

2022/23 SEASON TICKET FAQs

Who can purchase a Season Ticket during the Early Bird window of sale?

All supporters can purchase a 2022/23 Season Ticket during the Early Bird window of sale.

What are the windows of sale?

The **Early Bird Price** is applicable to Season Tickets purchased prior to **4:59pm** on **Wednesday, June 1st, 2022**. The **Standard Price** will come into effect following the Early Bird Price, from **5pm** on **Wednesday, June 1st, 2022**, onwards.

Please note the Early Bird Season Ticket pricing is only available until **5pm** on **Wednesday, June 1st, 2022**, after which point, the price will default to the Standard Ticket Price Point, with an increase of up to £50 per price class in each price zone. Season Ticket prices may be subject to further price increases during the 2022/23 season.

How long is my current Season Ticket Seat reserved for renewal?

If you had a Season Ticket for the 2021/22 Season, **your Season Ticket seat reservation will be held for renewal until 5pm on Friday, May 13th, 2022**. After this point, the Season Ticket sales process will be paused, and any Season Ticket reservations not processed will be removed and offered for general sale. The Season Ticket sales process will then resume from **10am on Monday, May 23rd, 2022**.

Can I only purchase my Season Ticket online?

Season Tickets can also be purchased via telephone from **10am on Tuesday, May 3rd, 2022**, until **Friday, May 13th, 2022**, at **5pm**, and once sales have resumed from **10am on Monday, May 23rd, 2022**, onwards.

Will Season Tickets be taken off sale at any point?

From **5pm on Friday, May 13th, 2022**, the Season Ticket sales process will be paused until **10am on Monday, May 23rd, 2022**. During this off-sale period, any seat reservations not processed will be released, and any fans having to relocate due to stand closures etc. will be given the opportunity to select seating that may now have become available.

I am a Season Ticket Holder but have not yet created a Bluebirds Club Account. How do I renew online?

All supporters purchasing online must create a Bluebirds Club Account with a unique email address and link it to their individual Fan ID number. Please see the following video for help with creating your Bluebirds Club Account (if you haven't already done so): youtu.be/B00xnshuAZA

Please be advised that the same email address cannot be used to create two Bluebirds Club Accounts. Each individual Bluebirds Club Account must have a unique email address.

How do I set up a unique email address?

If you don't have an email address, or need to set up a unique email address, there are many companies who offer a free email address account service. i.e., Google or Microsoft Outlook etc. Simply select your chosen email provider and head to their official website, where you will find instructions on how to create a free email account with them.

I have forgotten my password. What can I do?

Head to www.cardiffcityfc.co.uk, click the login button in the top right corner of your screen. Click the 'Forgotten Password' link at the login page and follow the instructions to reset your password.

I am struggling to access my account or link my Fan ID to my account. What can I do?

For help with accessing your account please email: queries@cardiffcityfc.co.uk. Alternatively, the Ticket Office may be able to help, please email: tickets@cardiffcityfc.co.uk.

Can I contact the Ticket Office/ Commercial team via telephone or in person?

If you are having trouble renewing your Season Ticket(s) online during the online sales window, please don't hesitate to contact us for advice. If you require support with renewing your General Admission Season Ticket, please email: tickets@cardiffcityfc.co.uk or phone **0 33 33 11 1920**.

General Ticket Office Opening times can be found at www.cardiffcityfc.co.uk. If you require support with renewing your Corporate Season Ticket, please email: sales@cardiffcityfc.co.uk or call **0 33 33 11 1921**.

Commercial Department - Opening times: Monday to Friday, 9am – 5:30pm.

If you do not have email or telephone access, please contact us via post:

Ticket Office
Cardiff City Football Club
Cardiff City Stadium
Ffordd Fred Keenor
Leckwith Road
Cardiff
CF11 8AZ

Am I able to purchase multiple Season Tickets in one transaction?

Supporters who wish to renew/purchase multiple tickets in one transaction must have created a Bluebirds Club Account linked their accounts to a ticketing fan ID and be connected via their family and friends' network so that additional supporters can be assigned to Season Tickets within your basket. Please see the following video on how to do this: https://youtu.be/EAF0hSt_uPo

Level 4 Ninian Stand is not available for sale, how do I renew my Season Ticket in that section?

Due to insufficient demand, unfortunately this section will be closed for Season Ticket sales. Supporters who previously held a 2021/22 Season Ticket in this section are advised to purchase a new Season Ticket seat, within their preferred price zone, in an alternative area of the stadium (subject to availability).

