

# 2021/22 SEASON TICKET TERMS & CONDITIONS

Cardiff City Football Club has a dedicated Ticket Office team working to ensure that purchasing tickets with us is as simple and easy as possible. Should you have any queries, please call our Ticket Office on **033 33 11 1920** (subject to advertised opening hours) or contact us via email on [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk).

## 2021/22 General Season Ticket Holder Terms & Conditions [excludes corporate season tickets]

Becoming a **2021/22 General Season Ticket Holder** will allow you to take advantage of a range of exclusive benefits over the course of the campaign, namely:

- Personalised Season Ticket Access Card that can be loaded as a Digital Season Ticket Pass on your smartphone (Subject to compatibility)
- Reserved seat with entry to all 23 home league fixtures played at Cardiff City Stadium (subject to fixtures being played at full capacity)
- Access to our new loyalty rewards programme, *Bluebirds Rewards*
- Supporters who renew their Season Ticket in our early bird window, between 10:00am Thursday July 1<sup>st</sup> and 23:59 on Wednesday July 14<sup>th</sup> 2021 will be awarded a starting balance of 150 points for our new loyalty rewards programme, *Bluebirds Rewards*.
- Priority of purchase on away league tickets, over Club Members and Flex ticket holders (subject to availability, COVID-19 restrictions and/or pre-determined sales criteria)
- Preferential access to Cup fixtures (where applicable, subject to availability)
- 10% discount on Cardiff City Matchday Hospitality and non-matchday stadium room bookings
- Exclusive birthday offers and more

**Please be advised that all Season Ticket Holders for the 2021/22 Season will receive a Season Ticket Access card to access the stadium for the 23 home league fixtures included in their package. All Season Ticket Holders will have the option to download a digital NFC version of their Season Ticket via their online Ticketing Account. Subject to COVID-19 restrictions and device compatibility.**

## V12 FINANCE LTD

You can renew your Season Ticket via **V12 Retail Finance** online, accessible via [www.tickets.cardiffcityfc.co.uk](http://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.

- All season ticket finance applications are subject to status and availability.
- All season ticket finance applications are subject to an arrangement fee.
- Please be advised that if you apply for your Season Ticket via V12 Finance Ltd. online or via the ticket office and your application is not signed/agreed within seven days, that your Season Ticket will be released for sale. If you do not receive any correspondence within 24 hours of applying, please contact the Ticket Office as soon as possible.
- If you have applied for your Season Ticket via V12 finance and have been unsuccessful in your application, you will need to contact the Ticket Office within seven days to arrange alternative payment. Failure to do so will result in your seat being reallocated for sale.
- Whilst we do not accept responsibility for renewal issues caused by system errors, we at the ticket office will endeavor to assist you in rectifying the problem as efficiently as possible.

**The image below shows numbered stadium zones for 2021/22 Season Tickets:**



# STADIUM MAP

## NINIAN STAND



## GRANDSTAND



### ZONE 1

	Early Bird Ticket Price	Standard Ticket Price
Adult	£479	£529
Seniors 60+	£359	£409
16-21yrs	£289	£339
Juniors U16	£249	£279



### ZONE 2

	Early Bird Ticket Price	Standard Ticket Price
Adult	£379	£429
Seniors 60+	£269	£319
16-21yrs	£199	£249
Juniors U16	£159	£189



### CORPORATE SEATING

	Early Bird Ticket Price	Standard Ticket Price
<b>DIAMOND SUITE</b>		
Founder Member	£898 Ex VAT	£949 Ex VAT
Diamond Member	£999 Ex VAT	£1,099 Ex VAT



### ZONE 3

	Early Bird Ticket Price	Standard Ticket Price
Adult	£329	£379
Seniors 60+	£239	£289
16-21yrs	£159	£209
Juniors U16	£109	£139
Junior U16 with Full Pay Adult	£49	£79



### ZONE 4

	Early Bird Ticket Price	Standard Ticket Price
Adult	£279	£329
Seniors 60+	£209	£259
16-21yrs	£99	£149
Juniors U16	£69	£99
Junior U16 with Full Pay Adult	£49	£79

