

2021/22 PRE-SEASON TICKETING INFORMATION SOUTHAMPTON & NEWPORT COUNTY

Key information:

- * Ticket sales are online only
- * For General queries, please email: tickets@cardiffcityfc.co.uk
- * For Corporate queries, please email: sales@cardiffcityfc.co.uk
- * Both friendlies are socially distanced events @ 1.5m
- * Supporters eligible to purchase are those who have previous database history, within the last 5 years (no away fans are permitted for these events)
- * Initial areas available for sale: All Corporate areas, Canton Stand, Lower Ninian Stand and Family Stand. Wheelchair Access Sections: Block 320 and 102
- * One ticket per person, meaning all tickets need to be assigned to individuals (this includes personal assistants, where applicable)
- * Maximum of **6 tickets can be secured in one transaction** (subject to area availability). Supporters are encouraged to purchase with family and friends.
- * Booking fees apply, subject to method of fulfilment selected, please see 'ticket fulfilment' section below

Disabled Allocations:

- * Disabled Supporters are able to purchase tickets at the appropriate price band. Tickets purchased will include a second ticket for their personal assistant (if required). This is subject to the supporter meeting the below criteria:
 - The medium to high rate Disability Living allowance (mobility or care component)
 - The Enhanced Rate Personal Independence Payment (PIP)
 - The Severe Disablement Allowance
 - Or a personal letter from your GP
- * If you are eligible to receive a personal assistant ticket, please ensure you have registered your details with the Ticket Office prior to purchasing your tickets.
- * Please email: disabled.supporters@cardiffcityfc.co.uk

Corporate Allocations:

- Due to social distancing rules, you will need to make sure you log into your Bluebirds Club Account to access your tickets for the Southampton and Newport fixtures
- * Corporate Members will be sent a Unique Voucher Code for both Southampton and Newport County, which will need to be entered at checkout to allow access to secure your seat in our Corporate areas
 - * Additional tickets will only be available in general areas, subject to supporters having previous database history
 - * Tickets will be available from Tuesday 20th July at 10am and the cut off to access your ticket will be Friday 23rd July at 12pm
 - * Please note that if you choose to have a paper ticket for the fixtures, there will be a £2 per ticket fee. If you choose to have a digital ticket, there will be no charges
 - * If you have purchased a car parking space for the season, it will be valid for the friendlies. Please be advised your name will be placed on a list on entry to the car park
 - * If you have any questions, you can contact the Corporate team directly on sales@cardiffcityfc.co.uk

Ticket Fulfilment:

Tickets delivered by Post:

- * All barcoded paper ticket/s will be sent via first class post to the lead purchaser of the booking
- * The option to choose "Tickets delivered by post" will be available until midday on Friday 23rd July (after which point only digital NFC tickets will be available)
- * If you choose to have paper tickets you will incur a £2 per ticket fee

Digital NFC Mobile Ticket:

- * If you have selected Digital NFC Mobile Ticket as your method of delivery, you will need to download your tickets. Please see a video guide on how to do this here: [HOW TO USE MOBILE TICKETING - YouTube](#)
- * Your ticket/s can be downloaded by logging into your ticketing account and selecting the mobile ticket option on your ticket/s purchased
- * If you purchase multiple digital tickets, they can be saved on your phone as the lead purchaser or can be downloaded by those individuals who are assigned to a seat within the multiple booking.
- * If you choose to have a digital ticket there will be no additional ticket fees

What mobile devices are supported for NFC Ticketing?

As long as your mobile device has an NFC chip, you will be able to use it for mobile. If you currently use Google Pay or Apple Pay, then you will have an NFC enabled device.

Apple: Any iPhone 6 or above has NFC (this includes the first generation iPhone SE) and will work with NFC ticketing. Please make sure your phone has a recent version of iOS for best use.

Android: Most recent higher end Android devices have NFC. Occasionally you will have a logo printed on the phone, or it will appear in your taskbar (when switched on).

Otherwise, the best way to find out if your phone has NFC is to search the settings for it on your phone.

For most devices, Google recommends finding the NFC settings by going to Settings on your device and using the search function to find NFC, it can then be toggled on from here. This will work for most recent Android devices.

For full information from Google, follow this link [Check if your phone can make contactless payments - Android - Google Pay Help](#) and go to "Step 2: Find out if your phone has NFC".

If you have selected the digital NFC Mobile Ticket as your method of delivery and do not have a compatible device, please contact the ticket office via tickets@cardiffcityfc.co.uk, to arrange a paper ticket to be printed. In this situation an administration charge may apply.