufc.com

How to renew

Please be aware that the season ticket renewal date has been set as 5pm Tuesday 1st July. To guarantee your seat for next season, please ensure that your renewal application is received by this date using one of the methods below.

Online - www.whufc.com

Please have your client reference and credit / debit card numbers to hand.

By Phone - 0870 112 2700

Please have all your renewal forms ready and be able to quote your credit/debit card number on reaching the operator. Concessionary rate renewals - please note we are only able to accept Adult, Senior & Junior renewals online. Young Adult applications must be accompanied by proof of DOB and made in person or by postal application only.

By Post - Using the envelope provided (please affix stamp).

Please complete all forms and enclose any concession proof (if required). Cheques made payable to West Ham United FC Plc.

Reduced rate season tickets.

Under 10 - Date of birth must be on or after 01/09/1998

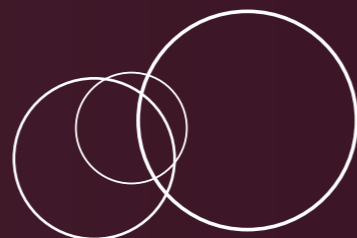
10 to 15 - Date of birth must be on or after 01/09/92

16 to 21 - Date of birth must be on or after 01/09/1986

Senior citizen rate - Date of birth MUST be on or before 01/08/1943 men, 01/08/1948 women.

How do I ...?

- Change seat, see pages 05 & 06.
- Purchase an additional seat, see pages 07 & 08.
- Enrol within the automatic ticket schemes, see pages 09 & 10.
- Apply for a seat for a new supporter, see page 12.



Season Ticket Prices 08/09

	Adult	Young Adult/OAP	Under 16	Under 10
Dr Martens Stand Upper				
Band 1	£885.00	£440.00	£265.00	£115.00
Band 2	£810.00	£405.00	£240.00	£115.00
Band 3	£755.00	£375.00	£225.00	£115.00
Dr Martens Stand Lower				
Band 1	£885.00	£440.00	£265.00	£115.00
Band 2	£810.00	£405.00	£240.00	£115.00
Band 4	£615.00	£305.00	£185.00	£115.00
East Stand Upper				
Band 1	£885.00	£440.00	£265.00	£115.00
Band 2	£810.00	£405.00	£240.00	£115.00
Restricted View	£695.00	£345.00	£215.00	£115.00
East Stand Lower				
Band 1	£885.00	£440.00	£265.00	£115.00
Band 2	£810.00	£405.00	£240.00	£115.00
Bobby Moore Stand Upper				
Band 3	£755.00	£375.00	£225.00	£115.00
Bobby Moore Stand Lower				
Band 4	£615.00	£305.00	£185.00	£115.00
Centenary Stand Upper				
Band 4	£615.00	£305.00	£185.00	£115.00
Centenary Stand Lower				
Band 4	£615.00	£305.00	£185.00	£115.00
Disabled Season Tickets				
All areas	£310.00	£155.00	£105.00	£80.00

TYPICAL EXAMPLE: If one adult season ticket for Band 1 at £885.00 was repaid in 10 equal monthly instalments of £96.09 and was repaid in full 10 months after the advance was debited to the account, the interest payable would be £75.90 with a total repayable amount of £960.90 (19.9% variable).

FA Premier League	Season Ticket Price	Monthly Payment	Total Repayable
Band 1	£885.00	£96.09	£960.90

*Season Tickets include 19 League Games



Be a part of it.

Seat Change Request Information

Please note that we have introduced a new procedure for supporters wishing to apply for a change of seat for 2008/2009. To apply for a change of seat you will now be required to complete both your renewal application & seat change request form on page 6. Both forms must then be submitted together and received by the ticket office before the renewal date of Tuesday 1st July.

All applications will be dealt with on the day of being received with your existing seat initially being sold to you. Full payment will be required and as before, your seat change request form will then be filed in order of receipt. Once the renewal deadline has expired the ticket office will then review each seat change form in date order checking for any suitable availability. Should we be unable to satisfy your request your original seat will already have been allocated to you and no further action will be required. Should we have suitable availability however and are able to relocate you then the original payment & your details will be transferred to your new seat.

Any difference in cost will be dealt with at that time with either additional payment being taken from the credit/debit card number provided, or in the case of a lower price band being allocated the appropriate amount will be refunded back onto the card number supplied to us.

COLOUR. IT DOESN'T MATTER.

WEST HAM. UNITED AGAINST RACISM.



We do not tolerate discrimination of any sort at this club, either on the pitch or in the stands. You can contact the Police direct by using the telephone text number below and supplying details of the location of the offenders. All information will be treated as confidential. **TEXT 07969 042837**



Seat Change Application Form

I wish to apply for a change

- When applying please include your personalised renewal slip (covering letter) and tick the box "I wish to change my allocation".
- Complete both "Stand" and "Position" sections.
- Only complete ONE change request form per group application, but you must include ALL renewal slips.

