

## **2022/23 Club 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](mailto:tickets@cardiffcityfc.co.uk).

### **General Club Membership Benefits**

- Personalised Club Membership Card
- The opportunity to purchase a discounted home league ticket (one per Club Membership), pre match day subject to availability
- Ability to purchase no more than one ticket for away league fixtures, subject to availability and sales criteria
- Inclusion in our Bluebirds Rewards 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
- Access to offers from official Club Partners and Affiliates of our new loyalty programme

Supporters who purchase a Club Membership will receive a 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.

### **Personal Assistants**

In order to access a personal assistant ticket, the club member must show proof of the following;

- 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.

- Personal Assistant tickets are issued solely for the purpose of assisting Club Members with a disability.
- Personal assistant Tickets must be located next to the Disabled 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.

### **Club 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 ticket office opening hours.

### **Pricing**

- Adults - £30
- Senior (60+) - £25

- 16-21 Years - £25

### **Returns and Refunds**

2022/23 Club 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).

### **Purchasing Away League Tickets**

Tickets for away fixtures will be available to Club Members, subject to sales criteria and ticket availability.

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

### **Concessions**

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

The Membership concession is applied based on the age of the supporter at the time of purchase.

### **Data Sharing**

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

### **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.