



2022/23 Customer Charter

CONTENTS

INTRODUCTION	3
CUSTOMER SERVICE	3
EQUALITY POLICY	5
2022 / 2023 SEASON TICKETS	8
2022 / 2023 INDIVIDUAL MATCH DAY TICKETS	9
2022 / 2023 CLUB MEMBERSHIP	9
JUNIOR BLUEBIRD MEMBERSHIP	9
BLUEBIRDS REWARDS	10
2022/23 CAR PARK SEASON PASS	10
FURTHER 2022/2023 SEASON INFORMATION	10
DISABLED SUPPORTERS	11
OUR HOME – CARDIFF CITY STADIUM	12
Ground Regulations / Prohibited Items	12
Fan Behaviour, Bans and our Appeals Procedure	14
Banners, Flags and Signs	15
Musical Instruments / Megaphones	16
Stewarding	16
Stadium Parking	16
Smoking Policy	17
Environmental Policy and Sustainability	17
Retail	17
Hospitality	17
Charities & Good Causes Policy	18
SAFEGUARDING	19
DATA PROTECTION	20
PRIVACY POLICY	20
APPENDIX 1	21
APPENDIX 2	25
APPENDIX 3	31
APPENDIX 4	32
APPENDIX 5	33
APPENDIX 6	41

INTRODUCTION

Welcome to Cardiff City Football Club's Customer Charter for the 2022/23 season.

Cardiff City Football Club is dedicated to providing the best possible matchday experience for all visitors to Cardiff City Stadium.

Our Charter is designed to help our supporters understand the Club's policies, to make your experience with us as enjoyable and memorable as possible. It covers a wide range of aspects and is intended to further improve communication channels between the Club and our fan base.

At the heart of everything we do here at Cardiff City is our loyal and passionate fanbase, which is why we actively encourage fans to give us any feedback they may have. Whether it's positive or negative, we want to hear from you, as we strive to make our matchday experience the best it can be.

To supply feedback, please email one of the following:

For general matters: Head of Fan Engagement - Amy James

club@cardiffcityfc.co.uk

Supporter queries and questions: Supporter Liaison Officer - Paul Corkrey

slo@cardiffcityfc.co.uk

Disability related matters: Disability Access Officer - Ben Jones

ben.jones@cardiffcityfc.co.uk

Any one of them will try and respond within three working days, but if you don't get a reply, please chase us up.

All feedback and comments received are key to improving the service we deliver. This document is intended to further improve communication channels between the Club and our fanbase.

Thank you for your continued support.

CUSTOMER SERVICE

Complaints Procedure:

It is the responsibility of our staff to ensure that all correspondence received is responded to within three working days of receipt unless there are extenuating circumstances. If a complaint requires additional investigation, the supporter will be notified of this.

All correspondence received is passed onto the relevant Head of Department (where necessary) for the appropriate action/investigation to take place.

Feedback received allows us to measure our success off the field, helping us to develop. It is not possible for all policies and procedures to appeal to all supporters of the Club; however, all constructive feedback is welcomed.

The vast majority of supporter and customer complaints are successfully concluded by the Club. However, if a supporter is not completely satisfied with the outcome of their complaint, they should refer the matter directly to The Independent Football Ombudsman (IFO).

Complaints should be made in writing and may be submitted to:

Independent Football Ombudsman
Premier House
1-5 Argyle Way
Stevenage
Hertfordshire
SG1 2AD

contact@theifo.co.uk

The IFO is comprised of an Ombudsman, his Deputy, and an Advisory Panel. The Ombudsman is an independent and final arbiter of football complaints.

It was established at the beginning of the 2008-09 season and has a clear remit:

- To receive and adjudicate on complaints from football supporters and participants that have not been resolved by the football authorities
- To raise any policy issues which have been highlighted by those complaints, directly with the FA, Premier League, and the Football League. The Ombudsman is an independent and final arbiter of football complaints.

The IFO is the final stage in the complaints process established by the English Professional Football Authorities (The FA), The Premier League and The Football League.

Further information and guidance are available in a short leaflet, which may be requested, using any of the contact addresses given below.

For further information on the IFO, please visit their website [or](#) contact them using the details above.

Supporter Engagement:

The Club will hold a minimum of two meetings/fan forums per season with supporters in line with EFL Regulation 118. In previous seasons these have been in the form of SLO meetings with recognised supporter groups. If you are interested in attending an SLO Meeting, please contact Paul Corkrey.

[\(slo@cardiffcityfc.co.uk\)](mailto:slo@cardiffcityfc.co.uk)

Minutes of previous meetings are available here <https://www.cardiffcityfc.co.uk/club/supporter-meetings>

Staff Conduct:

All staff members are aware of their roles and responsibilities as Cardiff City Football Club ambassadors. We expect our staff to carry out their duties professionally and to communicate with supporters and stakeholders in a respectful, courteous, and efficient manner always. If problems arise, we expect our staff to make every reasonable effort to solve them on the spot; however, we appreciate this is not always possible and further endeavours may be necessary.

EQUALITY POLICY

Cardiff City Football Club is committed to promoting equality by treating people fairly and with respect; by recognising that inequalities exist; by taking steps to address them; and by providing access and opportunities for all members of the community.

We commit to eliminating discrimination based on age, disability, sex, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief, or sexual orientation, as defined by the Equality Act (2010). More information regarding what is considered as discrimination can be found on the [Equality and Human Rights Commission website](#).

Cardiff City Football Club operates a zero-tolerance approach to discrimination.

We will also strive to treat people who seek asylum, refugees, carers, care leavers and people from lower socioeconomic backgrounds with the same degree of dignity and respect.

We will ensure that we treat people fairly and with respect, and that we will provide access and opportunities for all members of the community to take part in, and enjoy, our activities.

Cardiff City Football Club also commits to the following:

- Encourage equality and diversity in the workplace
- Create an environment free of bullying, harassment, victimisation, and unlawful discrimination, promoting dignity and respect for all, and to recognise and value the individual differences and contribution of all staff
- Create a Stadium free from incidents of discrimination, taking appropriate action in collaboration with Football Authorities to hold perpetrators to account.

This commitment includes training managers and all other employees about their rights and responsibilities under the equality policy and ensure all sections of the community have a positive experience of engaging with the football club. Responsibilities include staff conducting themselves appropriately to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation, and unlawful discrimination directed at colleagues, players, supporters, guests, customers, or participants in our programmes.

All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation, and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers, and the public. They should therefore:

- Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities. (More information about bullying, harassment and victimisation can be found on the [ACAS website](#).) All complaints will be investigated and where necessary may be passed to external organisations, such as the police or football authorities. All complainants will receive a response in writing with regards to their complaint, at the earliest opportunity. Reports can be made via 07484 070422 via text or telephone on matchdays or [via the "Kick it Out" app](#). Internal complaints may be directed via the Head of Human Resources.
- Make opportunities for training, development, and progress available to all staff, who will be helped and encouraged to develop to their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organization.
- Decisions concerning staff being based on merit (apart from in any necessary and limited

exemptions and exceptions allowed under the Equality Act).

- Review employment practices and procedures when necessary to ensure fairness, and update them and the policy to take account of changes in the law.
- Monitor the make-up of the workforce regarding information such as age, gender, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality and diversity, and in meeting the aims and commitments set out in the equality policy. Monitoring will also include assessing how the equality policy, is working in practice, reviewing it annually, and considering and taking action to address any issues.

The content of this statement applies equally to the treatment of our staff, customers, supporters, clients, partners, and suppliers and is fully supported by the Board of Directors of Cardiff City Football Club. The Chief Executive and Equality Champion are accountable for this policy.

If you wish to report an incident of discrimination, please contact 07554 158 224 via text or telephone on matchdays or report [via the “Kick it Out” app](#).

Legal rights

Discrimination has been legally defined through a series of legislative acts, including the Race Relations Act, the Sex Discrimination Act, the Disability Discrimination Act, and the Equality Act 2006.

In April 2010, the Equality Act 2010 received Royal Assent. It applies throughout the UK and came into force in October 2010 and is a law which harmonises where possible, and in some cases extends, protection from discrimination.

Discrimination refers to unfavourable treatment based on particular characteristics, which are known as the 'protected characteristics'. Under the Equality Act 2010, the protected characteristics are defined as age (employment only until 2012), disability, gender reassignment, marital or civil partnership status (employment only), pregnancy and maternity, race (which includes ethnic or national origin, colour, or nationality), religion or belief, sex (gender) and sexual orientation.

Under the Equality Act 2010, individuals are protected from discrimination 'on grounds of' a protected Characteristic¹. This means that individuals will be protected if they have a characteristic, are assumed to have it, associate with someone who has it or with someone who is assumed to have it.

Forms of discrimination and discriminatory behaviour include the following:

Direct discrimination

Direct discrimination can be described as less favourable treatment on the grounds of one of the protected characteristics.

