

## **2022/23 Junior Bluebirds Membership Terms and Conditions**

Cardiff City Football Club has a dedicated Ticket Office team working to ensure that purchasing tickets with us is as simple and easy as possible. Should you have any queries, please call our Ticket Office on 033 33 11 1920 (subject to advertised opening hours) or contact us via email on tickets@cardiffcityfc.co.uk.

### **General Club Membership Benefits**

- Personalised Club Membership Access Card
- The opportunity to purchase a discounted home league ticket (one per Club Membership), subject to availability
- Ability to purchase no more than one ticket for away league fixtures, subject to availability and sales criteria
- Inclusion in our new Bluebirds Rewards Loyalty programme
- Access to offers from official Club Partners and Affiliates of our new loyalty programme
- Earn loyalty points by spending at several affiliated high street and online brands, including Club Partners
- Entry for prize giveaways, challenges, and the ability to use earned loyalty points on benefits including signed shirts and supporter experiences

Supporters who purchase a Junior Bluebirds Membership will receive a Junior Bluebirds Membership card in the post along with information on how to access the Bluebirds Rewards scheme. Cards will be sent from July 2022 onwards. The club aims to fulfil and send membership cards regularly throughout the season.

### **Disabled Supporters**

Disabled Supporters can purchase a Junior Bluebirds Membership (subject to availability) at the appropriate price band. This is subject to the supporter being registered disabled with one of 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 any memberships/tickets are issued. One Club Membership for the Disabled supporter will enable the supporter to purchase a ticket at the relevant price band and a Personal Assistant Ticket to assist them when they travel to the away fixture.

### **Personal Assistants**

- Personal Assistant tickets are issued solely for the purpose of assisting Season Ticket holders with a disability.
- Personal assistant Tickets must be located next to the Disabled Season Ticket holder.
- Personal Assistants will not be able to purchase Away league tickets unless the tickets are purchased with the disabled supporter that they assist. Should a personal assistant wish to

travel away without the person they assist, they will need to purchase a Club membership or a full priced Season Ticket to travel. Sales criteria's apply.

#### **Junior Bluebirds Memberships can be purchased in the following ways:**

- 24 Hour Online Booking – [tickets.cardiffcityfc.co.uk](https://tickets.cardiffcityfc.co.uk)
- Telephone – 033 33 11 1920 (subject to advertised opening hours)

Please regularly check [cardiffcityfc.co.uk/tickets](https://cardiffcityfc.co.uk/tickets) for all ticketing information and on sale dates. For further information, please call the Ticket Office on 033 33 11 1920 or email [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk)

#### **Pricing**

- Juniors U16: **£20**

Cardiff City FC will continue to promote greater accessibility of tickets for matches, with a range of prices and facilities that encourage the widest possible support. The Club reserves the right to reduce prices for certain games during the season for promotional purposes (subject to EFL Guidelines).

#### **Returns and Refunds**

2022/23 Junior Bluebirds Memberships are **NON-REFUNDABLE**. Club Memberships can be transferred to the name of another supporter on a seasonal basis for the fee of £5 + any additional upgrade charges (written authorisation is required from the current Club Member for this to be actioned).

#### **COVID-19 Restrictions**

The Club's decision on the management of COVID-19 restrictions, including management of social distancing measures and/or reduced spectator capacity at Cardiff City Stadium, shall be final.

#### **Purchasing Away League Tickets**

Season Ticket holders will have priority of purchase on away league tickets, over Club Members and Flex ticket holders (subject to availability, COVID-19 restrictions or any alternative pandemic restrictions, and pre-determined sales criteria,).

Concession categories for away league fixtures may vary to those at Cardiff City FC, as these are determined by the away club's ticketing policy.

#### **Administration fees and charges**

The following charges apply at the Ticket Office:

- Stolen Membership Card: printed free of charge on production of a valid crime number.
- Reprint of a lost Club Membership Card. £5

To seek further clarification on this matter, please email the Ticket Office at [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk)

#### **Concessions**

Concession prices are available to Juniors (15 & under),

Cardiff City FC reserve the right to change or remove the available concessions from season to season.

The Membership concession is applied if you are Junior U16 before the 25th of July prior to each season commencing. We acknowledge that this may mean some people will just miss the cut off dates. Please refer to the Ticket Office team for further clarification.

### **Bluebirds Credit**

Club Memberships cannot be purchased Using Bluebirds Credit.

### **Data Sharing**

By purchasing a Junior Bluebird Membership, you are agreeing to Cardiff City FC sharing your data with third-party company, Forth Wall Creative for the purpose of fulfilment.

### **Gifts**

Junior Bluebirds gifts are fulfilled by third-party company, Forth Wall Creative. The first batch of gifts will begin to be sent from July 2022. Further batches of gifts/membership cards will be sent periodically in batches.

### **Additional information**

Please be aware that all fixtures are subject to change. Supporters are advised to keep up to date with the official club website, club App and social media channels for any updates throughout the season.

We ask supporters to ensure that all contact information including address details are up to date prior to confirming a booking and thereafter. The Club does not accept responsibility for incomplete/incorrect addresses. When sending items via post, it is down to the supporter to ensure that their details are correct.