

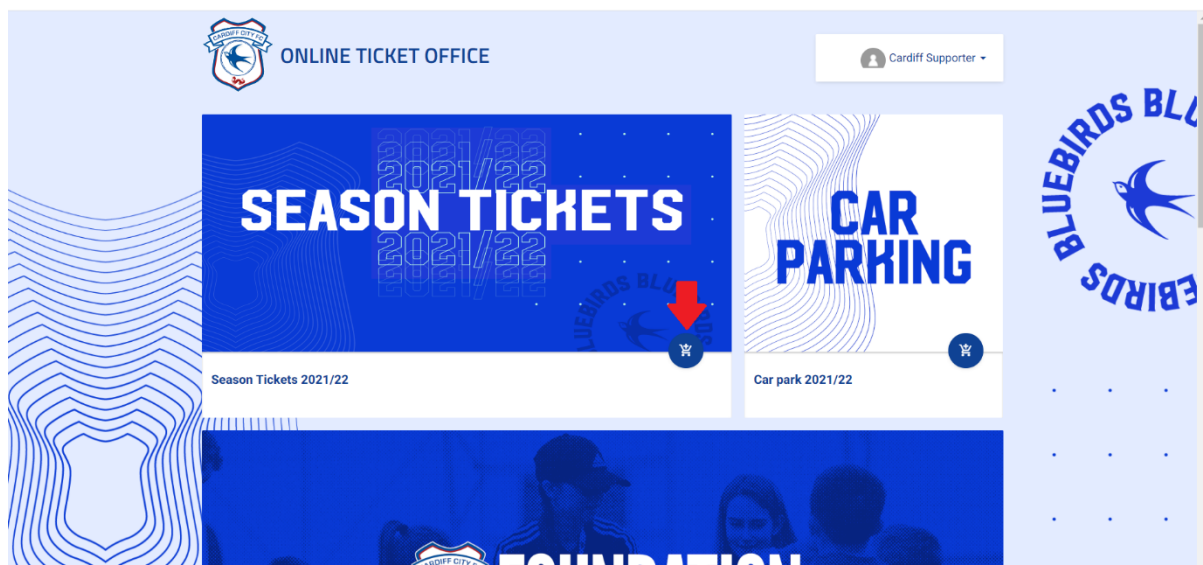
Season Ticket Renewal Guide 2021/22

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

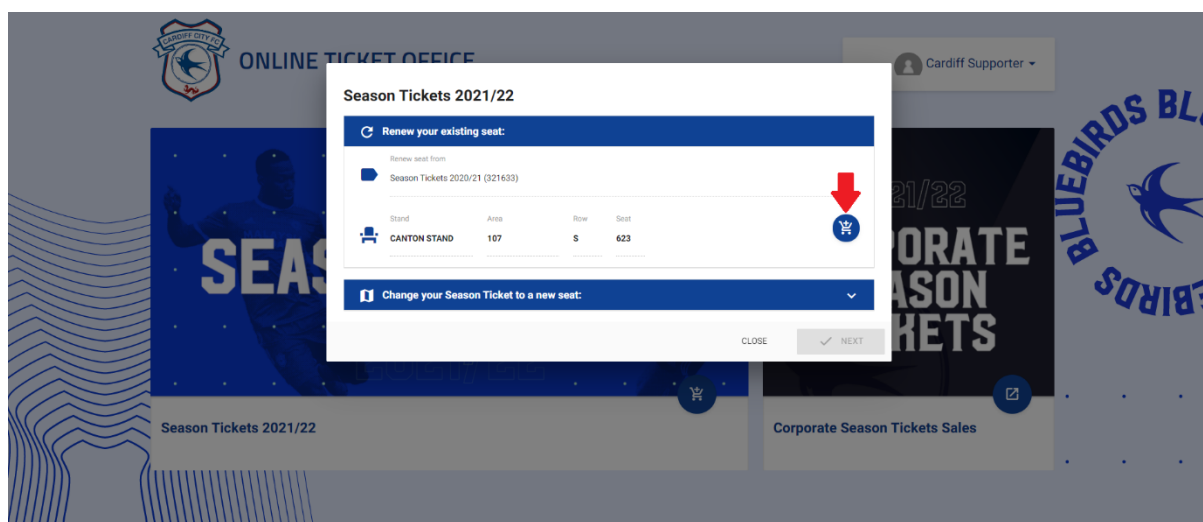
If you have not already done this, please see the [video guide here](#).

