

FAQs

General Questions

What is CityCash?

CityCash is a Loyalty Scheme for Season Ticket Holders and Members to recognise and reward their support by giving them something back from the Club.

All Qualifying Season Ticket Holders and Qualifying Members can earn CityCash on the purchase of:

- Full-price Merchandise items (at list price only unless otherwise stated by the Club)
- Qualifying Home League Match Tickets*
- Matchday Hospitality Packages
- Corporate Club Events (as determined by the Club)
- Additional Rewards (as determined by the Club)

**Home League Match Tickets refers to tickets purchased for League matches played at Cardiff City Stadium during the normal season.*

All Qualifying Season Ticket Holders and Qualifying Members can redeem CityCash on the purchase of:

- Merchandise items (at list price only unless otherwise stated by the Club)
- Qualifying Home League Match Tickets*
- Corporate Club Events (as determined by the Club)
- Full Season Tickets
- Pro-Rata Season Tickets
- Half Season Tickets
- Club Memberships

**Home League Match Tickets refers to tickets purchased for League matches played at Cardiff City Stadium during the normal season.*

Additional opportunities to earn and redeem CityCash will be available and communicated throughout the Season by the Club.

How do I check my CityCash balance?

You will receive a monthly Loyalty Statement on the 4th of every month via email, containing a link to your personalised webpage which can be accessed via an internet connection at any time to view your current balance and transaction history. Please ensure that your contact details are up-to-date by logging in to your account on the [E-Ticketing Website](#) or the [Official Online Store](#). You can also check your balance in person at the Ticket Office or the in the Cardiff City Store.

What if my Season Ticket Card or Membership Card is lost or stolen?

Any Season Ticket or Membership Cards which are lost, stolen, misplaced or damaged should be reported to the Ticket Office as soon as possible so that the card can be cancelled. A replacement card will incur a fee of £10 and can only be issued to the named person on the original card. Any remaining CityCash will be transferred to the replacement Card within 48 hours.

Is my balance transferable to another Season Ticket Holder or Member?

No. CityCash is non-transferable.

Can I combine my CityCash balance with another supporter?

No. This Scheme operates on an individual supporter basis.

Will supporters be warned when their balance is about to expire?

Yes. There will be reminders across the Club's Official Website (www.cardiffcityfc.co.uk). All supporters who have opted-in to receive communication from the Club will be sent a reminder as

the deadline approaches. Please ensure that your contact details and communication preferences are up-to-date by logging in to your account on the [E-Ticketing Website](#) or the [Official Online Store](#), or by contacting the Ticket Office by calling **033 33 11 1920** or email tickets@cardiffcityfc.co.uk.

Eligibility

Who can take part in the CityCash Scheme?

All General Season Ticket Holders, Diamond Suite Members, Juno Moneta Lounge Members, Ninian Lounge Members, Seasonal Box Holders, Club Members and Flex5+ Ticket Holders are eligible to earn CityCash and are automatically enrolled in to the Scheme during the Season for which their Season Ticket or Membership is valid. Those with a Zero Value Season Ticket will not be eligible for the CityCash Scheme. Season Ticket Holders, Club Members and Flex5+ Ticket Holders will be enrolled automatically 48 hours after the purchase has been processed.

If you are not currently a Qualifying Season Ticket Holder or Qualifying Member and would like to take advantage of our CityCash Scheme, please call the Ticket Office on **033 33 11 1920**. For additional information regarding Club Memberships and Flex5+ Tickets, visit www.cardiffcityfc.co.uk/tickets. If you have any queries regarding the CityCash Scheme, please email citycash@cardiffcityfc.co.uk.

When does the CityCash Scheme start and end?

All CityCash balances will be cleared at 00:00 on 1st June, at which point each Qualifying Member's CityCash balance will return to zero. For the avoidance of doubt, CityCash balance can be redeemed up until 23:59 on 31st May. The Club reserves the right to amend these dates at any time.

Special dispensation to this section has been given for 19/20 Qualifying Season Ticket Holders and Qualifying Members due to the COVID-19 pandemic.

- i. Any 19/20 Qualifying Season Ticket holders or Qualifying Members who purchase or renew their Season Ticket for the 20/21 Season before 21st August at 23:59 will retain any CityCash balance accrued during the 19/20 Season for the 20/21 Season.
- ii. Any 19/20 Qualifying Season Ticket holders or Qualifying Members who do not purchase or renew their Season Ticket for the 20/21 Season will have their balance cleared at 00:00 on 22nd August. For the avoidance of doubt, CityCash balance can be redeemed up until 23:59 on 21st August for these fans.

I was a Season Ticket Holder previously but not this season; am I eligible for CityCash?

Season Ticket Holders, Club Members and Flex5+ Ticket Holders are only enrolled and eligible for the CityCash Scheme in the season for which their Season Ticket or Membership is valid.

