

BLUEBIRDS CREDIT

TERMS AND CONDITIONS

These terms and conditions apply to Bluebirds Credit that has been awarded to supporters for the 2021/22 Season as a result of the Covid-19 pandemic.

These terms and conditions will be updated on a season-by-season basis, or as required.

1. Within these terms and conditions, the following meanings will apply to the following words:

Card means **Season Ticket** or **Membership Card** belonging to Eligible Groups. Bluebirds Credit balance will be stored on the Season Ticket or Membership Card; whichever is applicable.

Club means **Cardiff City Football Club Limited [Cardiff City FC]**– registered company number 109065 and registered office Cardiff City Stadium, Leckwith Road, Cardiff CF11 8AZ.

Club Store means the **Cardiff City FC Official Store at Cardiff City Stadium**.

Online Ticketing Website means the **Cardiff City FC online Ticketing Website** at <https://tickets.cardiffcityfc.co.uk/>

Eligible Groups means supporters who have been awarded Bluebirds Credit as a result of the Covid-19 pandemic.

First Team means the **Cardiff City FC men's first team**.

Full Season Ticket means, for the purpose of these terms and conditions, **any Season Ticket purchased on or before the first Qualifying Home League Match of the normal season**.

Half Season Ticket means, for the purpose of these terms and conditions, **any Season Ticket purchased on or after the specified Half Season Ticket on sale date (as per cardiffcityfc.co.uk) that is not referred to as a "Pro-Rata Season Ticket"**.

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

Matchday Hospitality Packages means **Tickets purchased for Qualifying Home League Matches in The Captains Lounge, Fred Keenor Lounge, the Sony Suite, the Heineken Lounge or Matchday Boxes**.

Official Sales Point means the **Club Store, Online Store, Ticket Office, Online Ticketing Website, or the Club's Commercial Department**.

Online Store means the **Cardiff City FC Official Online Store** at www.cardiffcityfcstore.com

Pro-Rata Season Ticket means, for the purpose of these terms and conditions, **any Season Ticket purchased after the first Qualifying Home League Match of the normal season, but not purchased as a Half Season Ticket.**

Scheme means the **mechanism of providing supporters with Bluebirds Credit.**

Stadium means **Cardiff City Stadium, Leckwith Road, Cardiff CF11 8AZ.**

Ticket Office means the **Cardiff City FC Ticket Office at Cardiff City Stadium.**

Qualifying Away League Match means **First Team League matches played away from Cardiff City Stadium during the normal season.**

Qualifying Home League Match means **First Team League matches played at Cardiff City Stadium during the normal season, excluding Friendly and play off fixtures.**

Qualifying Supporter means **a supporter who has been awarded 'Bluebirds Credit' as a result of behind closed doors fixtures due to the Covid-19 pandemic.**

Qualifying Spend means **the total price paid by a Qualifying Supporter to the Club after the value of any Bluebirds Credit redemption has been excluded from the transaction. For example, if a Qualifying Supporter bought a £20 Home League Match Ticket which was partly paid for using £5 of Bluebirds Credit, the Qualifying Supporters Spend would be £15.**

2. These terms and conditions apply to the Bluebirds Credit Scheme.

3. At no time can Bluebirds Credit be exchanged for actual currency. Bluebirds Credit can only be redeemed at the Ticket Office, the Club Store, the Online Store, online Ticketing Website or via the Club's Commercial Department and cannot be exchanged for cash or for a paper voucher.

4. Bluebirds Credit is non-transferable and can only be used by the named individual or company attached to the Bluebirds Club Account.

5. The Club shall credit Eligible Supporters with the following Bluebirds Credit Starting Balances:

- 2020/21 Season Ticket Holders who opted for a Streaming Pass will have their Bluebirds Credit updated with the value of their 2020/21 Season Ticket, minus a £10-per-game deduction (from the first home league fixture following the redemption of their Streaming Pass).
- 2020/21 Season Ticket Holders who did not opt for a Streaming Pass will have their Bluebirds Credit updated with the full value of their 2020/21 Season Ticket.
- 2019/20 Season Ticket or Match Ticket holders who opted for Ticket Office credit to be redeemed in the 2020/21 season will have any outstanding Ticket Office credit balances added to their Bluebirds Credit.
- 2020/21 Season Ticket Holders who purchased a Seasonal Car Park pass for the 2020/21 Season will have their Bluebirds Credit balance updated with the full value of their 2020/21 Seasonal Car Park pass.