Indirect discrimination

Indirect discrimination occurs when a provision, criterion or practice is applied to an individual or group that would put persons of a particular characteristic at a particular disadvantage compared with other persons.

Discrimination arising from disability

When a disabled person is treated unfavourably because of something connected with their disability and this unfavourable treatment cannot be justified, this is unlawful. This type of discrimination only relates to disability.

¹The exception to this is pregnancy and maternity, which does not include protection by association or assumption – a woman is only protected from discrimination on grounds of her own pregnancy.

Harassment

Harassment is defined as unwanted conduct relating to a protected characteristic that has the purpose or effect of violating a person's dignity, or which creates an intimidating or hostile, degrading, humiliating or offensive environment for that person.

Victimisation

It is unlawful to treat a person less favourably because he or she has made allegations or brought proceedings under the anti-discrimination legislation, or because they have helped another person to do so. To do so would constitute victimisation.

Bullying

Bullying is defined as a form of personal harassment involving the misuse of power, influence, or position to persistently criticise, humiliate or undermine an individual.



The poster features a blue background with a white rectangular area on the left containing the text 'WE WON'T STAND FOR IT.' in large, bold, blue capital letters. To the right of this text is a photograph of a man with dreadlocks, wearing a blue Cardiff City FC jersey with 'MALAYSIA BERKUALITI' printed on it. Above the man's head is the Cardiff City FC crest. Below the white area, the text 'HELP US ELIMINATE ALL DISCRIMINATORY OR OFFENSIVE BEHAVIOUR AT CARDIFF CITY FC' is written in white capital letters. Underneath this, smaller white text reads 'TEXT THE STAND, ROW & SEAT DETAILS OF AN OFFENDER, FOLLOWED BY THE NATURE OF THE PROBLEM TO -'. The phone number '07484 070422' is displayed in large, bold, yellow capital letters. Below the number, the text 'WE'LL DO THE REST' is written in large, bold, white capital letters. At the bottom, smaller white text states 'ALL CONTACT WILL REMAIN ANONYMOUS' and 'EACH TEXT WILL BE CHARGED AT YOUR STANDARD NETWORK RATE'.

2022/2023 SEASON TICKETS

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 at tickets@cardiffcityfc.co.uk.

To see our full Terms and Conditions regarding the purchase of Season Tickets please visit www.cardiffcityfc.co.uk/tickets/seasontickets or see Appendix 2 of this Charter.*

The numbered stadium zones for 2022/23 Season Tickets and relevant pricing details are:



* Please note, not all areas are available for sale. Some areas may only be opened for sale when the demand is at a sufficient level. The Club reserves the right to allocate areas available for sale, and if necessary, restrict or close areas for sale.

Season Tickets can be purchased in the following ways:

- 24-hour online booking - tickets.cardiffcityfc.co.uk
- Telephone - 033 33 11 1920 (subject to advertised opening hours)

Please check our website or call our Ticket Office for all ticketing information and on sale dates.

2022/2023 INDIVIDUAL MATCH DAY TICKETS

Tickets for Cardiff City FC home fixtures can be purchased directly from the club. Please refer to the information, rules and regulations concerning purchases which can be found as "Appendix 6" to this document.

2022/2023 CLUB MEMBERSHIP

Memberships can be bought online at tickets.cardiffcityfc.co.uk

Prices are:

- **Adult £30**
- **Senior 60+ £25**
- **16 – 21 £25**

Some of the benefits of membership are:

- Personalised Club Membership card.
- Opportunity to purchase a discounted ticket for home league fixtures (one per Club Membership) prior to a match day and subject to availability.
- Ability to purchase one ticket for away league fixtures, subject to availability and sales criteria.
- Inclusion in the Bluebirds Rewards programme.
- Earn loyalty points when you spend at several affiliated high street and online brands, including Club Partners.
- Entry for prize giveaways, challenges and able to use loyalty points on benefits such as signed shirts and supporter experiences.
- Access to offers from official Club Partners and Affiliates of Bluebirds Rewards.

Full Terms & Conditions can be found at Appendix 3 of this document

JUNIOR BLUEBIRD MEMBERSHIP

Junior Bluebird Memberships can be bought online at tickets.cardiffcityfc.co.uk for any supporter under the age of 16 at the time of the purchase. Membership costs £20

Once a member a Junior Bluebird will receive:

- A goodie bag filled with amazing gifts
- A membership card
- A Cardiff City birthday card
- Discounted individual home league fixture tickets
- Away travel privileges (subject to sales criteria and availability)
- Meet and greet with First Team at one exclusive event per season

Memberships are divided into four different age groups.

Baby Bluebirds (below 1 year) will receive a special Bluebirds baby-grow and bid in addition to other gifts.

Full Terms & Conditions can be found at Appendix 4 of this document

BLUEBIRDS REWARDS

Full Terms and Conditions can be found at www.cardiffcityfc.co.uk.

2022/2023 CAR PARK SEASON PASS

Our Car Park Season Pass entitles the holder to access their designated parking area for 23 home League fixtures during the 2022/23 season. **Please note however, access may be denied if you arrive 60 minutes or less before the designated kick-off time.**

A Car Park Season pass can also be used for selected pre-season friendlies, Carabao Cup and FA Cup fixtures played at Cardiff City Stadium where the holder has purchased a ticket for the event (Subject to Availability). Duplicate passes **will not** be issued if your original car park pass is lost or stolen.

FURTHER 2022/2023 SEASON INFORMATION

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 any booking, and that our Ticket Office are made aware of any mid-season changes.

Family Stand Policy – To protect the integrity of the Family Stand, no tickets will be sold to Adults without a Juvenile / OAP or to Juveniles without an Adult / OAP who must act as the Juveniles guardian.

Matchday age restrictions – No persons under the Age of 14 may enter the Stadium unaccompanied. Children aged 13 and younger must be accompanied with an Adult aged over 18 who must act as the Child(s) Guardian.

The Club reserves the right to relocate, as necessary, either a Season Ticket or a Matchday Ticket following purchase. If this becomes necessary, the ticket purchaser will be contacted as appropriate. Cardiff City Football Club will not however be liable to pay compensation or provide a refund.

All tickets are issued subject to the Ground Regulations of Cardiff City Football Club as displayed at the Ticket Office, at the Turnstiles and online. Copies are also available on request and can also be found in this document under Appendix 1

Cardiff City Football Club reserves the right to eject / remove, either from the stadium or its footprint any person, or persons, who fail to comply with these Regulations.

For all the latest news, tickets, and videos, download our official Club App **FREE** from the App Store or Google Play Store by searching "Cardiff City FC".

DISABLED SUPPORTERS

We take pride in the service and facilities we provide to disabled supporters. We are proud to promote inclusion and diversity within the stadium where all can come to enjoy their day in a safe, secure and welcoming environment.

We are pleased to work closely with the **Cardiff City Disabled Supporters Association** and aim to ensure there is regular and ongoing dialogue between us. CCFC would encourage disabled Bluebird fans to contact the association for further information. The DSA Chairperson is Kieran Jones, and he can be contacted via ccfcdsa@gmail.com

Accessible Toilets – Within Cardiff City Stadium there are several such toilets. Entry is made via a ‘radar’ key system, so if you have one please bring it with you for ease of entry and use. Should you require assistance, please see your nearest steward.

Changing Places – We also have a ‘Changing Places Toilet’ which is available for anyone to utilise as necessary. For further information contact our Disability Access Officer, Ben Jones (ben.jones@cardiffcityfc.co.uk).

Temporary Mobility Restrictions - Supporters suffering from temporary mobility restrictions that could affect their access to the stadium or seating areas should contact our Ticket Office prior to attendance. This will enable us to make any arrangements that may be necessary and may involve a change of seat, however, this is subject to availability.

Season Tickets & Matchday Tickets - Disabled Supporters can purchase a ticket (subject to availability) at the appropriate price band, which will include a complimentary ticket for their personal assistant. This is subject to the supporter:

- Being in receipt of the medium to high-rate Disability Living Allowance (DLA) mobility or care component
OR
the Enhanced Rate Personal Independence Payment (PIP)
OR
the Severe Disablement Allowance
AND
- Having a Certificate of Visual Impairment (CVI)
OR
a personal letter from your GP

Other forms of proof may be accepted. Proof of eligibility will usually be required before tickets are issued.

OUR HOME – CARDIFF CITY STADIUM

Cardiff City Stadium became the home of Cardiff City Football Club in 2009 following the move from Ninian Park. The official capacity is 33,280 following the Ninian Stand extension in 2014. The Stadium has hosted several other events, including both Women's and Men's Welsh International football fixtures, music concerts, the Amlin Cup Final, the UEFA Super Cup Final and the UEFA Women's Champions League Final.



Ground Regulations / Prohibited Items

A copy of the ground regulations can be found online. A copy can be found in Appendix 1 of this Charter and are also available to view outside each bank of turnstiles when entering the ground.

As a club we would encourage every supporter to familiarise themselves with the list of Prohibited Items, as shown on the next page. **Never attempt to bring any such item into the stadium.** An attempt whether successful or not will result in a club / stadium ban being enforced.