Stand

I/We wish to change our seats to/have additional seats located in (tick one box only):

- | | | | | |
|-------------------|-----------------------|--|-----------------------|------------|
| Dr Martens Stand | <input type="radio"/> | Upper Tier | <input type="radio"/> | Lower Tier |
| East Stand | <input type="radio"/> | Upper Tier | <input type="radio"/> | Lower Tier |
| Bobby Moore Stand | <input type="radio"/> | Upper Tier | <input type="radio"/> | Lower Tier |
| Centenary Stand | <input type="radio"/> | Upper Tier
(Family area please see page 11) | <input type="radio"/> | Lower Tier |

Position

Please ring the ticket office to get an idea of seat positions. Operators WILL NOT be able to tell you which row and seats are available but they will be able to give information on where row seat numbers are in relation to the pitch.

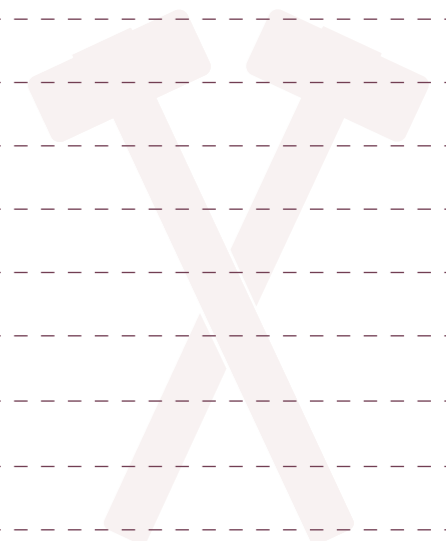
I would like seats between numbers and

I would like rows between letters and

Important Note:

If seats are not available in the rows specified, you will be reallocated your old seats. If seats are available in the rows specified, you will automatically be allocated the new seats, at which point you will lose your old allocation.

Additional requests/comments





Be a part of it.

Additional Seat Information

If you would like an additional seat(s) please read the details below and carefully complete the form on page 08.

Points to Note

- Priority is given in the order that we receive the applications. The sooner you apply the better your chances.
- If there is more than one person in your group, please apply with all relevant forms in the same envelope. The ticket office will not be able to allocate seats together if applications are received separately.
- Payment for additional seats can either be made using Credit/Debit Card or Cheque ONLY. Your card will not be debited/cheque will not be cashed until we have made your new allocation.
- If paying by cheque, complete the amount to cover the cost of the area where you wish to be seated.
- Please make row/seat specifications as broad as you are prepared to accept. There will not be many seats available in the best positions in each stand e.g. halfway line, halfway up, so if you specify a small area around the halfway line, do not be surprised if it is not successful.
- Additional seating applications can only be made by post or in person using the form on page 08.
- If your application is successful, you will be notified of your additional seats by the receipt of your season ticket card. You will be able to come to the ground on Tuesday 1st July to view your new seats. If you have not received your card by this date, ring the ticket office on the day before, or come to the ticket office on the day to be given your new row and seat numbers.
- When applying, please include your personalised renewal slip (Covering Letter) and tick the relevant box in section 2.
- To enable the ticket office to process the necessary details of the new season ticket holder(s), the existing season ticket holder should also complete both additional seat application form on page 08 and the new application details on page 12.

Additional Seat Application Form

Existing Season Ticket Holder:

Name:

Client Reference:

Stand:

Row:

Seat No:

I wish to apply for

extra seats and I have completed the form below and I have completed the details of all new holders.
Please tick one box only

I only wish to have the extra seat(s) allocated NEXT to my current position (I do not wish to move).
(Please note, should you tick this box and seats either side of your own do not become available, no new seats will be allocated).

I wish to have additional holders as close as possible to my current position*.
(Any seats allocated would be the seats closest to your own at the time of dealing with your application).

I wish all seats, old and new, to be allocated together*.
(Whilst every care will be taken to allocate you the best seats possible, to accommodate your request it may be the case that the new allocation is away from your original position).

*If you select these options and you wish to specify a range of seats that you would accept, please do so in "Position" selection below

Stand

I/We wish to change our seats to/have additional seats located in
(tick one box only):

Dr Martens Stand

Upper Tier

Lower Tier

East Stand

Upper Tier

Lower Tier

Bobby Moore Stand

Upper Tier

Lower Tier

Centenary Stand

Upper Tier

Lower Tier

Position

I would like seats between numbers

and

I would like rows between letters

and

Important Note:

If seats are not available in the rows specified, you will be relocated your old seats. If seats are available in the rows specified, you will automatically allocated the new seats, at which point you will lose your old allocation.



Be a part of it.

Home Cup & Away Match Ticket Scheme Information

Automatic Home Cup Ticket Scheme

Your season ticket will include 19 league fixtures only. Whenever we are drawn at home in either the FA or Carling Cup, it will be necessary for you to purchase your match ticket. By completing the form on page 10, the ticket office will debit your credit/debit card and forward to you a ticket for your designated seat for ALL cup matches played at the Boleyn Ground.

Supporters who choose to enrol will not only receive a 20% discount (cup games only) but will also avoid a booking fee and the inconvenience of having firstly to obtain ticket information and then apply for their ticket(s). If, for whatever reason, you are unable to attend a certain fixture, please be assured that match tickets purchased through the automatic Home Cup Scheme are fully refundable (subject to the ticket being returned no later than 24 hours before kick off). Please note that depending on demand from the away club, Centenary Stand season ticket holders may have to be allocated a seat in another stand for cup games.

