

SEASON TICKET RENEWAL GUIDE 2022/23

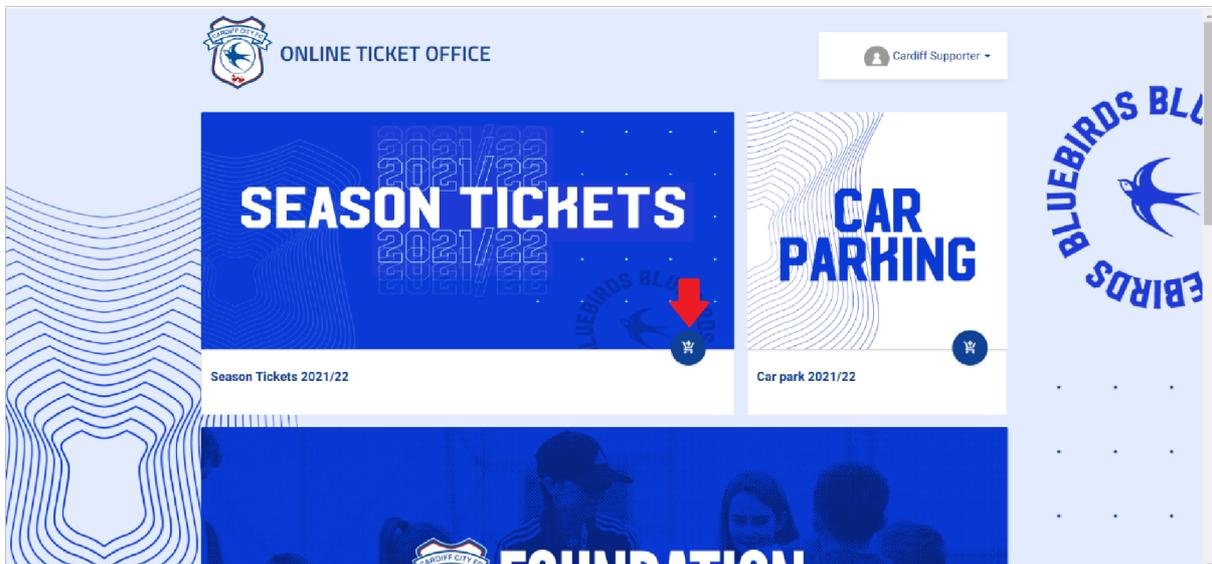
This guide is for supporters who have correctly created their Bluebirds Club Account and linked their Fan ID number.

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

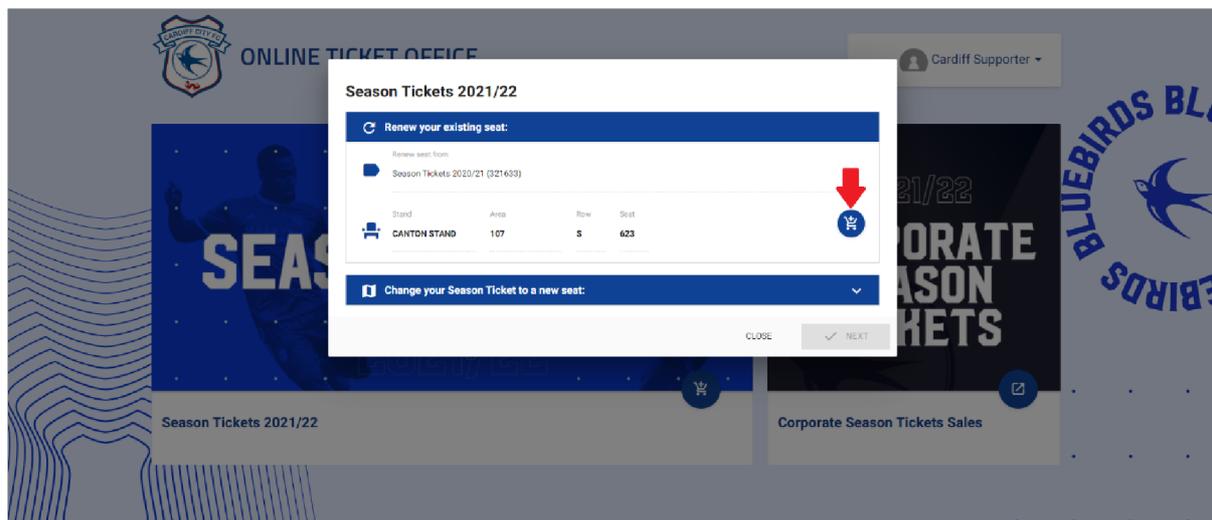
If you wish to renew Season Tickets on behalf of family or friends - they must first have created a Bluebirds Club Account and linked it with their Fan ID number. For assistance in completing this, please watch this video on how to add family and friends [into your network here](#).