	Early Bird Ticket Price	Standard Ticket Price
<b>PREMIER LOUNGE</b>		
Adult	£749 Inc VAT	£799 Inc VAT
Senior 60+	£549 Inc VAT	£599 Inc VAT
16-21yrs	£489 Inc VAT	£499 Inc VAT
Juniors U16	£299 Inc VAT	£349 Inc VAT



### ZONE 4F

	Early Bird Ticket Price	Standard Ticket Price
Adult	£249	£299
Seniors 60+	£149	£199
16-21yrs	£99	£149
Juniors U16	£49	£79
Junior U16 with Full Pay Adult	£549	£599



### ZONE D

	Early Bird Ticket Price	Standard Ticket Price
Adult	£249	£299.00
Seniors 60+	£149	£199.00
16-21yrs	£99	£149.00
Juniors U16	£49	£79

	Early Bird Ticket Price	Standard Ticket Price
<b>NINIAN LOUNGE</b>		
Adult	£749 Inc VAT	£799 Inc VAT
Senior 60+	£549 Inc VAT	£599 Inc VAT
16-21yrs	£489 Inc VAT	£499 Inc VAT
Juniors U16	£299 Inc VAT	£349 Inc VAT

*Not all areas are available for sale. Some areas may only be put on sale when the demand is sufficient.*

### **Junior (U16) with a full paying adult**

When purchasing a Junior (U16) with a full paying adult season ticket, you must be seated together within the same block and price zone. This price class is only available when purchased in conjunction with the full paying adult ticket. The Club reserves the right to block Season Tickets from entry to the ground and demand an upgrade fee to the relevant price class should this price class not be purchased with in conjunction with a full paying adult ticket.

### **Personal Assistants**

Disabled Supporters can purchase a ticket (subject to availability) at the appropriate price band, which will include a complimentary ticket for their personal assistant. This is subject to the supporter meeting the below criteria:

- The medium to high-rate Disability Living Allowance (DLA) mobility or care component
- The Enhanced Rate Personal Independence Payment (PIP)
- The Severe Disablement Allowance
- Certificate of Visual Impairment (CVI)
- Or a personal letter from your GP

Other forms of proof may be accepted. Proof of eligibility may be required before tickets are issued.

### **Additional information**

- Personal Assistant Season Tickets are issued solely for the purpose of assisting Season Ticket holders with a disability.
- Personal assistant Season Tickets must be located next to the Disabled Season Ticket holder.
- Personal Assistant Season Ticket holders will not be able to purchase away league tickets unless purchased with the disabled supporter that they assist. Should a personal assistant wish to travel away without the person they assist, they will need to purchase a Club membership or a full priced Season Ticket to travel to away fixtures.

### **Season Tickets can be purchased in the following ways:**

- 24 Hour Online Booking – [tickets.cardiffcityfc.co.uk](https://tickets.cardiffcityfc.co.uk)
- Telephone – **033 33 11 1920** (subject to advertised opening hours)

Please regularly check [cardiffcityfc.co.uk/tickets](https://cardiffcityfc.co.uk/tickets) for all ticketing information and on sale dates. For further information, please call the Ticket Office on **033 33 11 1920** or email [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk).

### **Pricing**

Cardiff City FC will continue to promote greater accessibility of tickets for matches, with a range of prices and facilities that encourage the widest possible support. The Club reserves the right to reduce prices for certain games during the season for promotional purposes (subject to EFL Guidelines).

Season Ticket prices are subject to further price increases during the 2021/22 season, please see stadium pricing map above.

### **Returns and Refunds**

Season Tickets are **NON-REFUNDABLE**. Season Tickets can be transferred to the name of another supporter on a seasonal basis for the fee of £5 + any additional upgrade charges (written authorisation is required from the current Season Ticket holder for this to be actioned).

### **COVID-19 Restrictions**

The Club's decision on the management of COVID-19 restrictions, including management of social distancing measures and/or reduced spectator capacity at Cardiff City Stadium, shall be final.