Additionally, from **10am on Monday, May 16th, 2022, until 5pm on Friday, May 20th, 2022**, supporters who have relocated their seat because of this closure will have an exclusive seat move window, after reservations have been released, where they will have the first opportunity to select any available seats.

I have purchased the wrong seats. What can I do?

Please contact the Ticket Office at tickets@cardiffcityfc.co.uk or phone **033 33 11 1920**.

Is there a minimum age to attend a football match at Cardiff City Stadium?

A Junior under 14 years of age will not be permitted to enter Cardiff City Stadium without being accompanied by an individual aged 18 years or over.

I am looking to purchase a Family of 4 Season Ticket. What should I do?

Please ensure that all 4 family members have an active Bluebirds Club Account and are linked via the family and friend's network (for details on how to do this please see above). Family of 4 Tickets are available in price zone 4F Family Stand area only.

A Family Ticket is valid for Two Full Paying Adults and Two Juniors U16 purchased in a single transaction, selecting the following price classes:

2 x Family of 4 - Adult
2 x Family of 4 - Child

I am looking to purchase a Junior U16 Season Ticket with a Full Paying Adult Season Ticket. What should I do?

Junior U16 with a full paying adult Season Tickets are only available in price zones 3 and 4. A Junior U16 with a Full Paying Adult Season Ticket is valid for one Full Paying Adult and up to a maximum of two Juniors U16 purchased in a single transaction.

Please select the following price classes when making your purchase:

1 x Full paying Adult
1 x Junior U16 (with a Full Paying Adult) **or** 2 x Junior U16 (with a Full Paying Adult)

These price classes will need to be purchased together or you will not be able to process your transaction online. Supporters are reminded that a Junior U16 (with full paying Adult) Season Ticket must be purchased next to a Full Paying Adult Season Ticket.

As a Disabled Supporter, how do I purchase or renew my Season Ticket?

Wheelchair and ambulant disabled supporters will be able to renew their Season Ticket and accompanying Personal Assistant Season Ticket online by logging into the ticketing website via their account at tickets.cardiffcityfc.co.uk.

Supporters are reminded that individual Bluebirds Club Accounts must first be created, linked to the correct fan ID number (if you have not already done so) and linked via your family and friends' network if you wish to purchase on each other's behalf (this will also include an individual Bluebirds Club Account for your accompanying personal assistant).

Please see the following video for help in creating your Bluebirds Club Account (if you haven't already done so): youtu.be/B00xnshuAZA

For information on how to link your accounts via your family and friends' network, please see the following video: youtu.be/EAF0hSt_uPo

New supporters who require a personal assistant, will need to contact the Ticket Office directly so that we can upload your requirements to our database. You can contact the Ticket Office either by email on tickets@cardiffcityfc.co.uk or via phone on **033 33 11 1920** (subject to advertised opening hours).

Disabled tickets with a personal assistant must be purchased on the ratio of 1 x Disabled Price Class to 1 x Personal Assistant Price Class or you will not be able to process your transaction online.

i.e.

- 1 x Ambulant Adult
- 1 x Personal Assistant
- Or
- 1 x Wheelchair Adult
- 1 x Personal Assistant

Please note:

All Disabled supporters will need to submit current proof of disability to secure a personal assistant free of charge. Proof of disability must be sent to tickets@cardiffcityfc.co.uk, along with corresponding fan ID's, prior to Monday 25th July 2022, failure to do so may result in your Season Ticket Access Card, or Season Ticket Digital Pass being blocked for entry.

All Season Ticket holder benefits will be paused unless proof of disability has been provided, or the relevant upgrade fees are paid.

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 if required. 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.

Can I change/relocate my seat?

Supporters have the option of selecting new seats instead of renewing their existing seats when logged into the Ticketing site. Supporters are reminded that Bluebirds Club Accounts must first be created, linked to the correct fan ID number (if you have not already done this) and linked via your family and friends' network if you wish to purchase on each other's behalf. Supporters who wish to move seats after renewing their Season Tickets must contact the Ticket Office to do so. An administration fee of £5 per Season Ticket will apply as well as any upgrade charges (if applicable).

Can I upgrade my seat to a corporate seating area?

Yes. Supporters do have the option of selecting a new Season Ticket seat instead of renewing their existing seat when logged into the Ticketing site. If you choose to move in to one of our corporate areas, please click the corporate seating banner which will then display what seats are available to purchase.