1. Visit tickets.cardiffcityfc.co.uk and log into your Bluebirds Club Account.

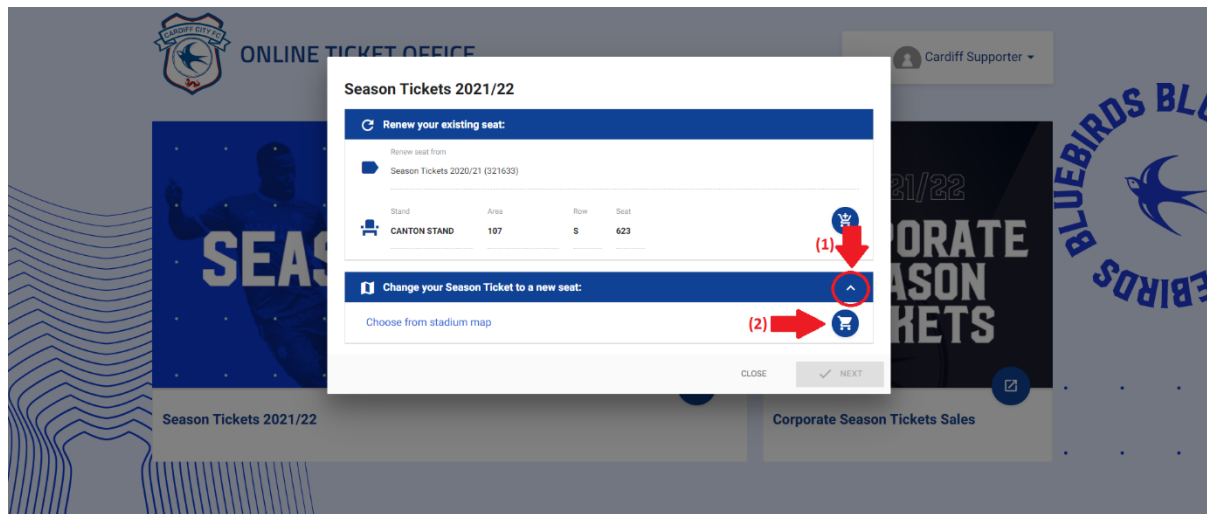
If you wish to renew your Season Ticket for the 2021/22 Season, click the shopping trolley icon on the Season Ticket 2021/22 renewal banner.



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 tickets@cardiffcityfc.co.uk instead of proceeding with your renewal.