### **Purchasing Away League Tickets**

Season Ticket holders will have priority of purchase on away league tickets, over Club Members and Flex ticket holders (subject to availability, COVID-19 restrictions and pre-determined sales criteria).

Concession categories for away league fixtures may vary to those at Cardiff City FC, as these are determined by the away club's ticketing policy.

### **Administration fees and charges**

The following charges apply at the Ticket Office:

- Season Tickets purchased online via our ticketing platform will be subject to a £3 per Ticket administration fee.
- Season Tickets purchased in person or via our telephone system will be subject to a £5 per ticket administration fee.
- Lost Season Ticket Card: £5 replacement fee.
- Forgotten Season Ticket Card: £5 charge for a barcoded paper ticket issue. Digital Ticket reissue is free of charge providing your phone meets the necessary smartphone capability for a digital mobile ticket/NFC Mobile Ticket.
- Stolen Season Ticket Card: printed free of charge on production of a valid crime number.
- Season Ticket holders can request their season ticket to be printed as a barcoded paper ticket for a one-off event for a £5 fee. The ticket will be made available for collection on matchday only following the production of photographic identification (driver's licence or passport). Digital tickets can be forwarded via your online ticketing account free of charge providing your phone meets the necessary smartphone capability for a digital NFC Ticket/mobile ticket.

- Supporters in receipt of the forwarded Ticket will need to create an individual Bluebirds Club Account.
- Moving or upgrading Season Tickets will be subject to a £5 charge for a new Season Ticket Card, plus any additional upgrade fees that may apply.

To seek further clarification on this matter, please email Ticket Office Assistant Manager **Peter Mota** ([peter.mota@cardiffcityfc.co.uk](mailto:peter.mota@cardiffcityfc.co.uk))

If a Season Ticket Access Card or Digital Season Ticket is deemed to be misused (e.g., an adult uses a concessionary Season Ticket), the Season Ticket Card will be confiscated upon entry to the ground. The card will only be returned upon receipt of payment for the relevant upgrade charge in addition to a penalty fee of £10. In the event of a Digital Season Ticket being misused, the ticket will be blocked from accessing the stadium until the upgrade fee and £10 penalty fee paid.

## **Family Stand**

Cardiff City Football Club strives to provide the best environment when it comes to bringing families to football.

We are always looking for the next generation of Bluebirds and as such, we need to implement policies and procedures that will maintain the integrity of our family stand and thereby encourage future generations. On this basis, we must make sure that the stand has the right mix of adults, concessions, and children. Please refer to the policy below.

### ➤ **Our Club policy in the Family Stand is as follows:**

- a. There must be at least one Junior U16 and one adult per group purchase and a maximum of two adults to one Junior U16 in any group purchased within our Family Stand.
- b. There are no Junior U16 permitted without adults and no adults permitted without Junior U16. Please be advised, you may be asked to provide documentation for proof of age.

If the ratio of adults to Junior U16 no longer meets the Club policy upon Season Ticket renewal, the booking will not be valid for renewal in the family stand. In this instance, the group will be asked to relocate to another area of the ground. Alternative options will be provided by the ticket office team. Please be advised that an upgrade fee may be applied in this instance, based on the area of relocation.

## **Season Ticket Discount Based on Multiple Purchase**

### **Family of 4 Ticket:**

Family Tickets are available in the Zone 4F area only.

The Club reserves the right to block Family Season Tickets from entry to the ground and demand an upgrade fee to the relevant price classes should the price classes not be purchased as the ratio of:

2 x Family Adult  
2 X Family Junior

All Season Ticket holder benefits will be stopped until the upgrade fee is paid.

### **Junior U16 with a full paying adult Season Ticket**

Junior U16 with a full paying adult Season Tickets are only available in Zones 3 and 4.

