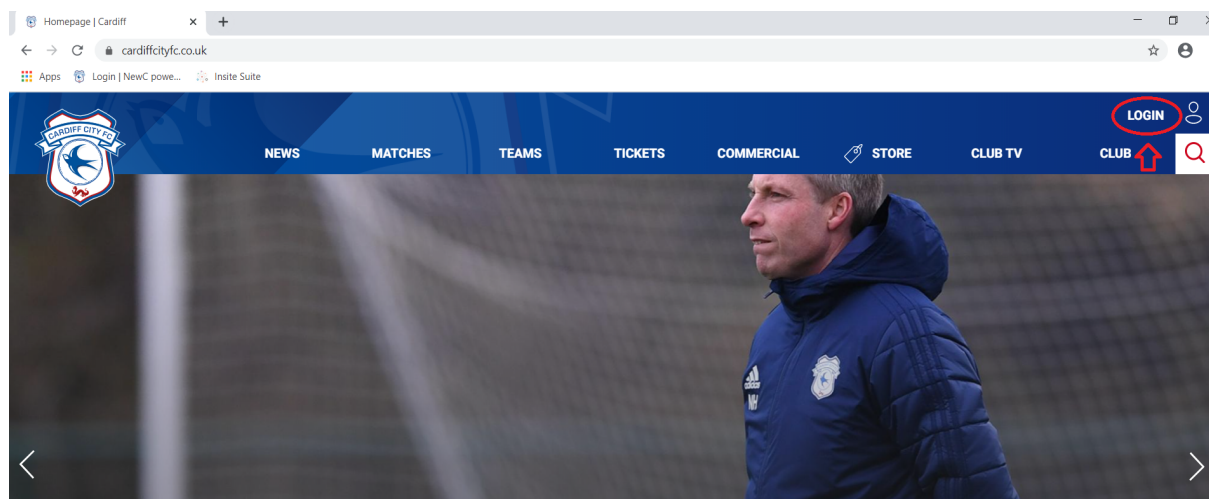


Cardiff City FC

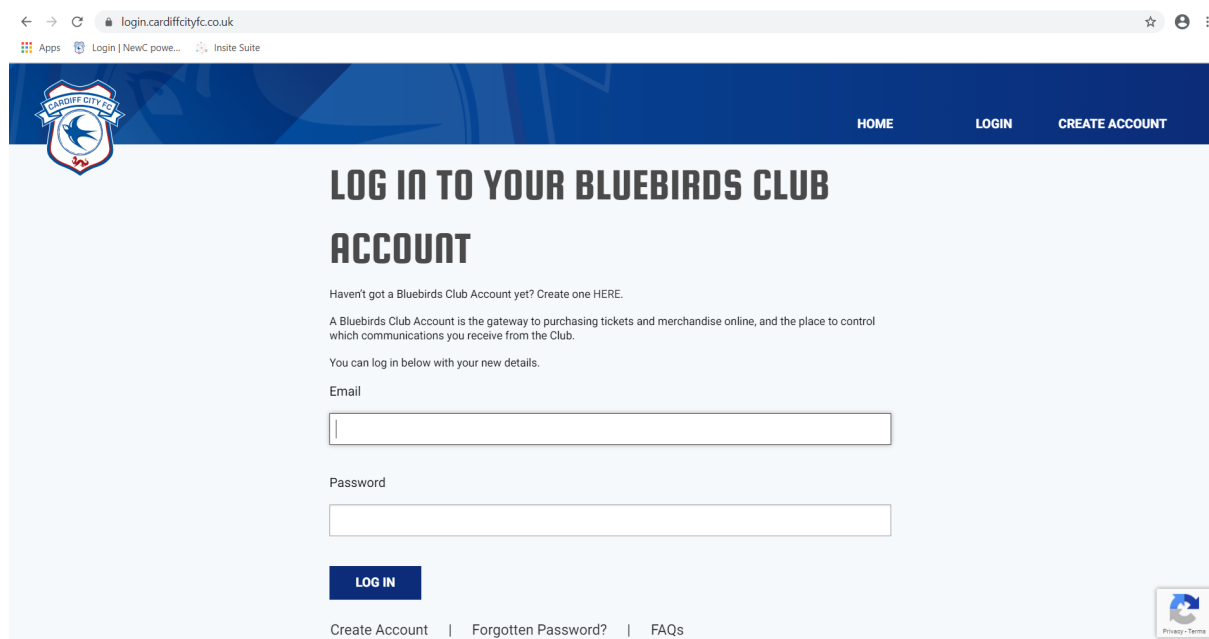
Guide | Options for Season Ticket Holders & Match Ticket purchasers

Remember – you must first log into or create your Bluebirds Club Account and have linked friends or family within your online friends network (if required). We remind supporters that refund requests for each ticket must be made separately.

