

2020/21 SEASON TICKET FAQs

- **STREAMING**

What are the streaming services being provided as part of my season ticket?

In the event that any home fixtures included as part of your Season Ticket are played behind closed doors, or with a reduced capacity (that affects your purchase) during the 2020/21 season as a consequence of the COVID-19 pandemic, it will be our intention (subject to governing body permissions) that you will be provided, free of any charge, a streaming voucher to view the fixture.

Is a cash refund available for matches season ticket holders can't attend due to coronavirus, should they choose not to use the streaming service or are unable to?

No. Whilst we appreciate that not all supporters may wish (or be able to make use of) streaming services, there will be no price reduction or cash refund available in the event a fixture must be played behind closed doors.

Will there be any change to the price of my season ticket as a result of a game being played behind closed doors/using a streaming service?

No. The price communicated by the Club will remain the same. Whilst we appreciate that supporters will be disappointed not to be able to support the team at Cardiff City Stadium for every match, a streaming service (subject to governing body approval) will ensure that Season Ticket Holders will not miss out completely on the action in these unprecedented times.

What matches would I be able to stream, should games be played behind closed doors?

All home games included within your Season Ticket which have to be played behind closed doors or with a reduced capacity as a consequence of the COVID-19 pandemic will be available to stream, subject to governing body approval.

- **IN THE EVENT OF A REDUCED STADIUM CAPACITY/FANS BEING UNABLE TO ATTEND DURING 2020/21**

How will the club determine which season ticket holders are allowed into Cardiff City Stadium in the event of a reduced capacity being permitted?

The Club is committed to getting supporters back into the stadium as soon as possible and will investigate all options for this. The Club will communicate further details to our Season Ticket Holders in due course, following government consultation and guidance.

Will I be able to sit in my seat for every Cardiff City home fixture?

Depending on the competition and/or the opposition and any closed door or reduced capacity restrictions enforced as a result of the COVID-19 pandemic, we are unable to guarantee that your usual seat will be available during the 2020/21 season. In such a scenario, we will offer you a ticket for an alternative seat.

- **SHIELDING SUPPORTERS**

I'm not comfortable returning to the stadium because I'm shielding/vulnerable. What will happen to my Season Ticket?

For those supporters unable to renew their Season Ticket due to COVID-19 related medical circumstances, we shall reserve your seat and hold it for you for the 2021/22 season. A payment of 20% will be required now, which will be credited to your 2021/22 Season Ticket. Evidence may be requested for those who submit a deferral request. Should you wish to return at any point during the 2020/21 season then please contact the ticket office directly. See table below for 2021/22 deposit amounts.

If I defer my Season Ticket, what happens if there are no games played in the 2021/22 Season?

Should attendances not be permissible during the 2021/22 season, the Club will review and advise supporters at that time.

- **SEAT RELOCATIONS**

Can I relocate my seat?

The relocation process will begin once Season Ticket renewals have concluded and we have a clearer picture of availability. Those who have requested a seat relocation will still need to renew based on their existing seat as we cannot guarantee all seat relocation requests will be accommodated.

To make a relocation request, please email your details (including your current seat number) to seatmove@cardiffcityfc.co.uk. A member of the Ticket Office team will be in touch to help facilitate your request, following the completion of the renewal window.

My seat was relocated for the (current) 2019/20 season. Where do I renew?

Any season ticket holders that were relocated from Level 5 Ninian Stand to the Level 4 Ninian Stand due to the stand closure (summer 2019), will be eligible to renew their season ticket in the same seat for the 2020/21 season.

Disabled supporters

Due to changes in stadium policy, all disabled supporters will be assisted on an individual basis. Stadium changes and requirements may affect disabled access areas. Supporters can contact us now via email on disabled.supporters@cardiffcityfc.co.uk, whilst phone lines will be in operation from Wednesday 29th July at 10am. Further information is available in the FAQ document below.