The Club reserves the right to block Junior U16 with a full paying adult Season Tickets from entry to the ground and demand an upgrade fee to the relevant price classes should the price classes not be purchased at the ratio of:

1 X Full paying Adult  
1 X Junior U16 with a Full paying adult.

All Season Ticket holder benefits will be stopped until the upgrade fee is paid.

### **Concessions**

Concession prices are available to Juniors (15 & under), 16–21-year-olds and Senior Citizens (60+).

Cardiff City FC reserve the right to change available concessions from season to season.

The Season Ticket concession is applied if you are Junior U16;16-21 or over 60+ before the 1st of August prior to each season commencing. We acknowledge that this may mean some people will just miss the cut off dates. Please refer to the Ticket Office team for further clarification.

If a pro-rata season ticket is purchased after the first fixture has passed, the Season Ticket concessionary age date will still apply.

### **Behind Closed Doors/ Reduced Capacity Fixtures**

If any home fixture included as part of your Season Ticket is played with a reduced capacity (that affects your purchase) during the 2021/22 season as a result of the COVID-19 pandemic, it is our intention to offer all Season Ticket holders the chance to enter the selection process for a chance to secure a ticket for a reduced capacity home league match.

The Club aims to announce individual on-sale dates for these events. Supporters will need to apply for each reduced capacity home league fixture via our official ticketing website [tickets.cardiffcityfc.co.uk](https://tickets.cardiffcityfc.co.uk).

The order of the 'sale' will be as follows:

- Supporters who had a Season Ticket for the 2020/21 Season and have renewed their Season Ticket for the 2021/22 Season will be included in the first stage of sale for the first home league game and will have an equal opportunity to apply online for a ticket (subject to the time and date of the Season Ticket purchase). Supporters will be required to join the online queue at the advertised time of sale and will be randomly selected to enter the ticketing site and apply for a

ticket. Supporters who are successful entering the site during the time of sale will also be able to select tickets for fellow Season Ticket Holders within their pre-created family and friends' network (subject to government and governing body restrictions at the time of sale, current regulations at the time of this documents publication allow 6 households to sit together).

**Supporters are encouraged to purchase in groups to maximise the number of supporters allowed at the stadium.**

- Supporters who are successful in pulling a ticket for the first reduced capacity Home League game will be excluded from the first stage of sale for the next reduced capacity home league fixture on sale.
- Supporters who missed out or were unsuccessful in applying for a ticket for the first game will have a priority window to apply for a ticket for the next game. Once this window has finished, the remaining renewed Season Ticket holders who were successful in applying for the first game will be able to enter the selection process for the next. This procedure will continue for the first stage of sale until fixtures resume at full capacity.
- Please be advised that supporters who purchase a new Season Ticket for the 2021/22 Season but did not have a full paid 2020/21 Season Ticket will not be able to apply for a ticket for a reduced capacity event until Government policy allows a distance of 1 metre between supporters within the stadium. Once a distance of Circa 1m is agreed, new Season Ticket holders will be able to enter the selection process. Subject to availability and application process.
- Should there be sufficient capacity remaining after the Season Ticket holder stage, the club may put remaining tickets on sale to Club members.
- Should there be sufficient capacity remaining after the Club member stage, the club may put tickets on general sale.

In the event of fixtures being played with reduced capacity restrictions as a result of the COVID-19 pandemic, we cannot guarantee that your renewed/purchased Season Ticket seat will be available. In such cases we will issue you ticket for an alternative seat, subject to availability and selection procedure in place.

Those who are unsuccessful in their application will be awarded Bluebirds Credit accumulated to the value of their Season Ticket price per game which can be used towards the renewal of a 2022/23 Season Ticket; towards home league tickets during the 2022/23 season; and selected retail products during the 2022/23 Season. Credit amounts will be totalled periodically, with our intention to reconcile and confirm ahead of 2022/23 season renewals.

It is our intention to offer supporters who are unsuccessful in their reduced capacity event applications the opportunity to claim and redeem a streaming voucher to watch the event via Cardiff City TV subject to approval and operational requirements from the governing body. Should you choose to redeem a match streaming pass in this situation, the price of the stream will be deducted from your accumulated Bluebirds Credit for that event. Streaming prices for the 2021/22 Season will be confirmed in due course.