YOUR SAFETY AND SECURITY AND THAT OF OTHERS IS IMPORTANT TO US

WHAT CAN I BRING INTO CARDIFF CITY STADIUM?



Small compact cameras
(Must be able to fit in a pocket)



Small fold up umbrellas



Small bags or backpacks
(Must be able to fit under your seat)



Non-offensive flags or banners
(2m x 1m or less)
(No sticks or poles and must meet fire regulations)



Clear plastic bottles
(500ml or less)



Crutches or walking aids

In order for us to ensure that your visit is as safe and smooth as possible, and your seats are suitable for your needs, please email The Club's Disability Access Officer, Adam Gilliat at adam.gilliat@cardiffcityfc.co.uk

WHAT CAN'T I BRING INTO CARDIFF CITY STADIUM?



Alcohol



Canned drinks



Drinking glasses



Glass bottles



Glass vessels
(e.g. Perfume)



Solid containers or flasks



Plastic bottles in excess of 500ml



Air horns



Baby buggies or prams



Video recording equipment



Large lens cameras



Poles or sticks
(Including selfie-sticks)



Flags or banners larger than 2m x 1m or of an offensive nature



Knives or weapons



Large bags or suitcases
(Including cabin bags)



Umbrellas
(Except small fold-up umbrellas)



Fireworks or flares



Smoke or gas canisters



Laser pens



Tools



Musical instruments



Dangerous or hazardous items



Cardiff City Stadium is a no smoking stadium, this includes the use of electronic cigarettes and vaporisers

And any article that might be used as a weapon and/or compromise public safety.
Any person in possession of such items will be refused entry to or ejected from the ground.



Fan Behaviour, Bans and our Appeals Procedure

Every football fan should feel safe attending matches when watching their team.

Cardiff City supports 'football's collective aims' and are fully aware that inappropriate behaviours do not represent the majority of our supporters. However, the importance of a safe matchday environment is paramount to everyone who attends or works at our events, and therefore we are specifically addressing poor behaviours to include:

- Pitch incursions (individual and mass invasions)
- The use of smoke bombs and pyrotechnics
- Throwing objects
- Drug-taking
- Discriminatory behaviour

Persons involved in these activities will be automatically banned by the club and reported to the police.

We Love Football and Will Protect the Game!

We will NOT tolerate inappropriate behaviours at Cardiff City Football Club. Bans and warnings will be issued promptly and in line with the following:

Warnings & denial of entry

Where transgressions have taken place, such as a minor breach of ground regulations, a person may be warned or issued a written warning about their ongoing behaviour. In some cases, poor behaviour may lead to persons being ejected from the Stadium.

Persons issued with a S.35 order by South Wales Police for anti-social behaviour prior to any event will be denied entry on the day, as instructed by the DPS who determine that such refusals are for the overall benefit of the event.

Section A – Club Ban

Any Cardiff City FC fan who is identified as being in breach of the Ground Regulations, in possession of any Prohibited Item, or deemed to have conducted themselves in an inappropriate manner that may bring the club into disrepute, will be subject to a warning or an imposed ban, at the discretion of the Safety Management Team at Cardiff City Football Club. The penalty will be based on the nature of the offence.

The length of ban shall be determined by Cardiff City FC using the points below for guidance. Club warnings and/or bans can also be issued for social media abuse where an individual is identified.

- | | |
|---------------------------------------------------------------------------------|------------------------|
| • Following minor offences/ breaches of ground regulations | - Up to 5 Games |
| • Following significant offences or more serious breaches of ground regulations | - Up to 10 Games |
| • Following major incidents and/or actions that cause the Club grave concern | - 12 Month Club Ban |
| • Following continued disruption of club / ground rules and regulations | - 18 Month Club Ban |
| • Persons threatening or intimidating Club Staff | - Minimum 18-month ban |

Club bans extend to all home games and prevents those banned from purchasing any tickets to away games through the club ticket office.

Section B – Appeal Procedure

There is no right of appeal via the Club against an FBO. Such appeals must be made to the courts.

There is, however, a right of appeal against a Club ban that is open to all fans, either when an FBO has been served or when notification of a club ban is issued. The notification will inform the fan as to when an appeal can be heard.

Fans who appeal against any additional club ban, after an FBO will then have to:

- Pass a police assessment
- Pass a Club interview
- Become a Season Ticket Holder or Member

If unsuccessful upon appeal, the supporter will have to wait a further 12 months before any new application to have any club ban lifted can be lodged.

Any persons not complying with a club ban (i.e., gaining or attempting to gain entry to any ground where Cardiff City FC are playing whilst a ban is in force) will have an extension of 12 months added to their current ban, at the discretion of the Safety Management Team.

The appeals procedure for any bans issued will be:

- Less than 5 games - No appeal mechanism
- More than 5 and up to 10 games – an appeal can be lodged after 5 games
- Bans that exceed a period which equates to more than 10 games – an appeal can be lodged after 7 matches or 50% of the games, whichever is the lesser.

To appeal a ban in the first instance, please email stadium@cardiffcc.co.uk with the subject: 'Ban Appeal – For attention of the Safety Management Team'.

In line with the principles established by the Steering Group against Hooliganism and our Cooperation Agreement with South Wales Police, they and the Safety Advisory Group may be informed when a club ban is administered. The Football Authorities, including the SGSA will be updated periodically as required.

Please note any person issued with a club ban will not be eligible for any refunds or discounts in relation to individual, season ticket or membership purchases.

Club bans of more than one year will result in cancellation of tickets, membership and the club discounts involved. Club bans will extend into stadia operated or managed by the club and may be published within Club or other media publications.

Banners, Flags and Signs

Cardiff City Stadium welcomes fan support as demonstrated by Banners, Flags and Signs.

To ensure these articles do not upset or distract others we ask that the custodian adheres to the following guidelines:

1. They should not be more than 8ft x 4ft (larger items such as crowd surfing banners allowed only by prior consent).
2. They should have an appropriate fire certificate.

3. They are not placed in the eyesight of other fans.
4. They do not obstruct any signage or advertising.
5. They should not be of a discriminatory, commercial, political, contentious, or obscene nature.
6. Any that are likely to cause alarm or distress to other Groups of supporters and/or either participating Clubs, its directors and/or staff will not be allowed.

The Stadium Manager/Safety Officer reserves the right and sole discretion to deny a custodian permission to bring into, or display within, Cardiff City Stadium any Banner, Flag or Sign.

Musical Instruments / Megaphones

Our stadium policy is not to allow such items. However, at certain events we may give prior authority on application.

Stewarding

The Club has a dedicated pool of matchday stewards with various skill sets, many of whom have been working for the Club for several years. All club stewards are required to undertake a comprehensive training programme and must have either achieved, or are working towards, NVQ Level 2 in Crowd and Spectator Safety. Many of them will have undertaken other specialist training, with many of the Supervisors and Team Leaders achieving NVQ Level 3 as part of their personal development plan.

The primary function of stewards is to ensure that all supporters have a safe and enjoyable visit to the Stadium. Our staff are required to enforce the Ground Regulations.

All stewards are required to be considerate and ensure that any tasks undertaken are done so in a respectful manner so as not to detract from the customer experience. Nevertheless, our Safety Management Team has the right to refuse entry or eject and subsequently ban any supporters who do not adhere to the Ground Regulations and / or our club procedures. Our stewards are empowered to act in line with these rights as appropriate and necessary.

Stadium Parking

Cardiff City Football Club provides parking facilities on matchdays. We have circa. 80 accessible parking bays, which are sold on a seasonal basis to Season Ticket Holders. We do currently have a Waiting List for these permits - To add your name to the list please call the Ticket Office on 03333 111920 or email Ben Jones at ben.jones@cardiffcityfc.co.uk.

Our car park often closes in the hour before kick-off. Closure time can differ based on various safety aspects. Please factor this into your travel plans when travelling to Cardiff City Stadium.

Parking permits purchased on a seasonal basis from Cardiff City FC can only be used for Cardiff City FC fixtures, including Cup fixtures and friendlies. They do not apply to other events such as FAW fixtures or concerts. For parking information on other events, or for further information, please e-mail stadium@cardiffcityfc.co.uk.

We respectfully ask visitors to use our on-site parking facilities and consider our neighbours by not obstructing footways and / or private entrances. Cardiff Council Enforcement Officers and South Wales Police are on duty on event days and will ensure vehicles are parked legally, and issue Penalty Charge Notices where appropriate.

Smoking Policy

As stated within the Ground Regulations, smoking is not permitted within the Stadium. This includes the use of electronic cigarettes and vaporisers.

At our discretion, we may allow supporters to exit at half time for a smoking break. The terms of exit are such that you are leaving to smoke or vape or accompany someone who is doing so. You must re-enter within 5 minutes of the second half kick-off or upon the instruction of our Stewards. You are not authorised to leave the designated "Smoking Area" and any such action will result in your being deemed to have left the stadium and re-entry being refused.