For more detailed information about relocating your seat into a corporate area, please email: sales@cardiffcityfc.co.uk.

How do I pay for my Season Ticket?

There are a variety of methods in which to pay for your Season Ticket.

Credit / Debit Cards:

We accept all major credit and debit cards, but do not accept Amex.

Bluebirds Credit:

If you have an active Bluebirds Credit balance, this can be used as payment towards your Season Ticket purchase. Bluebirds Credit cannot be used towards administration fees.

V12 Season Ticket Finance:

10 Month Instalment Scheme with V12 Retail Finance (subject to status and arrangement fee)

You can renew your Season Ticket via V12 Retail Finance online at tickets.cardiffcityfc.co.uk. If you are applying for V12 Retail Finance, your Season Ticket will not be activated until 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 as a flat fee or an amount of commission which varies depending on the product chosen and the value of your Season Ticket.

BLUEBIRDS CREDIT

Is there a deadline to use my Bluebirds Credit?

The Bluebirds Credit scheme will end at **5pm on Wednesday, May 31st, 2023**. All active Bluebirds Credit balances must be utilised by this time.

What happens if I miss the deadline, will I lose my Bluebirds Credit?

Bluebirds Credit balances that are not utilised by **5pm on Wednesday, May 31st, 2023**, will be transferred into an Online Ticketing Voucher which can be used against home league ticket/s and Season Ticket/s purchases for the 2023/24 Season only.

What happens with the Blackburn Rovers game on 15th January, that was played behind closed doors?

Season Ticket holders who purchased a 2021/22 Season Ticket with the Blackburn Rovers fixture included in their package, will have their Season Ticket value for this fixture added to their Bluebirds Credit Balance to be utilised during the 2022/23 Season.

Do I have to use Bluebirds Credit on tickets?

In addition to a Season Ticket purchase and home league fixture ticket purchases, Bluebirds Credit can also be redeemed against selected retail products online only via the Official Superstore website: cardiffcityfcstore.com. 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.

BEHIND CLOSED DOORS/ REDUCED CAPACITY FIXTURES

How will the Club determine which Season Ticket Holders are allowed into Cardiff City Stadium if the fixture is at reduced capacity?

If any home fixture included as part of your Season Ticket package is played behind closed doors, or with a reduced capacity (that affects your purchase) during the 2022/23 season because of the COVID-19 pandemic, it is our intention to offer all Season Ticket Holders the chance to enter a selection process for the chance to secure a ticket.

The Club will announce individual on-sale dates for these events at the appropriate time. Supporters will need to apply for each reduced capacity home league fixture via our official ticketing website: tickets.cardiffcityfc.co.uk.

Our full policy on reduced capacity fixtures can be found within the 2022/23 Season Ticket terms and conditions.

Will I be able to sit in my Season Ticket seat for every Cardiff City home league fixture?

Yes, however in the event of fixtures being played with reduced capacity restrictions, we cannot guarantee that your Season Ticket seat will be available. If this is the case, we will issue you a match ticket for an alternative seat, subject to availability, and advertised application process.

Is a cash refund available for fixtures played behind closed doors?

No, a cash refund will not be issued, but you will be awarded an online ticketing voucher to the value of your Season Ticket price per game which can be used towards the renewal of a 2023/24 Season Ticket or towards home league tickets during the 2023/24 season. For further details please refer to our terms and conditions.

Are streaming services included in my Season Ticket package?

No, however if a home league fixture, that is included in your Season Ticket package, is either played behind closed doors or at a reduced capacity, the Club will aim to provide the opportunity for current 2022/23 Season Ticket Holders to purchase a streaming pass for this event, subject to streaming passes being offered by the EFL and governing bodies. Streaming pass prices are set by the EFL, and if made available, must be purchased individually.

Is a cash refund available for any matches that a Season Ticket Holder can't attend?

No. Cash refunds will not be issued as Season Tickets are a Non-Refundable product as stated in the Season Ticket Terms and Conditions.

How can I contact you?

For help with accessing your account please email: queries@cardiffcityfc.co.uk

For General Season Ticket renewal enquiries, please email: tickets@cardiffcityfc.co.uk

For Corporate Season Ticket renewal enquiries, please email: sales@cardiffcityfc.co.uk

For all other enquiries, please email: club@cardiffcityfc.co.uk