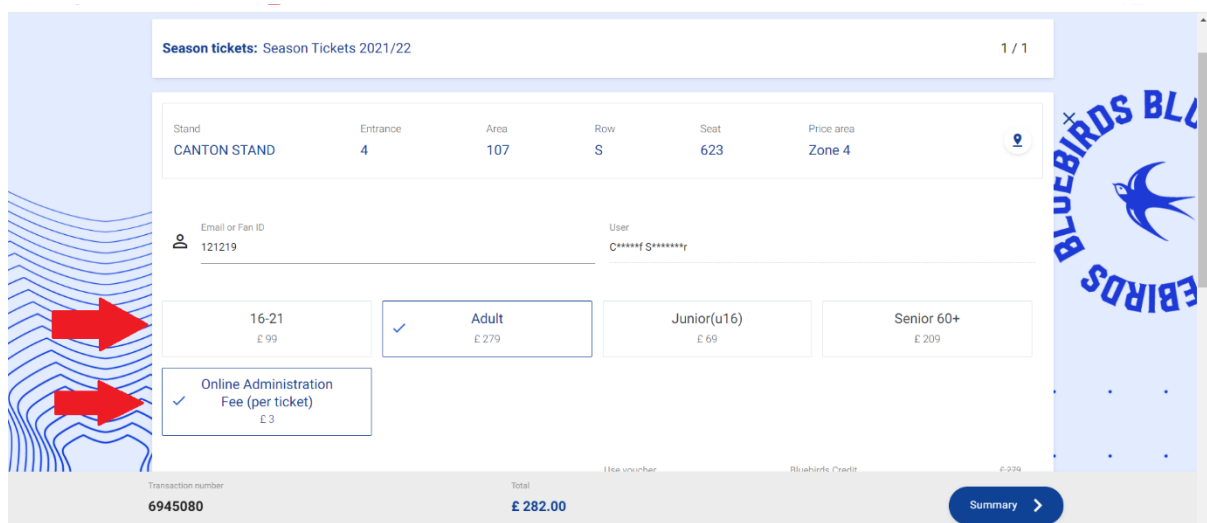


If you wish to change your Season Ticket seat, please click 'Change your Season Ticket to a new seat' and select the shopping trolley icon to choose a new seat from the Season Ticket seating plan.



2. Completing your purchase from your basket.

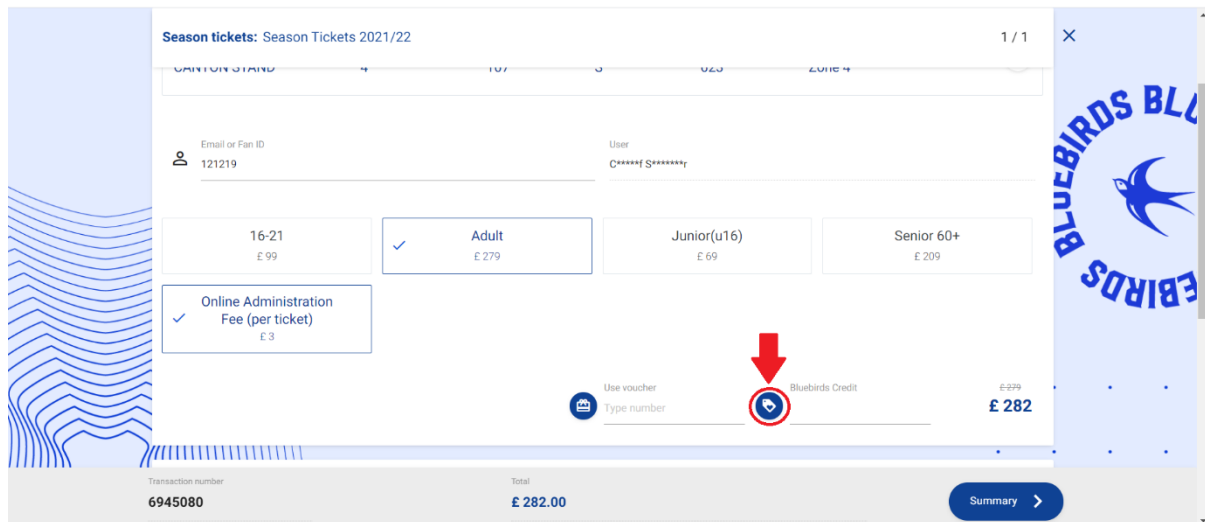
Your Season Tickets will display individually in your basket. At this stage you will need to select your price class.