Environmental Policy and Sustainability

We acknowledge that our activities impact the environment. We strive to be as environmentally friendly as we possibly can and as such, we have integrated waste management systems at Cardiff City Stadium. These help us maximise the recovery of recyclables and minimise residual waste for disposal. We would ask our supporters to consider the impact you have on the environment and sustainability when visiting the stadium and use the appropriate bins etc. for your waste.

Systems and processes are in place to manage:

- Stands and spectator areas
- Concourses
- Corporate Hospitality areas
- Car Park and outer footprint

As a club we are fully signed up to the EFL 'Green Clubs' initiative and work closely with Cardiff Council to ensure that such operations are properly integrated and efficient channels of communication are maintained. The Club also fully supports the Council's 'Love where you Live' campaign).

We encourage all our operating partners to also engage in protecting the environment and maximising sustainability.

Retail

The Cardiff City Stadium Superstore is located between our Main Reception and Ticket Office. Please visit www.cardiffcityfcstore.com for the Opening Hours and to explore the full range of the merchandise we have available, and current offers.

We also have an online store where you can shop whenever suits you. Our online service currently offers a delivery service only.

*The Superstore closes at kick-off on a matchday and is open for half an hour following the final whistle.

Hospitality

Our hospitality memberships offer the perfect mixture of football, business, and pleasure.

Choose between our various hospitality areas at Cardiff City Stadium:

- **The Ricoh Diamond Suite** is the premium facility for Season Ticket Members to watch The Bluebirds with superb pitch facing views, exclusive insight with the *Player of the Match* presentation and the option to include a sumptuous three-course menu.

- Our **Premier Lounge** provides a fantastic opportunity for you to enjoy our superior concourse facilities on Level 4 of the Grandstand.
- The **Ninian Lounge**, situated in the Ninian Stand once again offers outstanding seats, premium access food & beverage outlets and much more to compliment a great matchday.

To find out more about the packages available, visit <https://www.cardiffcityfc.co.uk/commercial/> or contact a member of our Commercial Team on 033 33 111 921. Alternatively, email sales@cardiffcityfc.co.uk.

By becoming a Corporate Season Ticket Holder, you can take advantage of a range of exclusive benefits over the course of the campaign. Some of the benefits are:

- Personalised Season Ticket Access Card that can be loaded as a Digital Season Ticket Pass on your smartphone (Subject to compatibility).
- Reserved seat with entry to all 23 home league fixtures played at Cardiff City Stadium (subject to fixtures being played at full capacity).
- Priority of purchase on away league tickets, over Club Members and Flex ticket holders (subject to availability, COVID-19 restrictions and/or pre-determined sales criteria)
- Preferential access to Cup fixtures (where applicable, subject to availability)

Charities & Good Causes Policy

Cardiff City Football Club understands the positive impact it can have in helping generate much-needed funds for charities and good causes. The Club aims to support the hard work of charities and fundraising groups across the country, but particularly in the local area.

Cardiff City FC's recognised charity partner is the Cardiff City FC Community Foundation (Charity No. 1128443).

The Foundation received charity status in 2009 and aims to use the power of sport and education to change lives and inspire people to be more active, included, healthy and knowledgeable. It reaches over 30,000 people every year and aspires to reach many more. They are responsible for thousands of young people participating in grassroots football, both in and out of school curriculum time, bringing the professional game closer to the community.

The Club receives a significant number of charitable requests for tickets, signed memorabilia and donations each season. Although we do our best to support as many as we can, we cannot guarantee a successful application. Signed memorabilia is typically reserved for our nominated charities, although requests from long-standing season ticket holders will be carefully considered.

We also authorise bucket collections at several fixtures throughout the season and applications can only be made by registered charities and should be submitted to Ben Jones, either by email (ben.jones@cardiffcityfc.co.uk) or by post to: Ben Jones, Cardiff City Football Club, Cardiff City Stadium, Leckwith Road, Cardiff, CF11 8AZ.

The Club will seek to fulfil requests from organisations in the local area prior to any national groups, however, may make special provisions in exceptional cases.

CARDIFF CITY FC COMMUNITY FOUNDATION

The Foundation's mission is to use the unique appeal of Cardiff City FC to change lives. Put simply: 'Our club changes lives'.

The Foundation's goal is to support children, young people, vulnerable adults and families in South Wales to achieve their full potential. The Foundation tackles inequality and aims to overcome barriers by helping people to lead healthier more active lives, improve education and employment opportunities, and build stronger communities.

The Foundation works with communities across South Wales, supporting thousands of people each year, and focuses its efforts on:

- Disadvantaged communities
- At risk individuals
- Underrepresented groups

The Foundation's team of teachers, youth workers and football coaches offer the following core programmes:

- Early Years and Primary Development (Premier League Primary Stars, Move & Learn)
- Secondary Education & Training (Premier League Inspires)
- Post 16 Education & Training (Future Pathways)
- Youth Outreach (Premier League Kicks, Bluebirds Ability Disability Football)
- Community Outreach (Positive Pathways Veterans Project, 1927 Club, Twinning Project)
- Bluebirds Experiences

For further information please visit / contact via:

- Email: info@cardiffcityfc.org.uk
Telephone: 029 2023 1212
- Online: <https://www.cardiffcityfcfoundation.org.uk>
Twitter: [@CCFC_Foundation](https://twitter.com/CCFC_Foundation)
- Facebook: [@CardiffCityFCFoundation](https://www.facebook.com/CardiffCityFCFoundation)
Instagram: [@ccfc_foundation](https://www.instagram.com/ccfc_foundation)
- Just Giving: <https://www.justgiving.com/cardiffcityfcfoundation>

SAFEGUARDING

Cardiff City Football Club have staff who are trained and ready to deal with any issues involving Children and Adults at risk. The Club takes its responsibilities seriously and we are committed to safeguarding this group. We:

- Get the right people involved through safe recruitment and training.
- Create a safe environment for all visitors, participants, and staff.
- Have and promote clear systems to deal with any issues or concerns.

The comprehensive safeguarding policies and procedures that are in place for all staff and volunteers meet the requirements of Government Guidance, Premier League Rules, The English Football League's guidance on Safeguarding Children and Young People and Affiliated Football's policies and procedures for safeguarding.

We support the ethos that safeguarding is everyone's responsibility, and all staff and volunteers have a duty of care. Our safeguarding policy can be accessed at www.cardiffcityfc.co.uk/club/safeguarding

Any safeguarding concerns can, in the first instance, be referred to:

Head of Safeguarding – **Rob Cronick**

E: safeguarding@cardiffcityfc.co.uk

T: 02920 643609

M: 07872 147351

DATA PROTECTION

Cardiff City FC complies with all aspects of the Data Protection Act and GDPR principles. All data we hold regarding staff and supporters is held securely. Under Data Protection Law people on who we hold information will normally have certain rights in relation to their personal data. These rights can be confirmed at www.gov.uk/government/publications/data-protection-rights-for-data-subjects

Any queries regarding Data Protection should be addressed to dpo@cardiffcityfc.co.uk .

If you have any concerns about how we use your data, you also have the right to raise this with the Information Commissioner's Office at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (<https://ico.org.uk>). However please contact us initially as we will always try to help with any concerns.

PRIVACY POLICY

Below is the Link for the Cardiff City privacy Policy (which is also contained in Appendix 5). <https://www.cardiffcityfc.co.uk/club-privacy-policy>

GROUND REGULATIONS

Notice: Entry to the Ground is expressly subject to acceptance by the visitor of these Ground Regulations and the rules and regulations of FIFA, UEFA, The Football Association, the Premier League and The English Football League (EFL) in respect of the relevant competition and the terms of the Supporter Code of Conduct (if any). The Ground Regulations incorporate the Club's Customer Charter (if any). Entry to the Ground shall constitute acceptance of the Ground Regulations.

"Club" means this football club.

"Football Authority" means each of The English Football League (EFL), the Premier League, The Football Association, the Football Association of Wales, FIFA, UEFA and any other relevant governing body of association football.

"Illegal Substance" means any drug which is not legally obtainable, or which is legally obtainable but has not been legally obtained. The term includes prescribed drugs not being used for prescribed purposes.

"Ground" means this football stadium and all locations owned, occupied or utilised by the Club.

"Match" means any association football match (or any part or aspect of such a match) taking place at the Ground. **"Material"** means any audio, visual and/or audio-visual material and/or any information or data.

"Supporter Code of Conduct" means the code of conduct to be adhered to by all those attending the Ground which can be found on or accessed via the Club's website or can be provided upon written request to the Club.