1. VISIT [TICKETS.CARDIFFCITYFC.CO.UK](https://tickets.cardiffcityfc.co.uk) AND LOG INTO YOUR BLUEBIRDS CLUB ACCOUNT

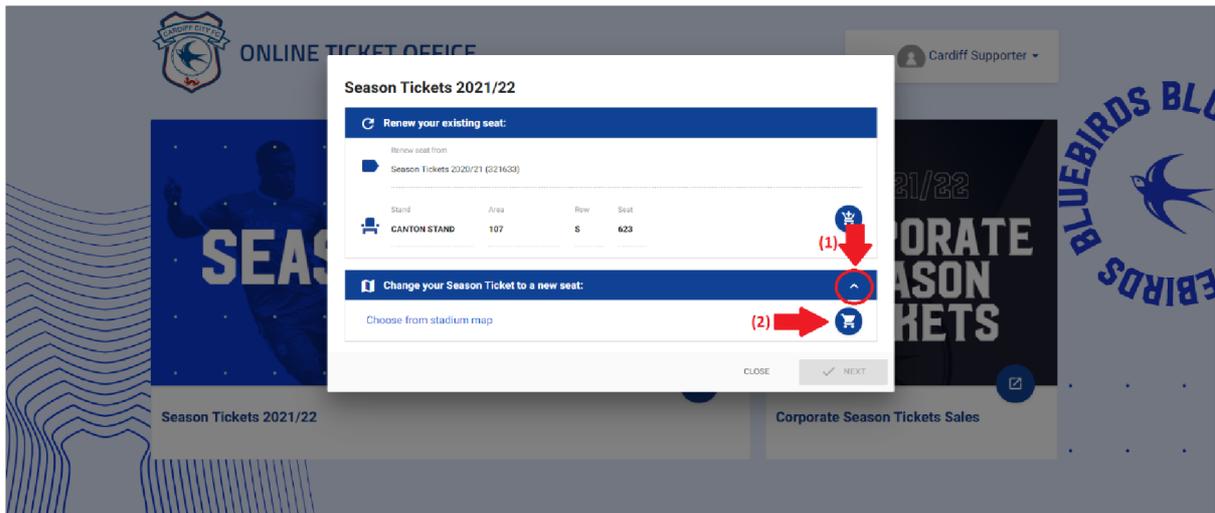
To renew your Season Ticket for the 2022/23 season, click the shopping trolley icon on the Season Ticket 2022/23 renewal banner.



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.