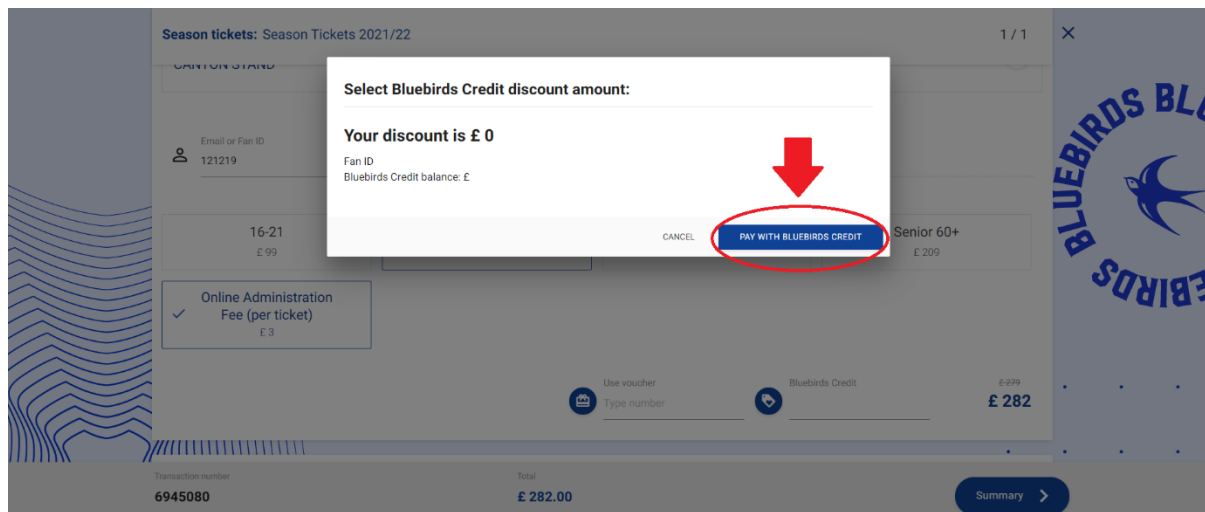
If you have been awarded Bluebirds Credit as part of your Season Ticket, Car Park Season Ticket or Match Ticket refund from the 2019/20 or 2020/21 season, you are able to deduct this from the price of your 2021/22 Season Ticket.

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.

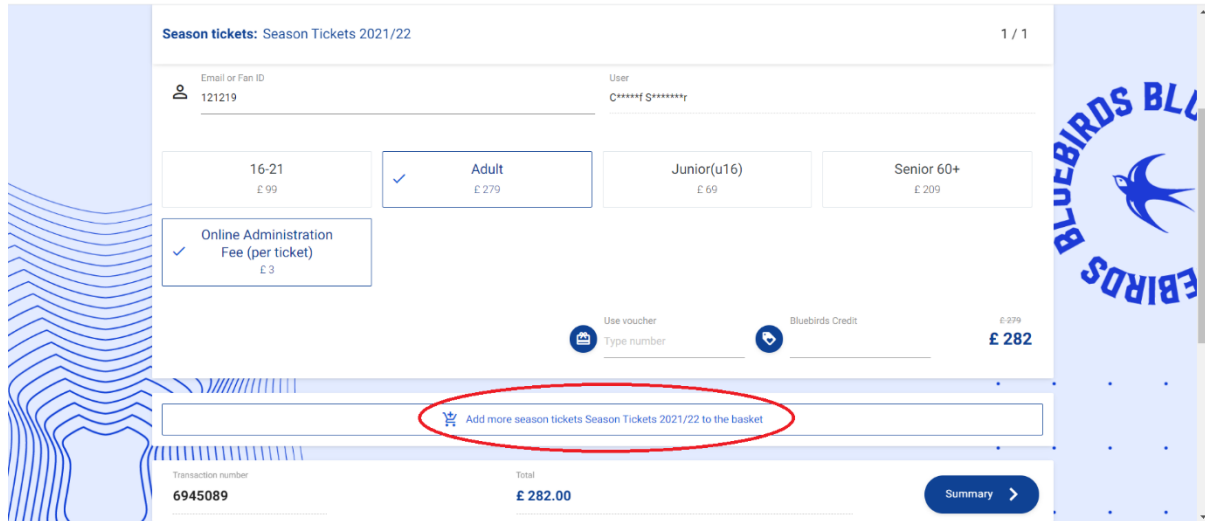


On the pop-up window, please select 'Pay with Bluebirds Credit' to proceed to select the value of Bluebirds Credit that you wish to use.

