



### **FAQ's: Blackpool v Swindon Town**

Blackpool welcome Swindon Town on Saturday, in the first league game to be played at Bloomfield Road in over six months.

Due to Government and EFL guidance, the fixture will be played behind closed doors, with live iFollow streaming available.

Season ticket holders have been sent codes to redeem their free iFollow video pass for Saturday's clash. If season ticket holders have not received their codes via email (please also check spam and junk folders), please contact the Club Shop on [tickets@blackpoolfc.co.uk](mailto:tickets@blackpoolfc.co.uk) Please note that supporters will need to assign a valid payment method to their iFollow account (e.g credit card or debit card) to activate their streaming codes – however, they will not be charged.

To help with the transition of temporarily supporting the Seasiders at home, a set of frequently asked questions are below to help with any queries you may have.

### **Is there any way for me to physically attend the fixture on Saturday?**

Unfortunately, no. The fixture will be played behind closed doors, and, to ensure safety of players, officials, and fans, we encourage supporters not to travel to the stadium for the duration of match-day.

### **How can I watch the game?**

The Sky Bet League One fixture is available to stream, in the UK and overseas, for £10. Click [here](#) to purchase your pass.

### **What can we expect?**

Until the EFL's staffing restrictions are resolved, our iFollow stream will be single camera coverage, with live commentary from BBC Radio Lancashire.

### **I am a season ticket holder, but have not received my code. What should I do?**

We have received reports that some codes are being diverted to supporters' spam/junk or promotions folders. Please check your spam folders. If you still cannot locate your streaming codes, please contact Ticket Office on [tickets@blackpoolfc.co.uk](mailto:tickets@blackpoolfc.co.uk). The Ticket Office is open 10am-4pm on weekdays and 10am-1pm on Saturday's, to assist supporters with redeeming their codes. Please note that the Ticket Office will not be able to provide technical assistance, only for streaming code redemption.

Please note, in order to register an iFollow account, the user must confirm that they are over 18 years of age. If this promotional code is intended for an under 18 support, a parent or guardian must register for iFollow and redeem the code. This constitutes parental consent.

All technical enquiries should be made to [ifollow@efl.com](mailto:ifollow@efl.com).



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**Can I watch this game wherever I am?**

Yes. Video match passes are available worldwide for this fixture.

**Can I buy a programme for Saturday's game?**

Yes. The Seaside is back for the 20/21 season. Further details will be announced in due course.

**Will highlights be available?**

Yes. After the game extended highlights will be available for iFollow subscribers, while short highlights will be available as usual on our YouTube channel.

**Do I need an iFollow account to buy the game?**

You will need to register for an iFollow account to purchase your match pass. Register here.

**Why can't I purchase a match pass by using the EFL app?**

Supporters will need to purchase a match pass on a web browser. However, once the pass is purchased, users can watch the game via the app.

**What devices can I watch the game on?**

iFollow can be streamed via the EFL's app, or through a web browser on a computer.

**How can I access technical support if something goes wrong?**

Supporters are advised that technical support can be accessed through live chat on the website during the match, or by emailing the EFL iFollow team on [ifollow@efl.com](mailto:ifollow@efl.com).



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