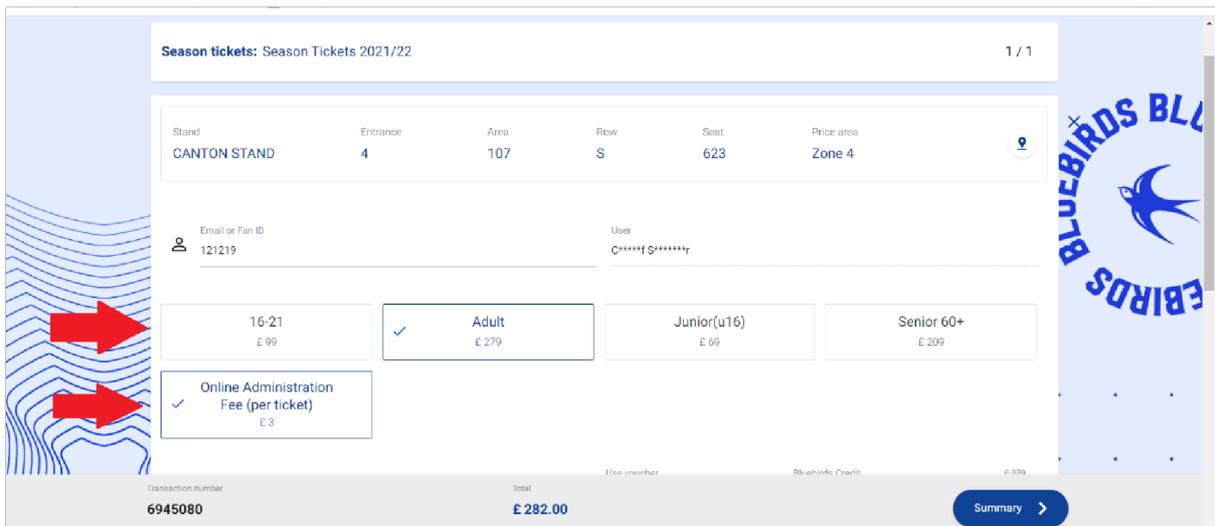


If you wish to change your Season Ticket seat, please click 'Change your Season Ticket to a new seat' and select the shopping trolley icon to choose a new seat from the Season Ticket seating plan.



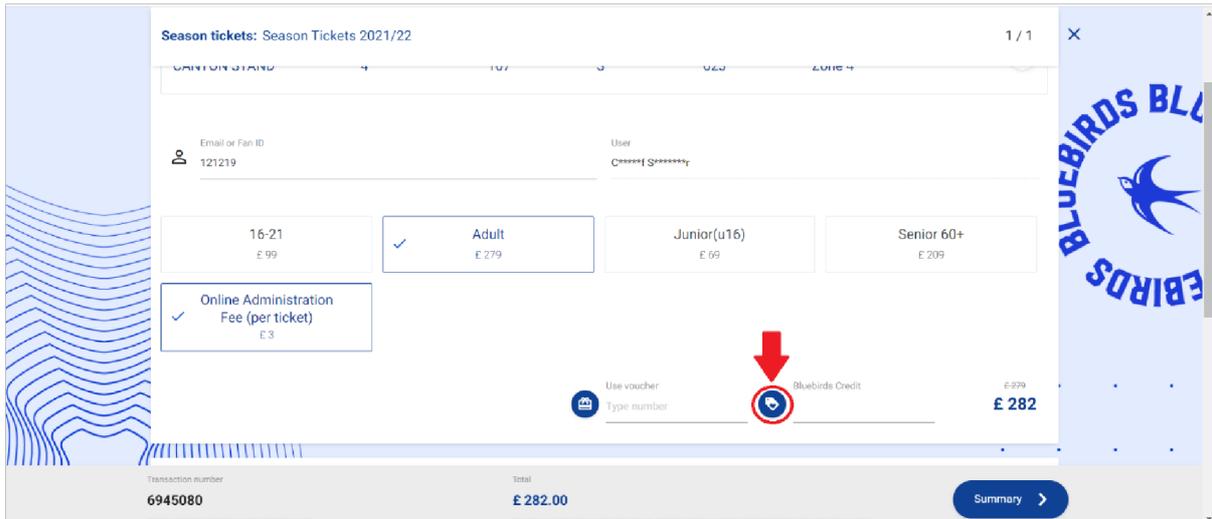
2. COMPLETING YOUR PURCHASE FROM YOUR BASKET