- 1 Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person:
 - 1.1 that fails (or in the Club's reasonable opinion is likely to fail) to comply with these Ground Regulations and/or the Supporter Code of Conduct and/or any reasonable instruction issued by a police officer or authorised steward or officer of the Club; and/or
 - 1.2 whose presence within the Ground is, or could (in the Club's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.
- 2 On no account will admission be granted to a person:
 - 2.1 who is the subject of a current Banning Order under the Football Spectators Act 1989 (as amended); or
 - 2.2 who has been convicted of ticket touting offences under section 166 of the Criminal Justice and Public Order Act 1994 (as amended).
- 3 The Club excludes to the maximum extent permitted by law any liability for loss, injury or damage to persons/property in or around the Ground.
- 4 No guarantees can be given by the Club that a Match will take place at a particular time or on a particular date and the Club reserves the right to reschedule the Match without notice and without any liability whatsoever, save only to the extent provided pursuant to paragraph 5.
- 5 In the event of the postponement or abandonment of the Match, refunds (if any) will be made in accordance with the Club's Customer Charter. The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, such as (but not limited to) loss of enjoyment or travel costs.
- 6 All persons seeking entrance to the Ground acknowledge the Club's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.

- 7 The following articles must not be brought within the Ground: knives, illegal substances, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. Any person in possession of such items will be refused entry to the Ground.
- 8 Further, you may not bring into the Ground:
- 8.1 any sponsorship, promotional or marketing materials save in respect of official club merchandise and/or other football related clothing worn in good faith;
- 8.2 any flags or banners larger than those maximum dimensions permitted by the Club from time to time (or, in the absence of such stipulations, 2 metres x 1 metre) and/or of an offensive nature;
- 8.3 nor may you offer (either free or for sale by any person) any goods (including literature) of any nature, without the express written approval of the Club's management.
- 9 The following activities are strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches:
- 9.1 use of threatening behaviour, foul or abusive language;
- 9.2 attempting to enter the Ground or be inside the Ground whilst under the influence of an Illegal substance; and /or
- 9.3 being in possession of an Illegal Substance when entering the Ground or inside the Ground
- 10 Racial, homophobic or discriminatory abuse, chanting or harassment is strictly forbidden and will result in arrest and/or ejection from the Ground. The Club may impose a ban for one or more Matches.
- 11 The following acts are offences under the Football (Offences) Act 1991 (as amended):
- 11.1 the throwing of any object within the Ground without lawful authority or excuse.
- 11.2 the chanting of anything of an indecent or racist nature.
- 11.3 the entry onto the playing area or any adjacent area to which spectators are not generally admitted without lawful authority or excuse. Conviction may result in a Banning Order being made.
- 12 All persons entering the Ground may only occupy the seat allocated to them by their ticket (including those who have tickets to the Licensed Standing In Seated Area pursuant to paragraph 15 below) and must not move from any one part of the Ground to another without the express permission or instruction of any steward, officer of the Club and/or any police officer.
- 13 Nobody may stand in any seating area whilst play is in progress (except those persons who have tickets to the Licensed Standing In Seated Area pursuant to paragraph 15 below). Persistent standing in seated areas, other than Licensed Standing Seated Areas, whilst play is in progress is strictly forbidden and may result in ejection from the Ground.
- 14 The obstruction of gangways, access ways, exits and entrances, stairways and like places is strictly forbidden. Nobody entering the Ground shall be permitted to climb any structures within the Ground.
- 15 Where the Club operates licensed standing in seated accommodation areas at the Ground as part of the UK Government's scheme on safe standing in conjunction with the Sports Grounds Safety Authority (the "Licensed Standing In Seated Areas"). Only ticketholders who have tickets to the Licensed Standing In Seated Areas are permitted to access the Licensed Standing In Seated Areas. Ticket holders who have tickets to the Licensed Standing In Seated Areas shall:
- 15.1 occupy the space in front of the seat allocated to them on their ticket only and must not move to different spaces within the Licensed Standing In Seated Areas or to different

- areas of the Ground;
- 15.2 expect that other spectators will be standing while play is in progress (although of course they may sit on their allocated seat before and after the activity, or during an interval or halftime break);
- 15.3 not sit or stand on the rails, or stand on the seats in the Licensed Standing In Seated Areas;
- 15.4 not be permitted to admit anyone who does not have a ticket to the Licensed Standing In Seated Areas to the Licensed Standing In Seated Areas;
- 15.5 be respectful towards staff, stewards, and other fans at all times;
- 15.6 behave appropriately in the Licensed Standing In Seated Areas – anti-social behaviour will not be tolerated;
- 15.7 unless needing to use facilities, not move around in the Licensed Standing In Seated Areas and shall stay in the designated space only as described on the relevant ticket and in accordance with paragraph 15.1;
- 15.8 not be permitted to stand in the gangways or on the steps in the Licensed Standing In Seated Areas to watch the Match and acknowledges that these are for accessing and leaving seats only; and
- 15.9 acknowledge that any failure to comply with the conditions set out in this paragraph 15 may lead to ticketholders being ejected from the Ground and/or banned from all Matches, and the Ground may lose the right to maintain the Licensed Standing In Seated Areas.
- 16 EFL stadia are smoke-free and smoking or the use of electronic cigarettes is not permitted inside the Ground.
- 17 Mobile telephones and other mobile devices are permitted within the Ground PROVIDED THAT (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured, logged, recorded, transmitted, played, issued, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.
- 18 Under the Sporting Events (Control of Alcohol etc.) Act 1985 (as amended), the following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:
- 18.1 attempting to enter the Ground or being inside the Ground whilst drunk; and / or
- 18.2 being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.
- 19 Any individual who has entered any part of the Ground designated for the use of any group of supporters to which they do not belong may be ejected from the Ground either for the purposes of their own safety or for any other reason.
- 20 Save as set out in paragraph 17 above, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to the Match, any players or other persons present in the Ground and/or the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material.
- 21 The copyright, database rights and any other intellectual property rights in and to all Material that

you produce at the Ground in relation to the Match, any players or other persons present in the Ground and/or the Ground (whether produced in breach of paragraph 20 above, or pursuant to paragraph 17 above, or otherwise) is hereby assigned (including by way of present assignment of future copyright pursuant to section 91 of the Copyright, Designs and Patents Act 1988) to the Club and the EFL. You further agree (if and whenever required to do so by the Club and/or the EFL) to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to the Club and the EFL absolutely and with full title guarantee.

- 22 No goods (including literature) of any nature may be offered either free or for sale by any person within the Ground without the express written permission of the Club.
- 23 Tickets are not transferable and may not be offered for sale without the prior written permission of the Club or otherwise in accordance with the relevant ticket terms and conditions. Any tickets that are transferred are transferred subject to these Ground Regulations. Any tickets offered for sale may be confiscated by any steward, officer of the Club or any police officer. The Club reserves the right to refuse admission to or eject from the Ground, and/or exclude any person who has offered for sale or transferred his/her ticket in contravention of the relevant ticket terms and conditions (and/or the holder of any ticket that has been transferred in contravention of the relevant ticket terms and conditions). Tickets remain the property of the Club at all times.
- 24 CCTV cameras are in use around and in the Ground. Body worn video cameras recording video and/or audio may also be used as appropriate, to record images or audio which identifies you as an individual, for example to record prohibited behaviours as referenced in paragraphs 9, 10 and 11 . The Club may itself use or pass to the police or any Football Authority or other clubs, any recordings for use in any proceedings.
- 25 At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer (including without limitation any instructions regarding health and safety such as those in respect of communicable diseases (and such persons shall comply with any government guidelines in respect of the same). Failure to comply with any instruction may lead to immediate ejection from the Ground.
- 26 By entering the Ground, all persons are acknowledging that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial or marketing purposes by the Club, the EFL or others (including commercial partners and accredited media organisations) and entry into the Ground constitutes consent to such use. You further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by the Club or by a third party, such as a law enforcement body) to identify you as an individual, where permitted by data protection laws, for the purposes of preventing or detecting crime, or any breach of these Ground Regulations. Information about the Club's use of your personal data will be brought to your attention by the Club (see for example any applicable privacy policy, signage and/or other forms of announcement in or around the ground). For further information please contact the Club.
- 27 All ticket holders agree that the Matches for which the tickets have been purchased are public, and that their appearance and actions inside and in the perimeter of the Ground where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.
- 28 Further to paragraph 26, if such person is under 18 years of age, the parent, guardian, or responsible adult who is accompanying them into the Ground shall be deemed to have provided consent on their behalf.
- 29 Refused entry to (or ejection from) the Ground may lead to further action by the Club including, but not limited to, the withdrawal of any season ticket (without reimbursement), Club Membership and other benefits. Please read the applicable Terms & Conditions of Entry.

APPENDIX 2

2022/23 SEASON TICKETS - TERMS AND CONDITIONS

Season Tickets can be purchased in the following ways:

- 24-hour online booking - tickets.cardiffcityfc.co.uk
- Telephone - **033 33 11 1920** (subject to advertised opening hours)

Please regularly check tickets.cardiffcityfc.co.uk 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.