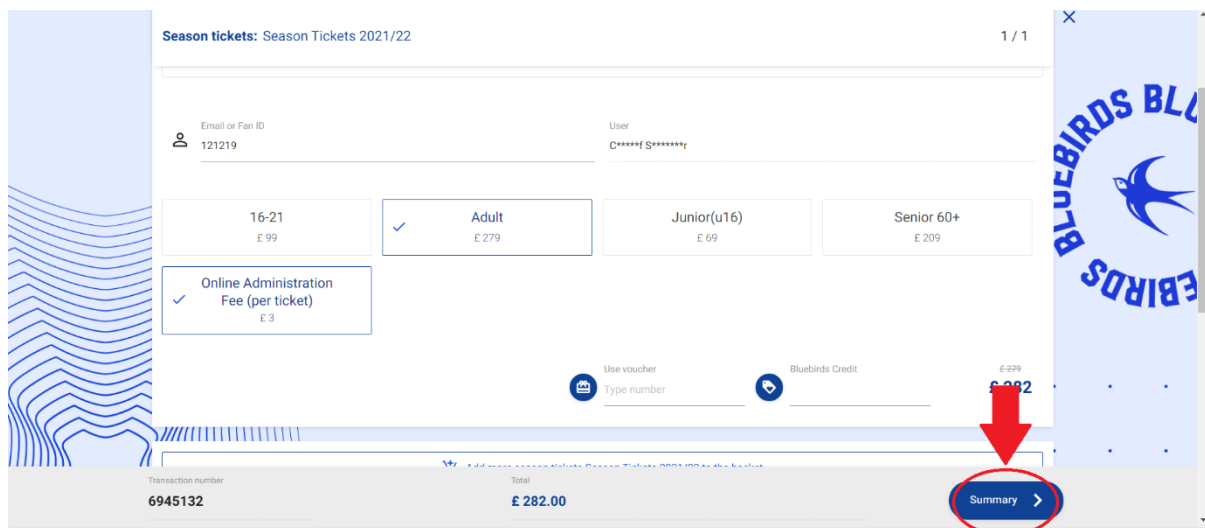


A slide bar will appear on your screen. Please drag the circle to select the amount of Credit that you wish to apply against your Season Ticket and click 'Pay with Bluebirds Credit'. This will deduct the amount of credit that you selected from the price of your Season Ticket.

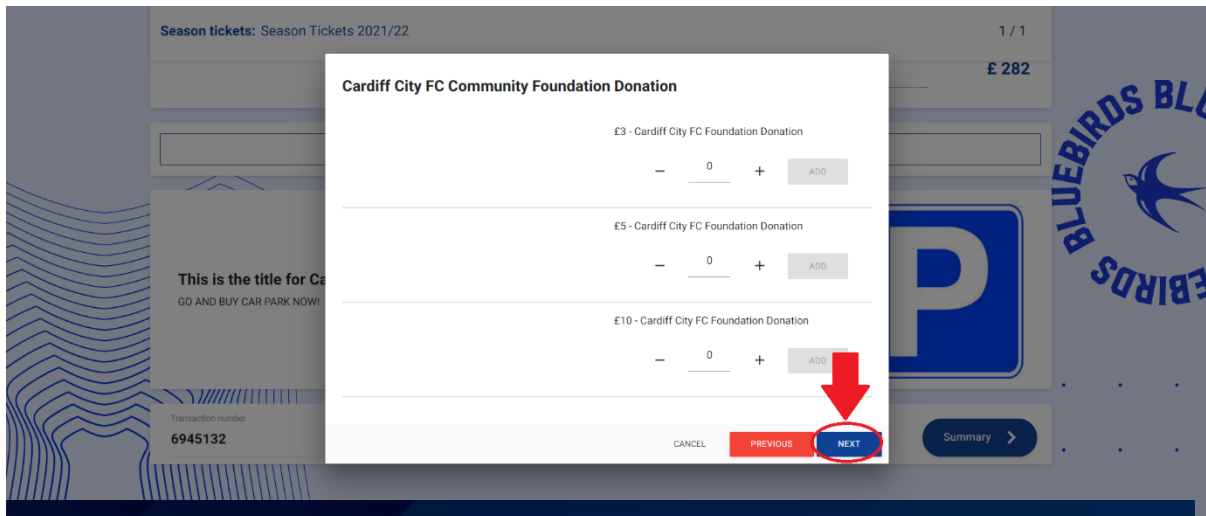
If you wish to purchase an additional Season Ticket for a new supporter within the same transaction, please click the 'Add more Season Tickets 2021/22 to the basket' button at the bottom of your page. (Please be advised, the option to purchase additional Season Tickets is unavailable until 10:00am on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