I have purchased hospitality this season but am not a Season Ticket Holder; can I earn CityCash?

Only those with a Season Ticket, Club Membership or Flex5+ Ticket are eligible for CityCash.

I am a Disabled Helper – am I eligible for CityCash?

Those who have been issued a Zero Value Ticket are not eligible for the CityCash Scheme.

How can you verify that supporters are who they say they are?

Any supporter using a Season Ticket or Membership Card to earn or redeem in-store or over the phone may be asked to provide satisfactory proof of identification (including Photo ID or address details). When earning or redeeming online, a supporter will need to log in to their account using their email address and password.

I have more than one fan number; which number will my CityCash go onto? The fan number that was used when purchasing your Season Ticket or Membership is the fan number which stores your CityCash balance. Please contact the Ticket Office if you have more than one fan number so that we can update our records and confirm the correct fan number.

I have upgraded from a Club Member to a Half Season Ticket Holder; what happens to my CityCash balance?

Any Club Member who upgrades to become a Season Ticket Holder will have their existing balance transferred to their Season Ticket Card and be considered a Qualifying Season Ticket Holder and not a Qualifying Member from the date of issue.

I am a Season Ticket Holder and a Club Member; which CityCash rates am I entitled to?

Any Season Ticket Holder that is a Club Member will be entitled to the Season Ticket Holder CityCash Scheme rates only.

What is my Starting Balance?

Qualifying Season Ticket Holders and Qualifying Members will receive the following Starting Balances:

- Starting Balance of £20 for a Full Season Ticket Holder whose ticket has been purchased within the first week of going on sale (Wednesday, 22nd July at 10:00am - Wednesday, 29th July at 9:59am). Available from 1st September.
- Starting Balance of £10 for a Full Season Ticket Holder whose ticket has been purchased within the second week of going on sale (Wednesday, 29th July at 10:00am - Tuesday, 4th August at 5:00pm). This is an online and telephone sales offer. Available from 1st September.
- Starting Balance of £5 for a Full Season Ticket Holder whose ticket has been purchased within the third window of going on sale (Tuesday, 4th August at 5:01pm - Friday, 14th August at 5:00pm). This is an online and telephone sales offer. Available from 1st September.

No CityCash starting balances will be awarded to Season Ticket purchases outside of these dates.

Earning CityCash

How can I earn CityCash?

Qualifying Season Ticket Holders earn the following CityCash:

- 10% on full-price Merchandise items (at list price only unless otherwise stated by the Club) (e.g. £40 spent = £4 CityCash)
- 5% on Qualifying Home League Match Tickets (e.g. £40 spent = £2 CityCash)
- 2% on Matchday Hospitality Packages (e.g. £99 spent = £1.98 CityCash)
- 2% on Corporate Club Events (as determined by the Club) (e.g. £50 spent = £1 CityCash)
- Additional Rewards (as determined by the Club)

Qualifying Members earn the following CityCash:

- 5% on full-price Merchandise items (at list price only unless otherwise stated by the Club) (e.g. £40 spent = £2 CityCash)
- 2% on Home League Match Tickets (e.g. £40 spent = £0.80 CityCash)
- 1% on Matchday Hospitality Packages (e.g. £99 spent = £0.99 CityCash)
- 1% on Corporate Club Events (as determined by the Club) (e.g. £50 spent = £0.50 CityCash)
- Additional Rewards (as determined by the Club)

**Home League Match Tickets refers to tickets purchased for League matches played at the Cardiff City Stadium during the normal season.*

Additional opportunities to earn and redeem CityCash will be available and communicated throughout the Season by the Club.

Which matches come under the category of 'Qualifying Home League Matches'?

Qualifying Home League Matches refers to First-team League matches played at Cardiff City Stadium during the normal season, excluding any play-off matches.

First Team matches played in any Cup competitions (including, but not limited to the Carabao Cup and the FA Cup) are not included in the Scheme. CityCash cannot be earned or redeemed on tickets for Cup matches.

Can I earn CityCash without presenting my Season Ticket or Membership Card in store?

No. you must present your Season Ticket or Membership Card at the till point in-store in order to earn or redeem CityCash. It is not possible to redeem CityCash retrospectively where the supporter has forgotten to present their Season Ticket or Membership Card at the till point.

How is the 'Qualifying Spend' calculated?

Qualifying Spend is the total price paid by a Qualifying Season Ticket Holder or Qualifying Member once any payment by CityCash has been excluded. For example, if a Qualifying Season Ticket Holder purchases a replica Shirt for £45 in-store and pays for it with £15 of CityCash, they would earn 10% CityCash back on the £30 spent, giving a total CityCash earning of £3.

I want to buy additional tickets for a friend, but they would like to still add the ticket to their own booking history. Is this possible?