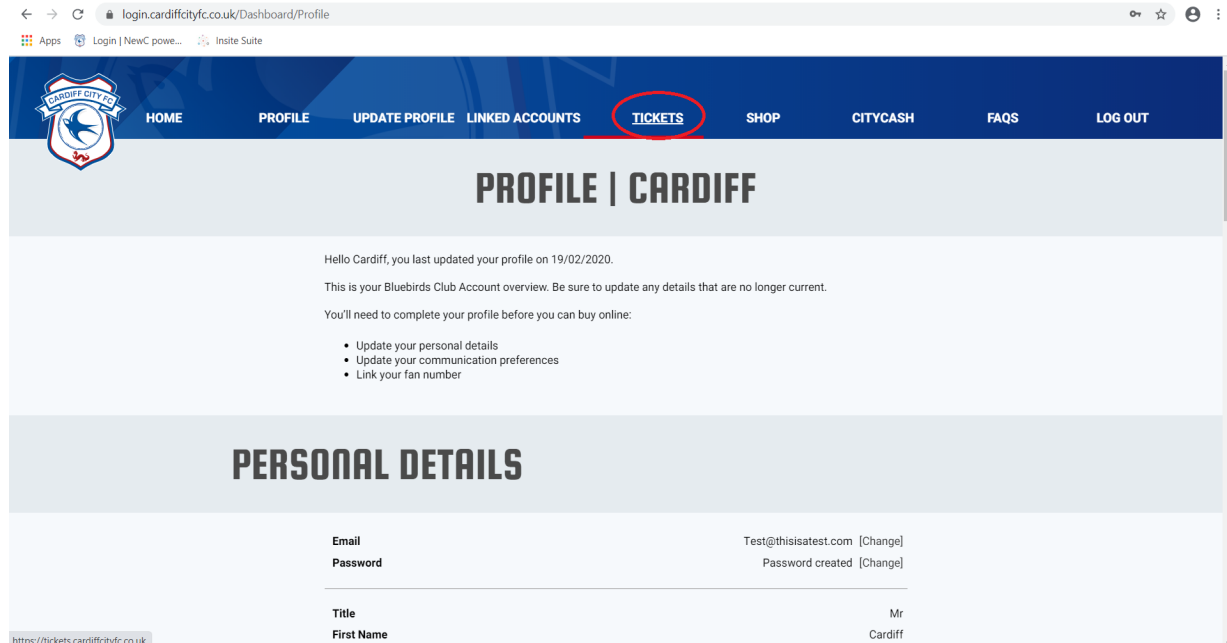
- 1) Visit www.cardiffcityfc.co.uk and click the login button in the top right corner of your screen.



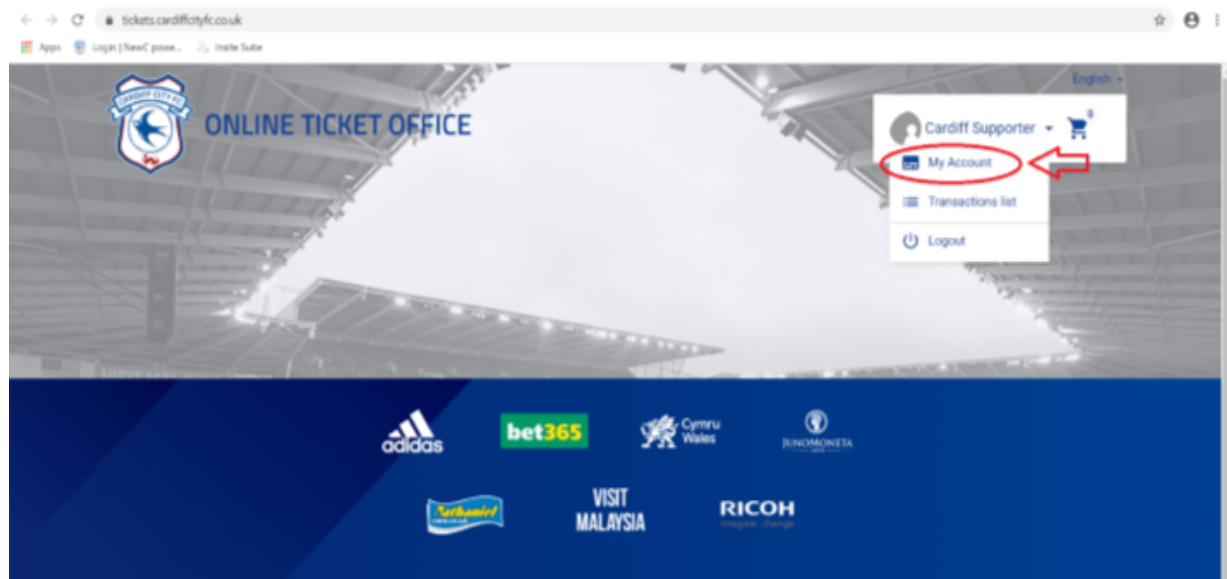
- 2) On the next page, enter your login details to access your Bluebirds Club Account.