- **HOW DO I PAY FOR MY RENEWAL?**

Supporters have two options available to them in respect of payment:

OPTION 1: Pay in Full

You can pay in full by Credit/Debit card online at www.tickets.cardiffcityfc.co.uk. Phone lines will be available for telephone purchases, from Wednesday 29th July at 10am. If you are experiencing difficulties renewing online, please email tickets@cardiffcityfc.co.uk and a member of our team will support.

OPTION 2: 10 Month Instalment Scheme with V12 Retail Finance (subject to status and arrangement fee)

You can renew your Season Ticket via V12 Retail Finance online, accessible via www.tickets.cardiffcityfc.co.uk. If you are applying for V12 Retail Finance, your Season Ticket will not be activated until after V12 Retail Finance pays the price of your Season Ticket to the Club. Cardiff City Football Club is authorised and regulated by the Financial Conduct Authority. CARDIFF CITY FOOTBALL CLUB DOES NOT PROVIDE SEASON TICKET FINANCE ITSELF AND ONLY ACTS AS A CREDIT BROKER introducing supporters seeking personal loans for season tickets to V12 Retail Finance, an intermediary and agent for the underlying lender. IF YOUR APPLICATION IS SUCCESSFUL, CARDIFF CITY FOOTBALL CLUB MAY RECEIVE FROM V12 RETAIL FINANCE EITHER A FLAT FEE OR AN AMOUNT OF COMMISSION WHICH VARIES DEPENDING ON THE PRODUCT CHOSEN AND THE VALUE OF YOUR SEASON TICKET.

Can I use my CityCash / Credit for my renewal?

Yes, CityCash will be accepted as a method of payment for your season ticket purchase. Any supporters that are in receipt of a Ticket Office Credit from the 2019/20 season can also use this amount owed towards the renewal of their 2020/21 season ticket. City Cash and club credit can be used on an individual basis only. Each ticket holder will need to login via their Bluebirds Account (one per person) and complete their individual purchase utilising their City Cash and/or credit voucher.

A renewal guide – including instructions on applying Season Ticket credit and CityCash – [can be found here](#).

*Shielding supporter 2021/22 deposit amounts.

Corporate Areas		20% deposit for 21/22
	Early Bird Window	
Diamond Suite	Diamond Suite	
Founder Member	£1,078.80	215.76
Diamond Member	£1,198.80	239.76
Juno Moneta Lounge	Juno Moneta Lounge	
Adult	£749.00	149.8
Seniors 60+	£549.00	109.8
16-21yrs	£489.00	97.8
Juniors U16	£299.00	59.8
Ninian Lounge	Ninian Lounge	
Adult	£749.00	149.8
Seniors 60+	£549.00	109.8
16-21yrs	£489.00	97.8
Juniors U16	£299.00	59.8

General Areas

General Areas		
	Early Bird Window	
ZONE 1	ZONE 1	
Adult	£479.00	95.8
Seniors 60+	£359.00	71.8
16-21yrs	£289.00	57.8
Juniors U16	£249.00	49.8
ZONE 2	ZONE 2	
Adult	£379.00	75.8
Seniors 60+	£269.00	53.8
16-21yrs	£199.00	39.8
Juniors U16	£159.00	31.8
ZONE 3	ZONE 3	
Adult	£329.00	65.8
Seniors 60+	£239.00	47.8
16-21yrs	£159.00	31.8
Juniors U16	£109.00	21.8
Junior U16 with Full Pay Adult	£49.00	9.8
ZONE 4	ZONE 4	
Adult	£279.00	55.8
Seniors 60+	£209.00	41.8
16-21yrs	£99.00	19.8
Juniors U16	£69.00	13.8
Junior U16 with Full Pay Adult	£49.00	9.8
ZONE 4F	ZONE 4F	
Adult	£249.00	49.8
Seniors 60+	£149.00	29.8
16-21yrs	£99.00	19.8
Juniors U16	£49.00	9.8
Family Ticket (Family of 4)	£549.00	109.8

ZONE D	ZONE D	
Adult	£249.00	49.8
Seniors 60+	£149.00	29.8
16-21yrs	£99.00	19.8
Juniors U16	£49.00	9.8