GENERAL SEASON TICKET HOLDER TERMS & CONDITIONS (EXCLUDES CORPORATE SEASON TICKETS)

A 2022/23 General Season Ticket holder can take advantage of a range of exclusive benefits over the course of the campaign, namely:

- Personalised Season Ticket Access Card or Digital Pass on your smartphone (subject to compatibility).
- Entry to Cardiff City Stadium for 23 home league fixtures with a reserved seat (subject to fixtures being played at full capacity)
- Access to our new loyalty rewards programme, Bluebirds Rewards.
- Supporters who renewed their Season Ticket in our Early Bird Window (before 5pm on 1st June 2022), were awarded a starting balance of 150 points for Bluebirds Rewards.
- Priority purchase of away league tickets over Club Members and Flex Ticket Holders (subject to availability, COVID-19 restrictions and/or pre-determined sales criteria).
- Preferential access to Cup fixtures (where applicable, subject to availability).
- 10% discount on Cardiff City Matchday Hospitality and non-matchday stadium room bookings.
- Exclusive birthday card and drinks voucher if your birthday falls on a home match fixture.

DELIVERY METHOD

When purchasing a Season Ticket, you can select your preferred delivery method at the point of purchase:

Delivery Method: New Card (Online purchase)

Price: £5

A new access card will be sent via First Class post. There is also an option to download a digital version of your Season Ticket directly from our official ticketing website, providing your phone meets the necessary smartphone capability for a digital mobile ticket/NFC Mobile Ticket.

Delivery Method: New Card (Phone Booking Purchase)

Price: £8

A new access card will be sent via First Class post. There is also an option to download a digital version of your Season Ticket directly from our official ticketing website, providing your phone meets the necessary smartphone capability for a digital mobile ticket/NFC Mobile Ticket.

Delivery method: Digital Season Ticket (Online purchase)

Price: £2

Those who choose this delivery method at point of purchase will be sent a text message prior to the season commencing, with a link to download their Season Ticket to their Google Pay or Apple Wallet. There is also an option to download a digital version of your Season Ticket directly from our official ticketing website, providing your phone meets the necessary smartphone capability for a digital mobile ticket/NFC Mobile Ticket.

Delivery method: Digital Season Ticket (Phone Booking Purchase)

Price: £5

Those who choose this delivery method at point of purchase will be sent a text message prior to the season commencing, with a link to download their Season Ticket to their Google Pay or Apple Wallet. There is also an option to download a digital version of your Season Ticket directly from our official ticketing website or the Cardiff City Official Club App, providing your phone meets the necessary smartphone capability for a digital mobile ticket/NFC Mobile Ticket.

V12 FINANCE LTD

You can renew your Season Ticket via V12 Retail Finance online, via tickets.cardiffcityfc.co.uk. If you are applying for V12 Retail Finance, your Season Ticket will not be activated until after V12 Retail Finance makes payment to the Club.

Cardiff City Football Club is authorised and regulated by the Financial Conduct Authority. We do 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.

Following a successful application Cardiff City Football Club may receive a flat fee or an amount of commission from the lender. The amount can vary dependant on the product chosen and the value of the season ticket.

- All Season Ticket finance applications are subject to status and availability.
- All Season Ticket finance applications are subject to an arrangement fee.
- Please be advised that if you apply for your Season Ticket via V12 Finance Ltd. online or via the Ticket Office and your application is not signed/agreed within seven days, your Season Ticket will be released for sale. If you do not receive any correspondence within 24 hours of applying, please contact the Ticket Office immediately.
- If you apply for a Season Ticket via V12 Finance Ltd. and are unsuccessful in your application, you will need to contact the Ticket Office within seven days to arrange alternative payment. Failure to do so will result in your seat being released for sale.
- Whilst we do not accept responsibility for renewal issues caused by system errors, our Ticket Office Team will endeavour to assist you in rectifying the problem as efficiently as possible.

SEASON TICKET AVAILABILITY

Please note, not all areas within the stadium are offered for general sale. Some areas may only be available to those who meet a defined criteria and some may only be opened for sale when the demand is at a sufficient level.

The Club reserves the right to allocate areas available for sale, and if necessary, restrict or close areas for sale.

JUNIOR U14

A Junior season ticket holder, under 14 years of age, will not be permitted to enter the stadium without being accompanied by an individual aged 18 years or over. If entry is made, we reserve the right to eject the individual, whilst engaging advice and assistance from our Safeguarding Team.

JUNIOR (U16) WITH A FULL PAYING ADULT

A Junior (U16) Season Ticket must be purchased alongside a full paying adult Season Ticket, seated together within the same area and price zone. This price class is only available when purchased in conjunction with the full paying adult ticket. The Club reserves the right to request an upgrade fee to the relevant price class and prevent entry to the stadium, until payment is received, should this not be the case.

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 providing one of the following at point of sale:

- Being in receipt of medium to high-rate Disability Living Allowance (DLA) mobility or care component.
- The Enhanced Rate Personal Independence Payment (PIP)
- Employment and support Allowance
- Certificate of Visual Impairment (CVI)
- A personal letter from your GP

Other forms of proof may be accepted, and proof of eligibility may be required before tickets are issued. The relevant documentation must be sent to tickets@cardiffcityfc.co.uk along with corresponding personal details **prior to the advertised cut-off date for this concessionary offer**. In the case of renewals, we may request current proof of eligibility

and failure to provide, and the renewal will not be processed until requirements have been met. All Season Ticket holder benefits will also be paused.

ADDITIONAL INFORMATION

- Personal Assistant Season Tickets are issued solely for the purpose of assisting Season Ticket holders with a disability
- Personal Assistant Season Tickets must be located next to the Disabled Season Ticket holder.
- Personal Assistant Season Ticket holders can only be purchased with the disabled supporter that they assist. Should a Personal Assistant wish to travel away without this person they will need to purchase a Club Membership or a full price Season Ticket to become eligible

SEASON TICKET PRICING

Cardiff City FC will continue to promote greater accessibility to tickets for matches, with a range of prices and facilities which encourage the widest possible support.

- **“Early Bird” Price:** Season Tickets purchased prior to the advertised time and date.
- **“Standard” Price:** Season Tickets purchased after the advertised time and date.

Please note that Early Bird Season Ticket pricing is only available until the time and date as advertised, after which point, the price will default to the Standard Price, with an increase of up to £50 per price class in each price zone.

SEASON TICKET DISCOUNT BASED ON MULTIPLE PURCHASES

Family of 4 Ticket: Tickets are available in price Zone 4F of the 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 SEASON TICKET

Junior U16 with a full paying Adult Season Tickets: Only available in price Zones 3 and 4. The ticket is valid for a Junior U16 accompanied by an adult or for 2 Junior U16 accompanied by an 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)

CONCESSIONS

Concession prices are available to Juniors (15 & under), 16-21-year-olds and Senior Citizens (60+). Cardiff City FC reserve the right to change or remove the available concessions from season to season. The Season Ticket concession is applied at point of sale.

Please Note: A Junior Under 14 years of age will not be permitted to enter the stadium without being accompanied by an individual aged 18 years or over.

FAMILY STAND SEASON TICKETS

There must be at least one Junior U16 and one Adult (18yrs or over) who form part of a group purchase, and no more than two adults to one Junior U16 as a ratio.

No Junior U16s can use the family Stand unless accompanied by an Adult (18yrs or over), and no Adults (18yrs or over) can use the Family Stand unless accompanied by a Junior U16. Please be advised, you may be asked to provide documentation for proof of age at both point of sale and/or at point of entry.

If the ratio of adults to Junior U16 does not meet these criteria, then a new purchase or renewal will not be possible in this stand. In such instances parties within the group will need to relocate to another area of the stadium. Alternative options will be provided by the Ticket Office Team. Please be advised that an upgrade fee may be applicable.

Furthermore, if any Season Ticket holder is unable to attend a match, and this results in the remainder of the group failing to meet the criteria then the group should contact our Ticket Office Team to arrange to relocate to another area of the stadium for that match. Please be advised that an upgrade fee may be applicable in this scenario.

RETURNS AND REFUNDS

Season Tickets are **NON-REFUNDABLE**.

Season Tickets can be transferred to the name of another supporter on a seasonal basis for the fee of £5 plus any additional upgrade charges (written authorisation is required from the current Season Ticket holder, or Next of Kin for this to be actioned).

SEASON TICKET OWNERSHIP DISPUTES

In the event of any disputes the Season Ticket purchaser will have full rights to any Season Ticket (subject to proof of purchase being provided). All disputes will be resolved at the discretion of our Ticket Office Team.

SEASON TICKET CONCESSION UPGRADES

Season Ticket upgrade fees will be calculated based on the prices set in line with the relevant season. Such fees will not be calculated based on any events that may have passed (e.g., a Junior U16 Season. Tickets purchased during the Early Bird period that has been utilised for game entry, can be upgraded to an adult Season Ticket but will be charged at the original Early Bird Adult rate, not taking into consideration any games that may have passed). Once purchased, Season Tickets can be upgraded to a higher priced area, subject to relevant upgrade fees being paid. Season Ticket upgrades will also incur an administration fee of £5 which includes a new Season Ticket Access Card if requested.