3) Once logged in, click the Tickets tab at the top of your page to enter our ticketing website.

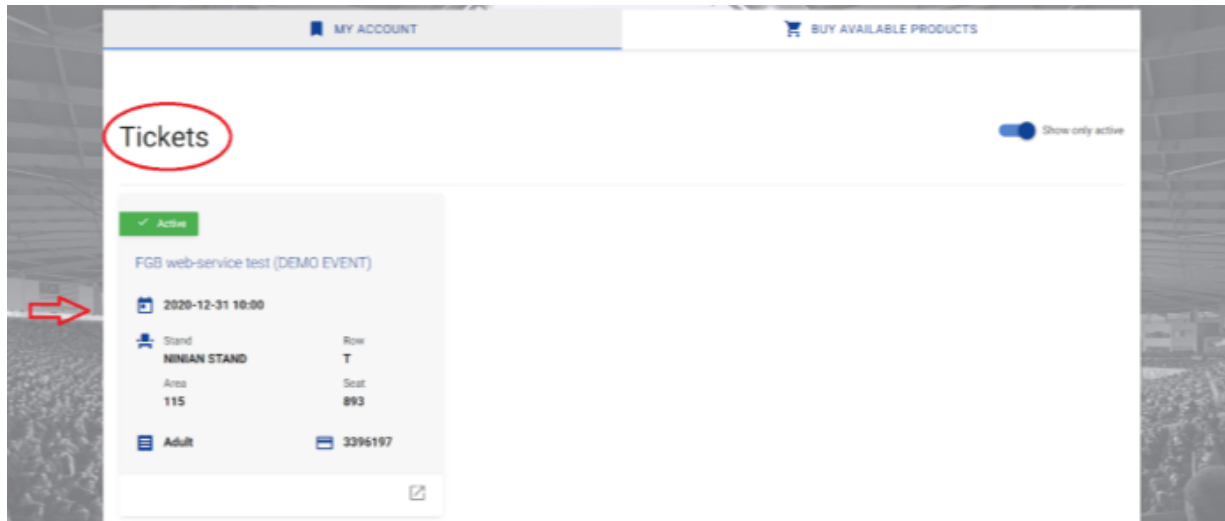


4) Click the small arrow next to your name in the top right corner of your screen and select 'My Account' from the dropdown bar.