Yes. If you are purchasing the ticket and can provide a name, address and fan number for your friend then you can earn CityCash and your friend will still build up their booking history.

How long does it take for CityCash to be added to my account?

CityCash will be added to your account within 48 hours after the respective fixture or event has taken place. Please allow 30 days for Club Cash earned on full-price merchandise items to be added to your account in-line with the Club's returns policy. Additional rewards will be determined on a case by case basis by Cardiff City FC.

Do I earn CityCash on the full amount that I have spent?

You will earn CityCash on the Qualifying Spend, excluding any booking or delivery fees.

Are there any exclusions when earning City Cash on merchandise items?

You will earn CityCash on all full-price Merchandise items online and in-store, excluding sale or promotional items unless otherwise stated by Cardiff City FC. You cannot earn or redeem CityCash on Matchday Programmes, Postage, Carrier Bags, discounted items, Gift Vouchers, Third Party Personalised Items, or Charitable donations.

Redeeming your CityCash**Where can I spend my CityCash?**

All Qualifying Season Ticket Holders and Qualifying Members can redeem CityCash on the purchase of:

- Merchandise items (at list price only unless otherwise stated by the Club)
- Qualifying Home League Match Tickets*
- Corporate Club Events (as determined by the Club)
- Full Season Tickets
- Pro-Rata Season Tickets
- Half Season Tickets
- Club Memberships

**Home League Match Tickets refers to tickets purchased for League matches played at the Cardiff City Stadium during the normal season.*

Additional opportunities to earn and spend CityCash will be available and communicated throughout the season by the Club.

CityCash can be redeemed on merchandise items in person at the Club Store or online at www.cardiffcityfcstore.com until 31st May. Just present your Season Ticket or Membership Card prior to payment, or log in to the [Official Online Store](#) using your email address and password to redeem your CityCash. If you are not already registered online, please visit www.cardiffcityfcstore.com or <https://tickets.cardiffcityfc.co.uk/> where you can create a new account. Please ensure that you activate your account prior to purchase.

CityCash can be redeemed on Home League Match Tickets, Full Season Tickets, Pro-Rata Season Tickets, Half Season Tickets and Club Memberships in person at the Ticket Office, over the phone by calling **033 33 11 1920**, or online at <https://tickets.cardiffcityfc.co.uk/>.

CityCash can be redeemed on selected Corporate Club Events (as determined by the Club) over the phone by calling the Club's Commercial Department on **033 33 11 1921**.

CityCash cannot be spent against the value of any Cup or Away Match Tickets, Match Ticket Bundles as well as Matchday Hospitality Packages or selected Corporate Club Events (as determined by the Club). CityCash also cannot be redeemed on Matchday Programmes, Postage, Carrier Bags, Discounted items, Gift Vouchers, Third Party Personalised Items, or Charitable donations.

Are there any exclusions when redeeming CityCash on merchandise items?

You can redeem CityCash on all merchandise items online and in-store, excluding sale or promotional items unless otherwise stated by Cardiff City FC. You cannot earn or redeem CityCash on Matchday Programmes, Postage, Carrier Bags, discounted items, Gift Vouchers, Third Party Personalised Items, or Charitable donations.

Can I spend my CityCash on all Tickets?

CityCash can be used towards the purchase of Qualifying Home League Match Tickets, Full Season Tickets, Pro-Rata Season Ticket, Half Season Tickets and Club Memberships. Qualifying Home League Matches refers to League matches played at Cardiff City Stadium during the normal season. First Team matches played in any Cup competitions (including, but not limited to the Carabao Cup and the FA Cup) are not included in the Scheme. CityCash cannot be earned or redeemed on tickets for Cup matches.

What happens to my CityCash balance at the end of the season?

All CityCash balances will be cleared at 00:00 on 1st June, at which point each Qualifying Season Ticket Holder's or Qualifying Member's CityCash balance will return to zero. For the avoidance of doubt, CityCash balance can be redeemed up until 23:59 on 31st May.

Can I spend my CityCash on the online store or online ticketing website?

You can spend your CityCash at the [Official Online Store](#). Just log in using your email address and password on the [Official Online Store](#) to redeem your CityCash. If you are not already registered online, please visit www.cardiffcityfcstore.com or <https://tickets.cardiffcityfc.co.uk/> where you can create a new account. Please ensure that you activate your account prior to purchase. For future visits to the [Official Online Store](#), just log-in to your account and your CityCash will be available to earn and spend on purchases.

CityCash can be redeemed on Qualifying Home League Match Tickets, Full Season Tickets, ProRata Season Tickets, Half Season Tickets and Club Memberships in person at the Ticket Office or over

the phone by calling 033 33 11 1920. It is not currently possible to redeem your CityCash on ticketing online.

What's the minimum amount of CityCash I can redeem in one transaction?

There is no minimum redemption amount of CityCash.