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

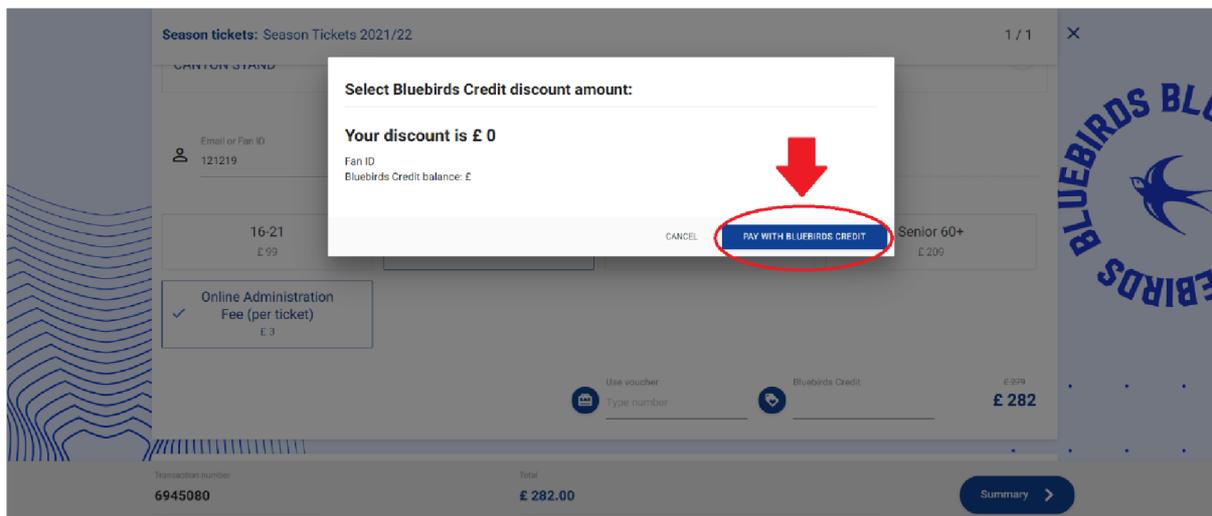


If you have an active 'Bluebirds Credit' balance, you can deduct this from the price of your 2022/23 Season Ticket.

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 (minus any admin fees) and click 'Pay with Bluebirds Credit'. This will deduct the amount of credit that you selected from the price of your Season Ticket.

Select your Bluebirds Credit amount by sliding the scale below. (Please note Bluebirds Credit can not be used against Administration Fees).....
If you are purchasing on behalf of Friends and Family in your network, please "Tick" the box in the bottom left hand corner of this window to apply their allocation of Bluebirds Credit to their own assigned seat:



Your discount is £ 101.5

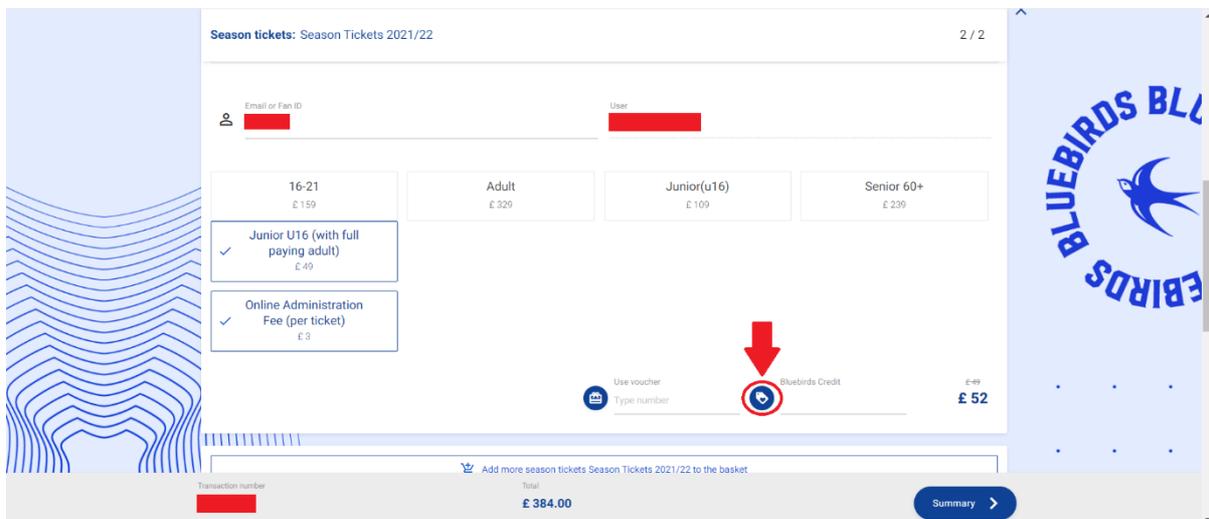
Fan ID

Bluebirds Credit balance: £101.5

CANCEL

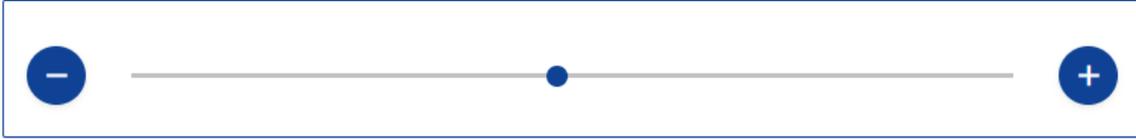
PAY WITH BLUEBIRDS CREDIT

If you wish to redeem another supporter's 'Bluebirds Credit' against their '2022/23 Season Ticket' in the same transaction, please click the 'tag' icon underneath the writing 'Bluebirds Credit' attached to their ticket within your basket as displayed below.



A pop-up window with a slide bar will appear on your screen. Please click the tick box to enable the use of the 'Bluebirds Credit' allocation of the supporter assigned to that Season Ticket.

Select your Bluebirds Credit amount by sliding the scale below. (Please note Bluebirds Credit can not be used against Administration Fees).....
If you are purchasing on behalf of Friends and Family in your network, please "Tick" the box in the bottom left hand corner of this window to apply their allocation of Bluebirds Credit to their own assigned seat:



Your discount is £ 49

Fan ID ████████

Bluebirds Credit balance: £101.5

Assign the Bluebirds Credit allocation from: ████████████████████



CANCEL

PAY WITH BLUEBIRDS CREDIT

Once you have ticked the box, drag the circle to select the amount of Bluebirds Credit that you wish to apply against the assigned Season Ticket (minus any admin fees) and click 'Pay with Bluebirds Credit'. This will deduct the amount of credit that you selected from the price of the attached 'Season Ticket'.

Select your Bluebirds Credit amount by sliding the scale below. (Please note Bluebirds Credit can not be used against Administration Fees).....
If you are purchasing on behalf of Friends and Family in your network, please "Tick" the box in the bottom left hand corner of this window to apply their allocation of Bluebirds Credit to their own assigned seat:



(1)

Your discount is £ 49

Fan ID ████████

Bluebirds Credit balance: £51.5

Assign the Bluebirds Credit allocation from: ████████████████████

(2)