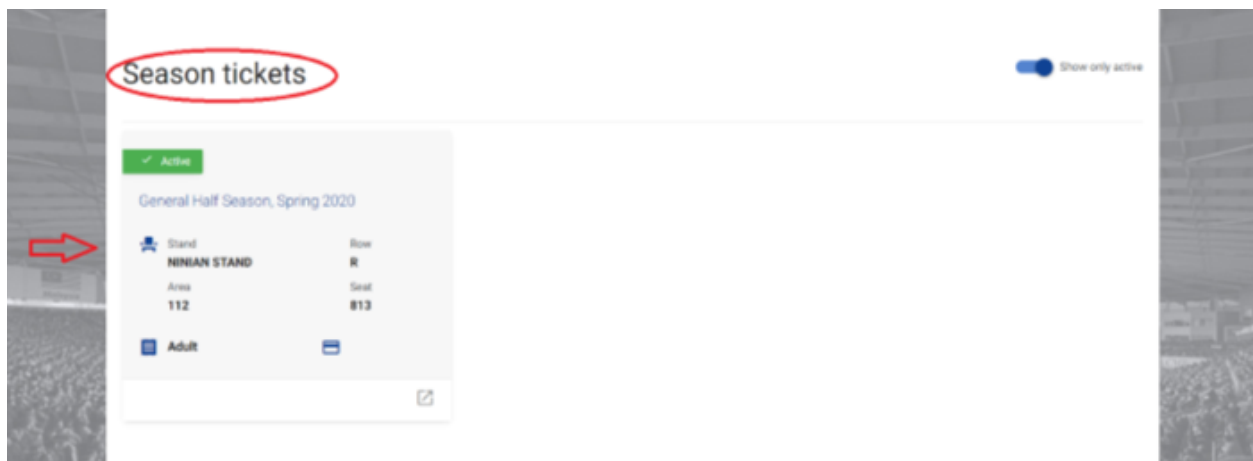


5) Here you can see what active Tickets, Season Tickets and Car Park Season Tickets are under your account.

- You will find your Match Tickets under the Tickets section of your account.



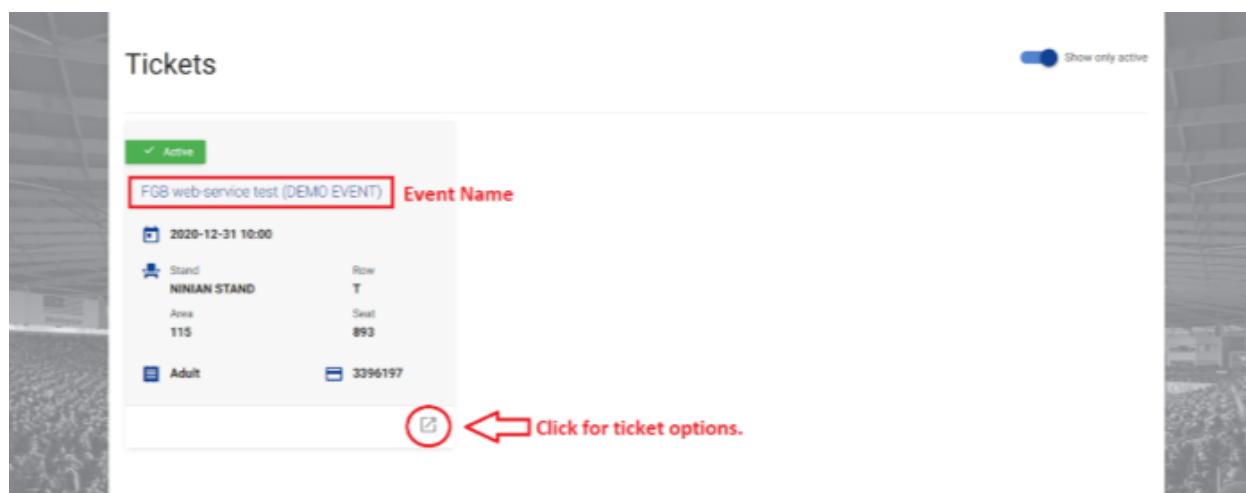
- You will find your purchased Season Tickets under the Season Tickets section of your account.



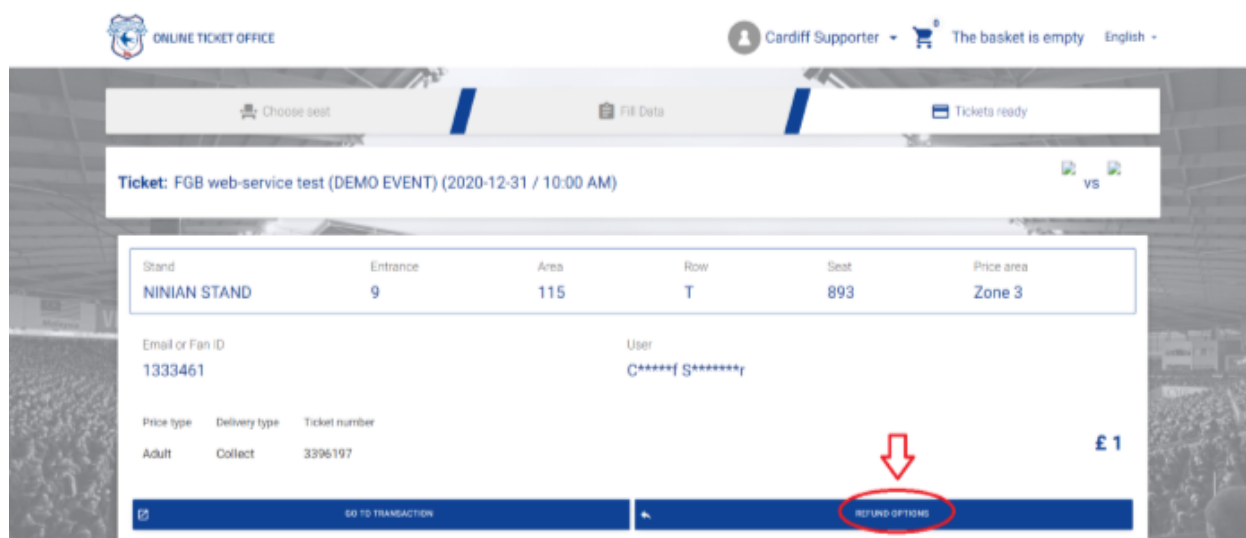
Only tickets sold under your Fan ID number will display in this section of your account.