- Supporters who paid a 20% COVID Shield Deposit to hold their seat for the 2021/22 Season will have their Bluebirds Credit updated with the full value of their COVID Shield Season Ticket deposit.

Supporters who have a combination of the above credit balances will have their outstanding credit balances combined into one overall amount referred to as 'Bluebirds Credit'. Any outstanding Ticket Office credit balances will also be combined into the supporter's 'Bluebirds Credit' balance.

6. Bluebirds Credit is awarded on an individual basis and cannot be transferred between supporters.

7. Bluebirds Credit will not be refunded in circumstances where a Qualifying supporter has purchased a ticket using Bluebirds Credit and is then ejected from the Stadium for behavioural reasons.

8. Bluebirds Credit can be redeemed on the following items when purchased via an Official Sales Point:

- a. Merchandise items (at list price only unless otherwise stated by the Club)
- b. Qualifying Home League Match Tickets (subject to availability and sales criteria)
- c. Corporate Club Events (as determined by the Club)
- d. Full Season Tickets (subject to availability and sales criteria)
- e. Pro-Rata Season Tickets (subject to availability and sales criteria)
- f. Half Season Tickets (subject to availability and sales criteria)
- g. Club Memberships (subject to availability and sales criteria)

9. Exclusions on the redemption of Bluebirds Credit on Merchandise may apply and these will be communicated via the Club's Official Website and monthly Loyalty Statements where applicable.

10. When redeeming Bluebirds Credit, Eligible Groups must produce their card at the point of sale and prior to payment. The Club retains the right to ask for satisfactory proof of identification (including Photo ID) upon redemption of Bluebirds Credit. Any 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. Replacement cards will incur a fee of £5 and can only be issued to the named person on the original card. Any remaining Bluebirds Credit will be transferred to the replacement card within 48 hours. The Club takes no responsibility for any Bluebirds Credit which is redeemed fraudulently between a Card being lost, stolen, misplaced or damaged and it being reported to the Ticket Office.

11. For the avoidance of doubt, it is not possible to redeem Bluebirds Credit retrospectively where the supporter has forgotten to present their card prior to payment.

12. When Eligible Groups have redeemed a certain value of Bluebirds Credit, their Bluebirds Credit balance will be reduced by that amount. If the full Bluebirds Credit balance is redeemed, the Bluebirds Credit balance will return to zero. The balance cannot go into a negative value.

13. If Bluebirds Credit is used as part or full payment and subsequently refunded, any Bluebirds Credit owed because of such an exchange or refund will be added to the balance of Bluebirds Credit Account. Cash refunds on the Bluebirds Credit amount are not available in these circumstances.

14. Qualifying Supporters are responsible for supplying the Club with their most up-to-date contact details. You can update your details at any time by logging in to the Online Ticketing website or Online Store, or by contacting the Ticket Office directly.

15. For the avoidance of doubt, 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 definition of "Qualifying Home League Match" and are not included within the scheme. Bluebirds Credit cannot be redeemed on tickets for Cup matches.

16. The Club reserves the right to change or amend these terms and conditions at any time without notice and at our discretion, and;

a. Discontinue the scheme at any time

b. Alter the qualifying criteria of the Scheme

c. Suspend any Bluebirds Credit amount or cancel any Bluebirds Credit collected at any time where the terms and conditions have been breached, or for any other reasonable condition such as suspected fraud

d. Extend the scheme at our own discretion.

17. The Club reserves the right to correct errors made in monthly Loyalty Statements or by its members of staff when informing an Eligible Group member of the value of their available Bluebirds Credit. The Club is not liable under any circumstances to any third party for loss caused by such errors.

18. Bluebirds Credit cannot be redeemed against food and beverage outlets at the stadium.