Automatic Away Match Ticket Scheme

The Away Match Scheme follows the same principle as a season ticket, although participants are charged a booking fee. You are debited for each away match as it goes on sale and tickets are distributed automatically. Therefore, it is a serious commitment, ONLY for the supporter wishing to attend EVERY away match during that season. Tickets are strictly non refundable. By completing the form on page 10, the ticket office will debit your credit/debit card and forward you a ticket for ALL away matches including ALL away CUP matches.

The scheme is subject to availability. However, in the past five seasons sufficient tickets have always been available to meet demand. Should the scheme become oversubscribed, priority will be given to members with the longest period of membership.

Please note that should you have subscribed to either of the above schemes last season and you wish to continue, it will be necessary for you to complete an application form for 2008/2009 also.

Home Cup & Away Match Ticket Application Form

Tick box if you are a Centenary stand season ticket holder (you may be allocated a different seat for cup games)

Automatic Home Cup Application Form

Surname: First Name: Client Ref:

The ticket will be charged at the same rate as the season ticket. i.e. an Under-16 season ticket holder will be sold a match ticket at an Under-16 price.

Credit/Debit card number: Security Code:

We accept Visa/Visa Delta/Visa Electron/Master Card/ Switch and Solo

Start date: (if shown) Expiry Date: Issue Number: (Switch Only)

I hereby authorise West Ham United FC to debit the above account for the cost of a ticket for all home cup games in season 2008/2009

Card Holder Name and Address or Client Reference if the card holder is also a Season Ticket Holder.

Signed:

Automatic Away Match Ticket Application Form

If you wish to be on the Automatic AWAY scheme, you will automatically be included on the HOME cup scheme and therefore you do not need to complete the HOME cup scheme form. We regret that due to computer system limitations, you cannot be included in the AWAY scheme without being included in the HOME scheme, but there is no booking fee on the HOME scheme and as tickets on the HOME scheme are refundable, you can always return tickets for HOME cup games that you cannot attend and be given a full refund.

Surname: First Name: Client Ref:

Please tick if this holder is: Adult Age 16 or Under Senior Citizen

Credit/Debit card number: Security Code:

We accept Visa/Visa Delta/Visa Electron/Master Card/ Switch and Solo

Start date: (if shown) Expiry Date: Issue Number: (Switch Only)

I hereby authorise West Ham United FC to debit the above account for the cost of a ticket for all away cup games in season 2008/2009

Card Holder Name and Address or Client Reference if the card holder is also a Season Ticket Holder.

Signed:



Be a part of it.

whufc.com

NEW FOR THE 2008/09 SEASON



West Ham United are pleased to announce that from 14 May 2008 the ticket office will be working with a new ticketing company See ThreeSixty - as part of an ongoing commitment to offer supporters as high a level of service as possible.

SEE - THE NEW TEAM FOR TICKETS!

SEE THREESIXTY

The ticket office will be using software called See ThreeSixty Venue Solutions from 14th May 2008. We are confident that in addition to the many benefits the system offers internally, the improved level of functionality and user friendly design of the software will result in a far more satisfactory booking experience.

See ThreeSixty is part of the See tickets group and together they will provide the club with new facilities for both online and telephone bookings. What will be immediately noticeable to supporters is the new-look online service and we can confirm that amongst its many benefits will be:

Once sold the season ticket holder's card would be blocked for that fixture and they would receive a credit against their account which can then be used against either a season ticket renewal or the purchase of a seat for a home cup fixture.

In the case of a seat remaining unsold, at an agreed period of time before the fixture the card would be reactivated allowing the season ticket holder the opportunity to attend.

Further information on this service will be forwarded to season ticket holders shortly.

REDUCED BOOKING FEES

Previously all supporters paid £1.50 per ticket online. However, from the start of the 2008/09 campaign, season ticket holders and members will pay just 50p per ticket when purchasing tickets via the internet.

VIEW & SELECT YOUR SEATS

Whereas previously supporters purchasing tickets online were allocated seats on a best available basis you will now have the option of actually viewing the seating plan and selecting available seats of your choice.

Alternatively for speed you can just enter the number of seats required and use the Quick Tickets option.



PRE-REGISTER NOW!
@ **whufc.com**

Although you may have previously registered to the current online booking service, before you can access the new service you will be required to re-register for the new service.

This is a quick and simple process. It will enable you to prepare for either season ticket or club membership checking and to make any changes to the data currently shown or alternatively register in advance of match ticket sales for the new season.

TICKET TRADE IN

Season ticket holders will have access to the new 'Ticket Trade In' facility. This means that once a fixture has been declared as sold out by the ticket office, any season ticket holders unable to attend that particular fixture will, via the internet, be able to offer his/her seat available for purchase.

All seats posted by season ticket holders will immediately appear on the seating plan as available for purchase by other supporters.



POWERED BY **See**™
DESIGNED BY **cuda** DESIGN

whufc.com

NEW FOR THE 2008/09 SEASON