Season Ticket Renewal Guide 2021/22

This guide is for supporters who have created their Bluebirds Club Account and linked their Fan ID number.

If you have not already done this, please see the video guide here.

1. Visit <u>tickets.cardiffcityfc.co.uk</u> and log into your Bluebirds Club Account.

If you wish to renew your Season Ticket for the 2021/22 Season, click the shopping trolley icon on the Season Ticket 2021/22 renewal banner.



A pop-up will appear with your Season Ticket seat for renewal. Please check that this is your correct Season Ticket Seat. If so, please click the shopping trolley icon on the right-hand side and click next to proceed to your basket. If this information is incorrect, please inform <u>tickets@cardiffcityfc.co.uk</u> instead of proceeding with your renewal.

ONLINE		Cardiff Supporter -
	Season Tickets 2021/22	C RI
	C Renew your existing seat:	RDS BL
	Renew and from Season Tickets 2020/21 (321633)	
	Stand Area Row Seat	
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	Change your Season Ticket to a new seat: V	ASUN OANBE
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Season Tickets 2021/22	Corporate Sea	son Tickets Sales

If you wish to change your Season Ticket seat, please click 'Change your Season Ticket to a new seat' and select the shopping trolley icon to choose a new seat from the Season Ticket seating plan.

ONLINE		Cardiff Supporter 🗸
	Season Tickets 2021/22	as B/
	C Renew your existing seat:	IRUS -20
	Renew seat from Season Tickets 2020/21 (321633)	21/22
GEA	Stand Area Row Seat	
	Change your Season Ticket to a new seat:	SUN SUN
	Choose from stadium map	
Season Tickets 2021/22		Corporate Season Tickets Sales

2. Completing your purchase from your basket.

Your Season Tickets will display individually in your basket. At this stage you will need to select your price class.

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	Email or Fan ID 121219		Use C**	r ***f S******			
	16-21 £ 99	✓ Add £2	ult 79	Junior(u16) £ 69	s	enior 60+ £ 209	SUAIR
	Online Administration ✓ Fee (per ticket) £3						
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If you have been awarded Bluebirds Credit as part of your Season Ticket, Car Park Season Ticket or Match Ticket refund from the 2019/20 or 2020/21 season, you are able to deduct this from the price of your 2021/22 Season Ticket.

Please be advised that Bluebirds Credit may only be applied from the Bluebirds Club Account that you are logged in to. Should you wish to use another supporter's Bluebirds Credit balance, they will need to log in to their individual Bluebirds Club Account to process their seat individually. To use your Bluebirds Credit balance against your Season Ticket, please click the 'tag' icon underneath the writing 'Bluebirds Credit' as displayed below.

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	16-21 £ 99		✓ Adult £ 279	Junior(u16) £ 69		Senior 60+ £ 209	BLU
~	Online Administration Fee (per ticket) £3				L		CARIR3
//////				Use voucher Type number	Bluebirds Credit	£ 282	
ansaction 94508	inumber 30		Total £ 282.00			Summary >	

On the pop-up window, please select 'Pay with Bluebirds Credit' to proceed to select the value of Bluebirds Credit that you wish to use.

Season tickets: Season Tic	kets 2021/22			1/1	×
Email or Fan ID 121219	Select Bluebirds Credit Your discount is £ 0 Fan ID Bluebirds Credit balance: £	discount amount:	ŧ		BRIS BL
16-21 £99		CANCEL	PAY WITH BLUEBIRDS CREDIT	Senior 60+ £ 209	TER
Online Administration ✓ Fee (per ticket) €3	1				S. CARAS
		Use voucher Type number	Bluebirds Credit	£279 £ 282	· · ·
 Transaction number 6945080		Total £ 282.00		Summary 📏	

A slide bar will appear on your screen. Please drag the circle to select the amount of Credit that you wish to apply against your Season Ticket and click 'Pay with Bluebirds Credit'. This will deduct the amount of credit that you selected from the price of your Season Ticket.

If you wish to purchase an additional Season Ticket for a new supporter within the same transaction, please click the 'Add more Season Tickets 2021/22 to the basket' button at the bottom of your page. (Please be advised, the option to purchase additional Season Tickets is unavailable until 10:00am on Thursday July 15th 2021). New Season Tickets can only be assigned to supporters who have previously created a Bluebirds Club Account.