Requesting your option

1) Select the relevant Ticket or Season Ticket from the 'My Account' section of your Bluebirds Club Account. All tickets have their own square within your account, with the event name labelled. Please click the icon in the bottom right corner of your selected Ticket to see more options.



2) You will be redirected to a new page with detailed information relating to your Ticket. Click 'Refund Options' under your selected Ticket.



Option 1: Academy Donation.

The value of your refund will be donated directly to the Cardiff City Academy. First, click to read more about your options. If you wish to select this option, please ensure that the Academy Donation box is ticked and click the 'YES' button.

The screenshot shows a web form titled "I want to request a refund". It includes a link "here" circled in red with a red arrow pointing to it, accompanied by the text "Please read before you continue." Below this is a section "Choose return type" with three buttons: "Academy Donation" (which has a blue checkmark), "Ticket Office Credit 20/21", and "Cash Refund". There is a "Requested information" text input field. At the bottom right, there is a red arrow pointing down to a "YES" button, which is also circled in red. Next to it is a "NO" button with a circle and slash icon. The text "Click HERE to submit." is positioned above the "YES" button.

I want to request a refund

Read more about your option: [here](#) **Please read before you continue.**

Donate directly to the Cardiff City Academy

Choose return type

☒ Academy Donation ☐ Ticket Office Credit 20/21 ☐ Cash Refund

Requested information

Click HERE to submit.


☐ NO ☒ YES

Option 2: Ticket Office Credit for 2020/21.

The value of your refund will be given in the form of Ticket Office credit, for use upon Cardiff City Stadium's reopening for supporters. You will be able to use the credit for one of four options in 2020/21: (1) Season Ticket renewal, (2) Flex Tickets, (3) Half Season Tickets, (4) Match Tickets.

First, click to read more about your options. If you wish to select this option, please ensure that the Ticket Office Credit 20/21 is ticked and click the 'YES' button.

I wish to request a refund

Read more about your options [here](#)  **Please read before you continue.**

The value of the refund will be issued as Ticket Office Credit to be used during the 20/21 season.


Choose return type

☐ Academy Donation

☒ Ticket Office Credit 20/21

☐ Cash Refund

Requested information

Click HERE to submit. 

☐ NO ☒ YES

Option 3: Cash Refund

Please submit the necessary account information to ensure the refund can be processed. Where possible, refunds will be returned to the account used to make the original purchase.

First, click to read more about your options. If you wish to select this option, please ensure that the Cash Refund box is ticked. Bank Name, Account Name, Account Number (8 digits) & Sort Code (6 digits) must all be submitted into the requested information area. Failure to enter these details correctly may result in your refund being delayed. Click the 'YES' button to submit your request.

Read more about your options [here](#) **Please read before you continue.**

Please submit the necessary account information to ensure the refund can be processed, where possible, refunds will be returned to the account used to make the original purchase.

Please list the following details in the "Requested Information" field below;

Bank Name. Account Name. Account Number (8 digits) & Sort Code (6 digits).

Submission of incorrect account information may result in a delay in processing the refund.

Choose return type

Academy Donation Ticket Office Credit 20/21

✓ Cash Refund

Enter requested information HERE.