SEASON TICKET MOVEMENT

A Season Ticket can be moved to any area of the ground for an administration fee of £5. Season Tickets can be upgraded to a higher priced area, subject to any relevant price difference being paid.

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 home club's ticketing policy.

OTHER ADMINISTRATION FEES AND CHARGES

The following charges apply at the Ticket Office:

- Lost Season Ticket Card: £5 replacement fee.
- Forgotten Season Ticket Card on Matchday: £5 charge for a barcoded paper ticket issue, or £1 charge for Digital Ticket reissue (providing your mobile phone meets the necessary smartphone capability for a digital/NFC pass mobile ticket).
- Stolen Season Ticket Card: Re-issued free of charge on production of a valid crime number.
- Season Ticket printed as a barcoded paper ticket, for a one-off fixture warrants a £5 fee. The ticket will be made available for collection on matchday, following the production of photographic identification (driver's licence or passport).
- Season Ticket holders can also request their Season Ticket to be issued as a digital ticket, for a one-off fixture, for a £1 fee. Digital tickets can be forwarded via your online ticketing account free of charge once the fee has been paid, providing your device meets the necessary smartphone capability for a digital/NFC pass mobile ticket.

MISUSED SEASON TICKETS

If a Season Ticket is deemed to be misused (e.g., an adult uses a concessionary Season Ticket), the Season Ticket Card will be confiscated upon entry to the stadium, or the Digital Season Pass blocked for future access. The Season Card/Digital Pass will only be returned or re-activated upon receipt of payment for the relevant upgrade charge, in addition to a penalty fee of £10 per user. All Season Ticket holder benefits will be stopped until the upgrade fee is paid.

COVID-19 RESTRICTIONS

The Club's decision in relation to the management of COVID-19 restrictions, including management of social distancing measures and/or reduced spectator capacity at Cardiff City Stadium, shall be final. Refunds will not be provided should a Season Ticket holder miss a fixture due to illness or a positive/inconclusive COVID-19 test.

BEHIND CLOSED DOORS/ REDUCED CAPACITY FIXTURES

If any home fixture included as part of your Season Ticket is played behind closed doors, or with a reduced capacity (that affects your purchase) it is our intention to offer the holder the chance to enter the selection process to possibly secure a ticket for a reduced capacity home league match.

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

The order of the 'sale' will be as follows:

- Holders of Season Tickets for the previous season who have renewed for the current season will be included in the first stage of sale for the first reduced capacity home league game and will have an equal opportunity to apply online for a ticket (subject to the time and date of the Season Ticket purchase). They will be required to join the online queue at the advertised time of sale and will be randomly selected to enter the ticketing site and apply for a ticket.
- Holders who are successful entering the site during the time of sale will also be able to select tickets for fellow Season Ticket holders within their pre-created family and friends' network (subject to government and governing body restrictions at the time of sale). We encourage you to purchase in groups to maximise the number of supporters allowed at the stadium.
- Holders who are successful in applying for their ticket for the first reduced capacity home league fixture will be excluded from the first stage of sale for the next reduced capacity home league fixture on sale.
- Holders who are not successful in applying for a ticket for the first reduced capacity home league fixture will then have a priority window to apply for a ticket for the next game. Once this window has finished, the remaining renewed Season Ticket holders who were successful in applying for the first game will be able to enter the selection process for the next. This procedure will continue for the first stage of sale until fixtures resume at full capacity.

In the event of fixtures being played with reduced capacity restrictions, we cannot guarantee that your Season Ticket seat will be available. In such cases we will issue you a ticket for an alternative seat, subject to availability and the selection procedure in place.

Those who are unsuccessful in their application for a ticket for a reduced capacity fixture, will be awarded an online ticketing voucher to the value of their Season Ticket price per game which can be used towards the renewal of a Season Ticket for next season or towards home league tickets during the next season.

The Club will aim to provide the opportunity for current Season Ticket holders to purchase a streaming pass for such events, 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.

The Club commits to reviewing its policy at regular intervals, in accordance with Welsh Government or relevant governing body policy.

Cardiff City FC reserves the right to deem reduced capacity fixtures as 'Digital only' events where a digital NFC

Mobile ticket/Mobile Ticket will be required to attend. Should a supporter successfully apply for a ticket via the proposed selection method and fail to attend the event for any reason, they will still be charged for the event from their Season Ticket balance.

Any online ticket voucher amounts accumulated during the current season because of games being played

behind closed doors or at reduced capacity will be accumulated and awarded at the end of the current season and can be used towards the renewal of a Season Ticket or towards home league tickets during next season.

ABANDONED / POSTPONED MATCHES

In the case of an abandoned or postponed fixture, Season Ticket holders are entitled to use their original ticket to access the re-arranged game. The club does not provide refunds for any postponed or rearranged matches for Season Ticket holders.

If a match is abandoned after spectators are admitted to the ground but before kick-off, ticket holders will be entitled to free admission to the rearranged match. If a match is abandoned after kick-off, the Club reserves the right to charge the full ticket price for the rearranged match; however, every effort will be made to avoid this.

MATCH CANCELLATIONS

If a match is cancelled and is not to be rearranged, Season Ticket holders will be entitled to a pro-rata refund to the value of their Season Ticket for that event. Season Ticket holders will have the opportunity to select their preferred method of refund, to include a cash or card refund, a ticketing voucher to be held on the Season Ticket holder's ticketing account, or a donation to the Cardiff City FC Academy.

FIXTURES PLAYED AT FULL CAPACITY

On reintroduction of home league fixtures at full capacity (Subject to relevant governing body/Welsh Government approval), all current Season Ticket holders will be able to attend the event and sit in their purchased Season Ticket seats as part of their Season Ticket package. No refund will be provided for those who do not attend.

DATA SHARING

By purchasing a Season Ticket, you are agreeing to Cardiff City FC sharing your data with a third-party company, Fourth Wall Creative, for the purpose of fulfilment (Season Ticket printing and delivery).

FURTHER INFORMATION

Please be aware that all fixtures are subject to change. Our Season Ticket holders are advised to keep up to date with the official

club website, club App and social media channels for any updates throughout the season.

As a Season ticket holder please ensure that all contact information, including address details, is up to date. This enables us to provide the best possible service.

The Club reserves the right to relocate, when necessary, a Season Ticket purchase. Should this situation occur, we will attempt (but cannot guarantee) to contact the holder however no compensation or refund will be issued.

Season Tickets are issued subject to the Ground Regulations of Cardiff City FC as displayed at the Ticket Office, on our website and as Appendix 1 of this document.

APPENDIX 3

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.
- Club Memberships can be purchased in the following ways: • 24 Hour Online Booking – tickets.cardiffcityfc.co.uk • Telephone – 033 33 11 1920 (subject to advertised opening hours) Please regularly check cardiffcityfc.co.uk/tickets for all ticketing information and ticket office opening hours.
- Club Memberships are NON-REFUNDABLE. They 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).
- 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.
- There are some fees and charges applicable to members in certain scenarios
 - Stolen Membership Card: printed free of charge on production of a valid crime number
 - Reprint of a lost Club Membership Card £5
- Membership concession prices are applied based on the age of the supporter at the time of purchase.
- Cardiff City FC reserve the right to change or remove the available concessions at any time
- 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.

APPENDIX 4

2022/23 Junior Membership Terms and Conditions

- 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).
- There are some fees and charges applicable to members in certain scenarios
 - Stolen Membership Card: printed free of charge on production of a valid crime number
 - Reprint of a lost Club Membership Card £5
- Membership concession prices are applied based on the age of the supporter at the time of purchase.
- Cardiff City FC reserve the right to change or remove the available concessions at any time

APPENDIX 5

Privacy Notice

Club Privacy Policy

This is the privacy notice of Cardiff City Football Club. In this document, "we", "our", or "us" refers to Cardiff City Football Club.

We are company number 00109065 registered in the United Kingdom.

Our registered office is at Cardiff City Stadium, Leckwith Road, Cardiff, CF11 8AZ

Introduction

- This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information (PII)") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.
- We regret that if there are one or more points below with which you are not happy, your only recourse is to leave our website immediately.
- We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them and will not accidentally fall into the hands of a third party.
- We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.
- Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).
- The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at www.knowyourprivacyrights.org

In brief, if you think that we are holding your PII, then you can make a request to us. We will verify the request and if we do, you have a number of rights in relation to that information.

You can ask us for: access to it, to rectify, erase and restrict it, to object to it being processed (used in any way), or to withdraw consent for it to be processed.

We must also tell you the reasons for which we are holding (processing) your PII data, the categories of data that we are holding, how long we plan to hold it and details of any recipients.

In certain circumstances, you can also ask us for a copy of your PII, in machine format, to allow for the transference of the data, to another organisation. Please contact dpo@cardiffcityfc.co.uk by email or by using any of the mechanisms detailed above, if you wish to exercise any of those rights. We have one month to respond to any such request.