In addition, to compensate for matches played behind closed doors, Season Ticket Holders applying for a streaming pass may also be entitled to a partial credit depending on the price of the stream and the value of the Season Ticket per game.



Applying for a streaming pass for reduced capacity fixtures or games behind closed doors is optional but please be advised that once a code has been redeemed, supporters do not have the opportunity to opt out (subject to operational guidelines for the stream package).

The Club commits to reviewing policy at regular intervals, in accordance with government or governing body policy.

Any Bluebirds Credit accumulated during the 2021/22 Season as a result of games being played behind closed doors or at reduced capacity will be accumulated and awarded at the end of the 2021/22 Season and can be used towards the renewal of a 2022/23 Season Ticket; towards home league tickets during the 2022/23 season; and selected retail products during the 2022/23 Season. Credit amounts will be totalled periodically, with our intention to reconcile and confirm ahead of the 2022/23 season.

Supporters attending reduced capacity fixtures or fixtures deemed as 'test events' by the Welsh/UK Government may be required to participate in COVID-19 testing prior to attending the game. A COVID-19 questionnaire may also need to be completed prior to downloading your ticket to attend such events. Cardiff City FC reserves the right to deem reduced capacity fixtures as 'Digital only' events where a digital NFC Mobile ticket/Mobile Ticket will be required to attend. Should a supporter successfully apply for a ticket via the proposed selection method and fail to attend the event for any reason, they will still be charged for the event from their Season Ticket balance. Refunds will not be provided should a supporter miss a game due to illness or a positive/inconclusive COVID-19 test.

### **Abandoned / Postponed Matches**

In the case of an abandoned or postponed fixture, ticket holders are entitled to use their original ticket to access the re-arranged game. Match ticket refunds will only be considered if there are extenuating circumstances which are agreed by the Ticket Office. In the event of an away fixture, the ticket will need to be returned to the Ticket Office no later than 24 hours before the day of the event. The club does not provide refunds for any postponed or rearranged matches for Season Ticket holders. If a match is abandoned after spectators are admitted to the ground but before kick-off, ticket holders will be entitled to free admission to the rearranged match. If a match is abandoned after kick-off, the Club reserves the right to charge the full ticket price for the rearranged match; however, every effort will be made to avoid this.

### **Match Cancellations**

If a match is cancelled and not rearranged, Season Ticket Holders are entitled to a pro-rata refund to the value of their Season Ticket for that event. A procedure will be put in place where supporters can select their preferred method of refund. Methods of refund include cash, credit, or a Cardiff City FC Academy donation. Supporters will have a time frame of approximately two weeks after the cancelled match to select their preferred method of refund.

### **Fixtures played at full capacity**

Should the Club be allowed to operate a home league fixture at full capacity (Subject to Governing body/Welsh Government approval) all 2021/22 Season Ticket Holders will be able to attend the

event and sit in their purchased Season Ticket seats as part of their Season Ticket package. No refund will be provided for those who do not attend.

### **Bluebirds Credit**

- 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.

Bluebirds Credit can be redeemed against selected retail products, home league tickets (subject to availability and sales criteria) and 2021/22 Season Tickets.

Bluebirds Rewards retail redemptions can be made online and in store. In store redemption is subject to receiving your 2021/22 Season Ticket and presenting your Card at the time of purchase.

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

Full Bluebirds Credit terms and conditions can be found at [www.cardiffcityfc.co.uk](http://www.cardiffcityfc.co.uk).

### **Additional information**

Please be aware that all fixtures are subject to change. Supporters are advised to keep up to date with the official club website, club App and social media channels for any updates throughout the season.

We ask supporters to ensure that all contact information including address details are up to date prior to confirming a booking.

The Club reserves the right to relocate a Season Ticket or matchday ticket at its own discretion if deemed necessary. There will be no compensation or refund issued in this instance. Supporters will be contacted in this circumstance.