Season tickets: Season Tickets 20	121/22	User C*****f S******r	17	ns BLL
16-21 £99 ✓ Fee (per ticket)	Adult £279	Junior(u16) £69	Senior 60+ £ 209	BING
£3	e	Use voucher Type number	ebirds Credit 6-22	82 82
Tranaction number 6945089	译 Add more season tickets Total £ 282.00	Season Tickets 2021/22 to the basket	Summary >	

If you are happy with the items in your basket, please click the Summary button in the bottom right corner of your screen to proceed to checkout.

	Season	tickets: Season Tickets 20	21/22				1/1	×
	۲۲ ۱2	nail or Fan ID 21219			User C*****f S******r			BRIS BLL
		16-21 £ 99	~	Adult £ 279	Junior(u16) £ 69	Senior £ 20	60 +	
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On the next page you may be asked if you would like to top up your Season Ticket with an optional donation to Cardiff City FC Foundation. Please select your donation amount, if any, and click next to proceed to the next page. You can find out more about Cardiff City FC Foundation work in the community <u>here</u>.

Season tickets: Season Tic	kets 2021/22	1/1	
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You will be required to read the Season Ticket T&Cs. If you agree, please tick the box and click 'next'.

Season tickets: Season Tic	kets 2021/22	1/1	
	User agreements	£ 282	ns BL
	I hereby agree to the terms and conditions of sale, as set out in the <u>Cardiff City Football Club Dustomer Charter</u>		SAL
	CANCEL PREVIOUS NEXT		
This is the title for Ca GO AND BUY CAR PARK NOW!	r Par cross selling	P	SUAIRE
Transaction number 6945132	Total £ 282.00	Summary >	

Select your preferred method of payment at the summary screen and click accept to confirm your payment. If you decide to apply for V12 Finance, you will be redirected to another screen at this point to complete your Finance application. Please select the general V12 instalment option for general Season Tickets or if you are processing a corporate Season Ticket via Finance, please ensure that you select the corporate instalment option. If your Basket balance is correct, please click accept to complete your transaction.

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eason tickets Season Tickets 2020/21 Adult 1 £ 754 elect payment method v Credit Card Checkout V12 10mos Installements (General) V12 10mos	уре	Name		Price name	Count	Price
elect payment method V12 10mos Installements (General)	eason tickets	Season Tick	kets 2020/21	Adult	1	£ 754
elect payment method V12 10mos V12 10mos V12 10mos Installements (General) V12 10mos	otal				1	£ 754

You will then receive a confirmation email. If you do not receive a confirmation email, please check your junk folder.

The same process can be followed by supporters who wish to renew their car park spaces. Simply click the 'Car Parking 20/21' banner and follow the steps to make your purchase.

Notes

Family of 4 Ticket renewals

Supporters will need to log in to their accounts individually to use Bluebirds Credit. For Juniors, please use the price class Junior U16 (family of 4). For Adults, please use the price class Adult (family of 4). A family of 4 Season Ticket must be purchased at a ratio of 2 X Adult (family of 4) and 2 X Junior U16 (family of 4). These price classes will only be available to supporters who had this price class for the 2020/21 Season. New purchasers will need to contact the Ticket Office to enable this price class.

Junior U16 (With full paying Adult)

Supporters will need to log in to their accounts individually to use Bluebirds Credit. To purchase this price class, please use the price class Junior U16 (with full paying Adult). Supporters are reminded that Junior U16 (with full paying Adult) must be purchased next to a full paying Adult Season Ticket. This price class will only be available to supporters who had this price class for the 2020/21 Season. New supporters will need to contact the Ticket Office to enable this price class.

Personal Assistants

Supporters who had a personal Assistant Season Ticket for the 2020/21 Season are the only people who will be able to select a Personal Assistant price class for renewal. New supporters will need to contact the Ticket Office to enable this price class. Personal Assistant Season Tickets are issued as per the Season Ticket terms and conditions set in the Customer Charter.

Should you require further help, please contact the following email addresses:

- Help with your Bluebirds Club Account <u>queries@cardiffcityfc.co.uk</u>
- Help with ticketing queries <u>tickets@cardiffcityfc.co.uk</u>
- Help with commercial ticketing queries <u>sales@cardiffcityfc.co.uk</u>
- All other enquires <u>club@cardiffcityfc.co.uk</u>