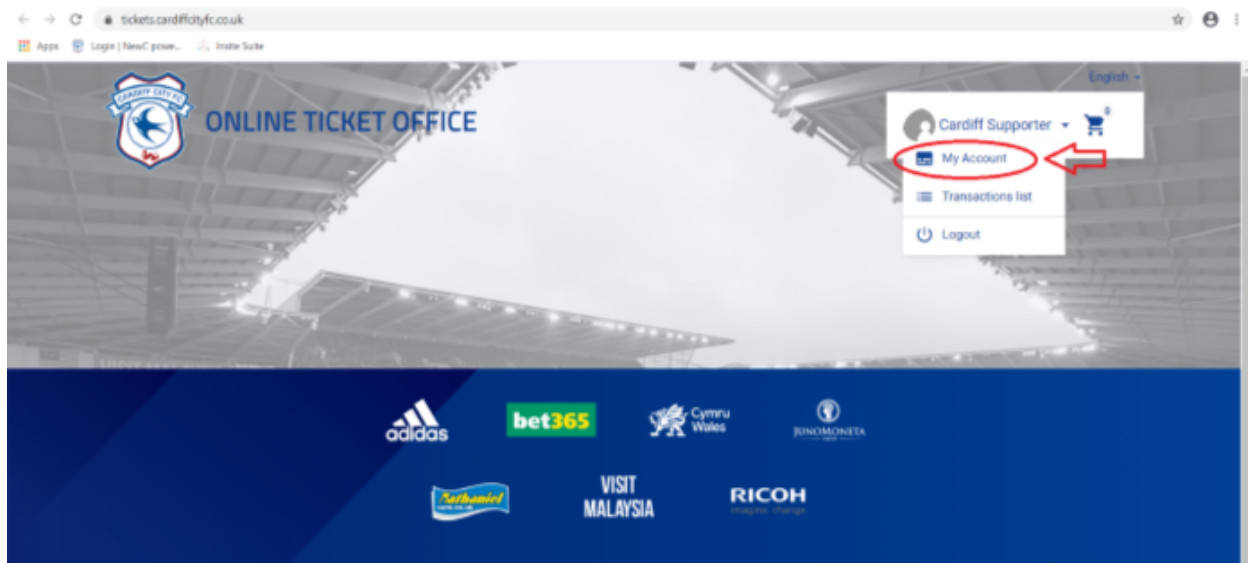
Requested information

Click HERE to submit.

NO YES

How do I request a refund for people in my friends/family network?

You can request a refund for people in your friends/family network by returning to the 'My Account' section of the ticketing website.



Once you have been redirected, scroll to the bottom of the page to the section marked Family and Friends Network. Anybody who has been added to your network will be displayed here. You can identify people in your network by Fan ID and email address.

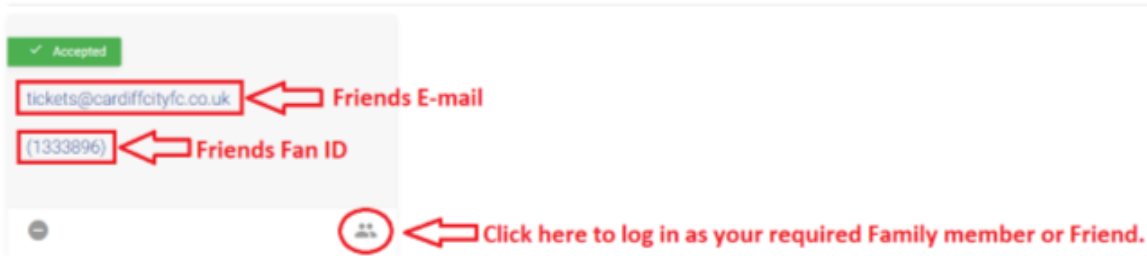
Hover over your selected family member or friend and click the icon in the bottom right hand corner of the box. This will log you in as your selected family member or friend.

Family and Friends Network



Show Pending

Friend Email



You can then repeat the previous steps in this guide to request a refund on selected tickets from your friend or family member's account.

All Season Ticket Holders and matchday ticket holders must respond by 30th June 2020 (5pm) in order to be eligible for the above options. From 1st July 2020, those who have not taken advantage of these options will automatically be issued with Option 1 of their associated purchase.

Further queries:

Ticket queries: tickets@cardiffcityfc.co.uk

Queries in relation to your Bluebirds Club Account: queries@cardiffcityfc.co.uk

General queries: club@cardiffcityfc.co.uk