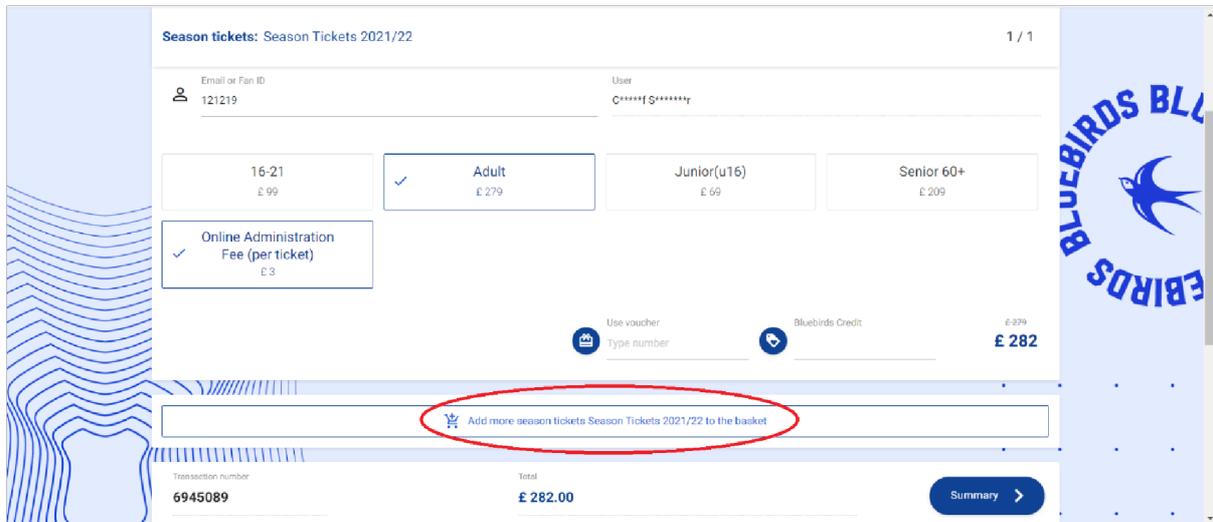


CANCEL

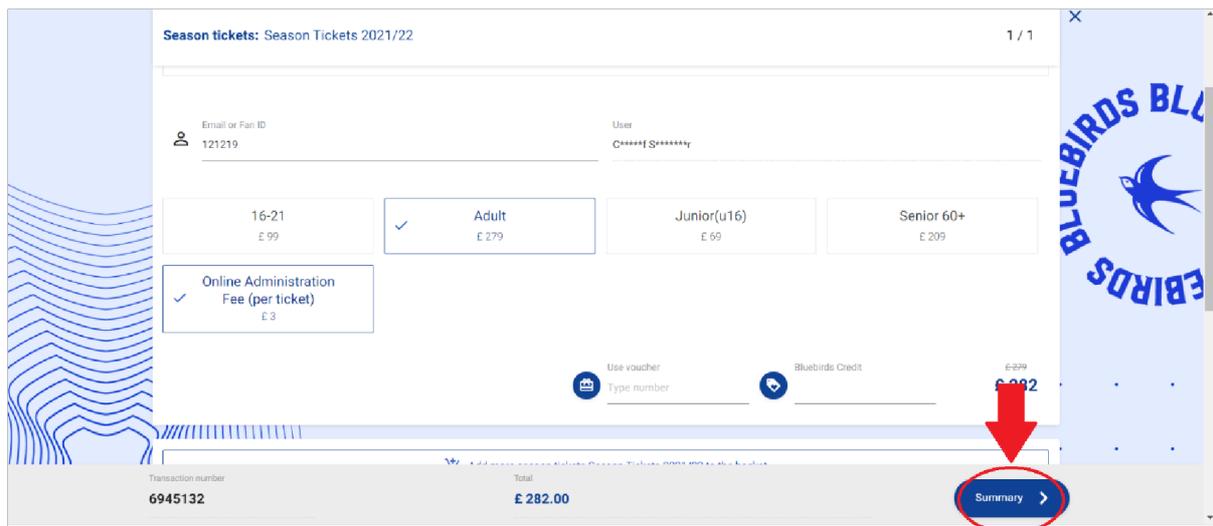
PAY WITH BLUEBIRDS CREDIT



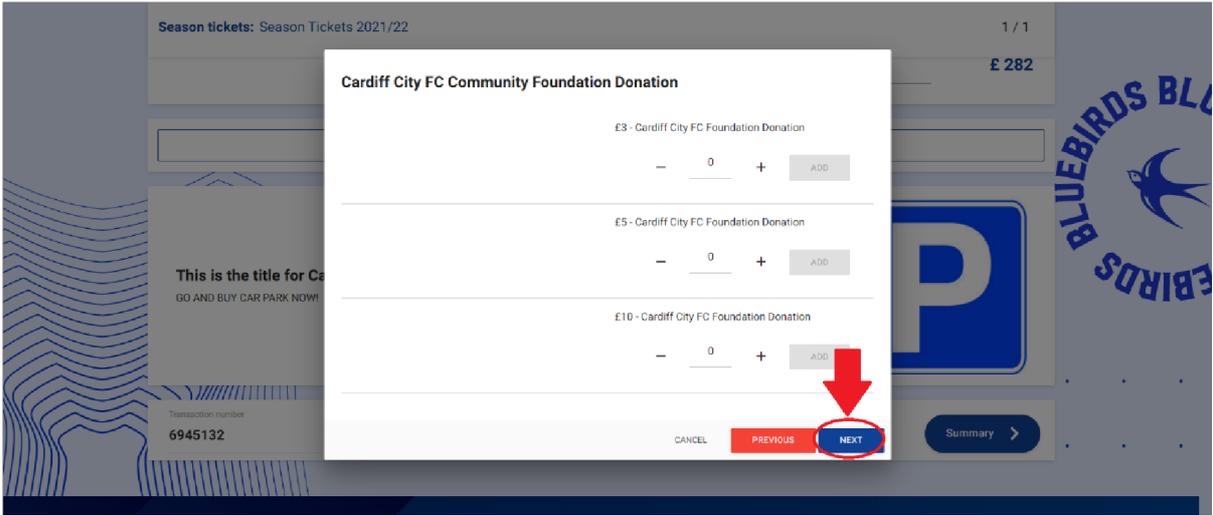
If you wish to purchase an additional Season Ticket for a new supporter within the same transaction, please click the 'Add more Season Tickets 2022/23 to the basket' button at the bottom of your page. New Season Tickets can only be assigned to supporters who have previously created a Bluebirds Club Account.



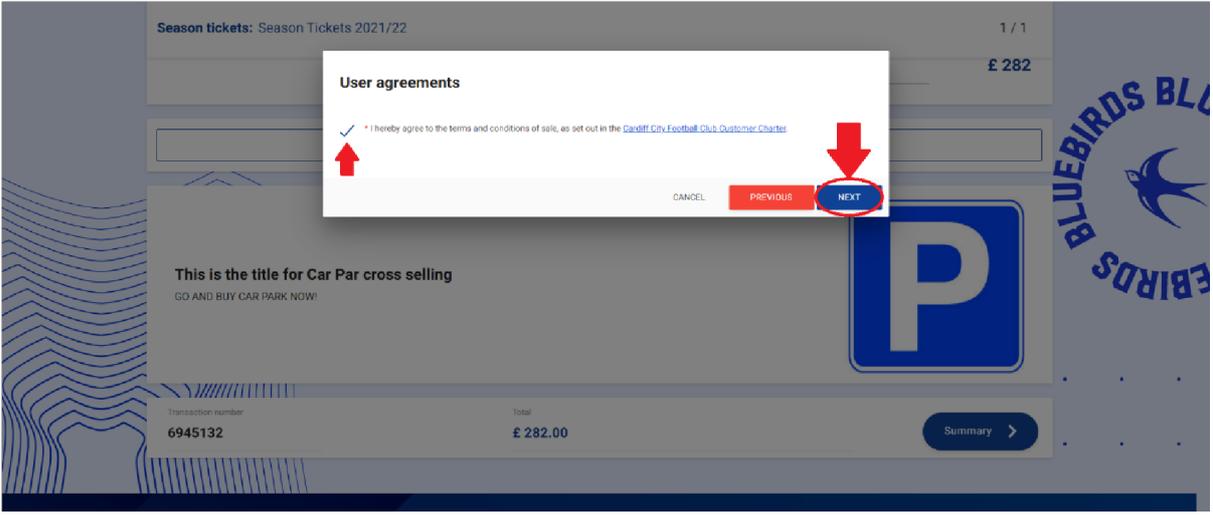
If you are happy with the items in your basket, please click the Summary button in the bottom right corner of your screen to proceed to checkout.



On the next page you may be asked if you would like to top up your Season Ticket with an optional donation. 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's 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. V12 finance cannot be used against match tickets or products online. 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 to your regular inbox, 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 22/23' banner and follow the steps to make your purchase.

ADDITIONAL INFORMATION

Family of 4 Season Ticket renewals or new purchases.

Please ensure that all individuals 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

Junior U16 (With a full paying Adult

Please ensure that all individuals 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).

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**, selecting the following price classes:

- 1 x Adult
- 1 x Junior U16 (with a full paying adult) or 2 x Junior U16 (with a full paying adult)

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.

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

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:

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