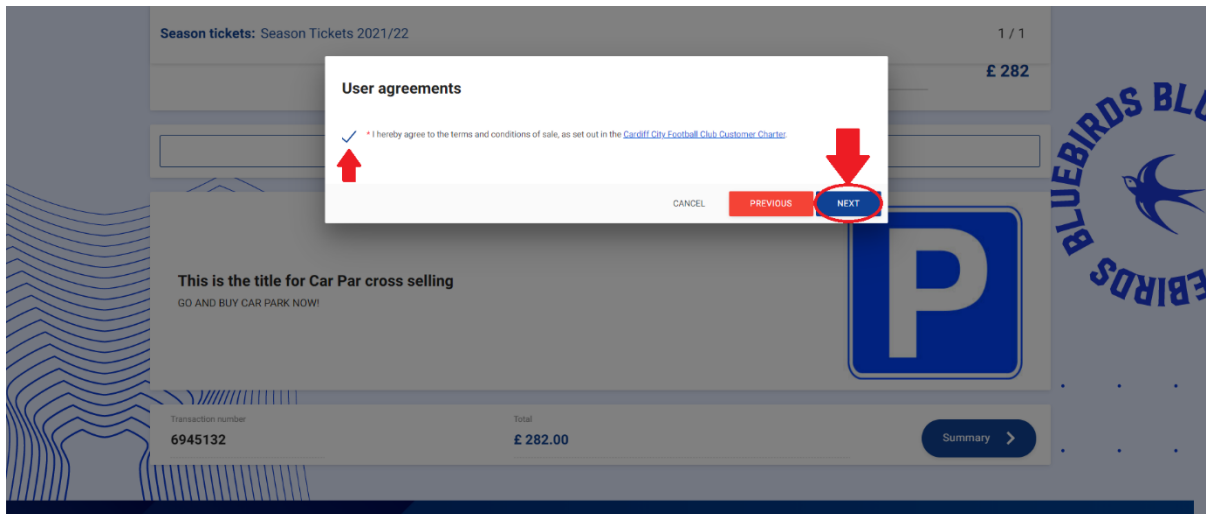
If you are happy with the items in your basket, please click the Summary button in the bottom right corner of your screen to proceed to checkout.



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 [here](#).



You will be required to read the Season Ticket T&Cs. If you agree, please tick the box and click 'next'.



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.


Transactions summary


Type	Name	Price name	Count	Price
Season tickets	Season Tickets 2020/21	Adult	1	£ 754
Total			1	£ 754

Select payment method

Credit Card Checkout

V12 10mos
Installments (General)

V12 10mos
Installments
(Corporate) 

CANCEL  ACCEPT

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 – queries@cardiffcityfc.co.uk
- Help with ticketing queries – tickets@cardiffcityfc.co.uk
- Help with commercial ticketing queries – sales@cardiffcityfc.co.uk
- All other enquires – club@cardiffcityfc.co.uk