Supervisory Authority

If you don't feel that we have responded correctly to any request that you may make of them, regarding your data, you have the right to complain to a Supervisory Authority. In the United Kingdom, the Supervisory Authority is the Information Commissioner's Office.

<https://ico.org.uk/concerns> / 0303 123 1113.

Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

1. Information we process because we have a contractual obligation with you

The basis on which we process information about you

The law requires us to determine under which of six defined terms we process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant then we shall immediately stop processing your data.

If the basis changes then if required by law we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

When you create an account on our website, buy a product or service from us, or otherwise agree to our terms and conditions, a contract is formed between you and us.

In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We may use it in order to:

- 1.1. verify your identity for security purposes
- 1.2. sell products to you
- 1.3. provide you with our services
- 1.4. provide you with suggestions and advice on products, services and how to obtain the most from using our website

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

Additionally, we may aggregate this information in a general way and use it to provide class information, for example to monitor our performance with respect to a particular service we provide. If we use it for this purpose, you as an individual will not be personally identifiable.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

2. Information we process with your consent

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you more information about our Club, including our products and services, you provide your consent to us to process information that may be personal information.

The Club's Preference Centre provides all supporters with the opportunity to define and control communications that they receive from the Club. Once registered, it is possible to log in to the Preference Centre to change or delete any of the information.

Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to our use of cookies.

Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally. We may aggregate it in a general way and use it to provide class information, for example to monitor the performance of a particular page on our website.

If you have given us explicit permission to do so, such as in the Preference Centre options, we may from time to time pass your name and contact information to selected associates whom we consider may provide services or products you would find useful.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us by email at dpo@cardiffcityfc.co.uk or by sending a letter to the Data Protection Officer at the Club. However, if you do so, you may not be able to use our website or our services further.

3. Information we process because we have a legal obligation

We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

This may include your personal information.

Specific uses of information you provide to us.

4. Information provided on the understanding that it will be shared with a third party.

Our website may allow you to post information with a view to that information being read, copied, downloaded, or used by other people.

Examples include:

- 4.1. posting a message our forum
- 4.2. tagging an image
- 4.3. clicking on an icon next to another visitor's message to convey your agreement, disagreement or thanks

In posting personal information, it is up to you to satisfy yourself about the privacy level of every person who might use it.

We do not specifically use this information except to allow it to be displayed or shared.

Once your information enters the public domain, we have no control over what any individual third party may do with it. We accept no responsibility for their actions at any time.

Provided your request is reasonable and there is no legal basis for us to retain it, then at our discretion we may agree to your request to delete personal information that you have posted. You can make a request by contacting us at dpo@cardiffcityfc.co.uk

5. Complaints regarding content on our website

If you complain about any of the content on our website, we shall investigate your complaint.

If we feel it is justified or if we believe the law requires us to do so, we shall remove the content while we investigate.

If we think your complaint is vexatious or without any basis, we shall not correspond with you about it.

6. Information relating to your method of payment

At the point of payment, you are transferred to a secure page on the website of our Ticketing or Retail Partners. That page may be branded to look like a page on our website, but it is not controlled by us.

The security of your Credit Card data is of paramount importance to us.

Card payment is taken using Optomany managed service. As a member of the Payment Card Industry Security Standards Council (PCI SSC), Optomany is dedicated to ensuring merchants and customers alike are protected against card data fraud. Transaction authorisation, settlement and management with PAYware Ocius is delivered through a PCI DSS Level 1 certified payment processing infrastructure.

Optomany's solution includes tokenisation, which eliminates the need to store sensitive cardholder details by replacing the card details with a unique reference code.

Your credit card details are not held on our servers.

Please ensure that you are in agreement with the terms, conditions, Privacy and Cookie Policies on these payment websites before interacting with any such website or making any purchase.

7. Information about your direct debit

When you agree to set up a direct debit arrangement, the information you give to us is passed to our own bank for processing according to our instructions. We do not keep a copy.

We are registered under the direct debit guarantee scheme. This provides for the customer's bank to refund disputed payments without question, pending further investigation. Direct debits can only be set up for payments to beneficiaries that are approved originators of direct debits. In order to be approved, these beneficiaries are subjected to careful vetting procedures. Once approved, they are required to give indemnity guarantees through their banks.

8. Job application and employment

If you send us information in connection with a job application, we may keep it for up to six months in case we decide to contact you at a later date.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. Further detail is contained in our Staff Manual.

9. Sending a message to our support team

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us in order to reply with the information you need.

We do not keep any personally identifiable information associated with your message, such as your name.

10. Complaining

When we receive a complaint, we record all the information you have given to us. We use that information to resolve your complaint.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

11. Affiliate and business partner information

This is information given to us by you in your capacity as an affiliate of us or as a business partner.

It allows us to recognise visitors that you have referred to us, and to credit to you commission due for such referrals. It also includes information that allows us to transfer commission to you.

The information is not used for any other purpose.

We undertake to preserve the confidentiality of the information and of the terms of our relationship. We expect any affiliate or partner to agree to reciprocate this policy.

Use of information we collect through automated systems when you visit our website.

12. Cookies

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed for use on another, allowing a website to provide you with a personalised experience and the website owner with statistics about how you use the website so that it can be improved.

Some cookies may last for a defined period of time, such as one day or until you close your browser. Others last indefinitely.

For further information on how we use cookies, please refer to our cookie

policy: <https://www.cardiffcityfc.co.uk/cookie-policy>

13. Personal identifiers from your browsing activity

Requests by your web browser to our servers for web pages and other content on our website are recorded.

We record information such as your geographical location, your Internet service provider and your IP address. We also record information about the software you are using to browse our website, such as the type of computer or device and the screen resolution.

We use this information in aggregate to assess the popularity of the webpages on our website and how we perform in providing content to you.

If combined with other information we know about you from previous visits, the data possibly could be used to identify you personally, even if you are not signed in to our website.

14. Our use of re-marketing

Re-marketing involves placing a cookie on your computer when you browse our website in order to be able to serve to you an advert for our products or services when you visit some other website.

We may use a third party to provide us with re-marketing services from time to time. If so, then if you have consented to our use of cookies, you may see advertisements for our products and services on other websites.

15. Information we obtain from third parties.

Although we do not disclose your personal information to any third party (except as set out in this notice), we sometimes receive data that is indirectly made up from your personal information from third parties whose services we use.

16. Third party advertising on our website

Third parties may advertise on our website. In doing so, those parties, their agents or other companies working for them may use technology that automatically collects information about you when their advertisement is displayed on our website.

They may also use other technology such as cookies or JavaScript to personalise the content of, and to measure the performance of their adverts.

We do not have control over these technologies or the data that these parties obtain. Accordingly, this privacy notice does not cover the information practices of these third parties.

17. Credit reference

To assist in combating fraud, we share information with credit reference agencies, so far as it relates to clients or customers who instruct their credit card issuer to cancel payment to us without having first provided an acceptable reason to us and given us the opportunity to refund their money.

18. Data may be processed outside the European Union

This section does not apply as our websites are hosted in the European Union.

19. Access to your personal information

19.1. At any time you may review or update personally identifiable information that we hold about you, by signing in to the Preference Centre.

19.2. To obtain a copy of any information that is not provided on our website you may send us a request at dpo@cardiffcityfc.co.uk

19.3. After receiving the request, we will tell you when we expect to provide you with the information.

20. Removal of your information

If you wish us to remove personally identifiable information from our website, you may contact us at dpo@cardiffcity.co.uk

This may limit the service we can provide to you.

21. Verification of your information

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

22. Use of site by children

We understand that children and young people, including those under 13 years of age (“minors”), may visit the Online Facilities or otherwise interact with us. Minors may need their parent or guardian’s permission to use or access certain facilities or receive certain information through the Online Facilities. Minors may also be asked to confirm they have that permission, and we reserve the right to verify parental or guardian consent, where required.

We try not to make a minor's participation in activities with us contingent on the minor disclosing any more personal information than is reasonably necessary in order to do so. We do not actively market to minors or use (or pass to any third party) personal information on persons known to be minors for any commercial purposes, without proper consent.

Other age restrictions may apply to certain products, services or opportunities available.

23. Encryption of data sent between us

We use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us.

24. How you can complain

24.1. If you are not happy with our privacy policy or if you have any complaint then you should tell us by email. Our address is dpo@cardiffcityfc.co.uk

24.2. If a dispute is not settled, then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.

24.3. If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns/>

25. Retention period for personal data

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

25.1. to provide you with the services you have requested;

25.2. to comply with other law, including for the period demanded by our tax authorities;

25.3. to support a claim or defence in court.

26. Compliance with the law

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our website.

27. Review of this privacy policy

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records.

If you have any question regarding our privacy policy, please contact us at dpo@cardiffcityfc.co.uk.

© Andrew Taylor and Net Lawman Ltd/Cardiff City Football Club

APPENDIX 6

Match Day Tickets

Tickets can be purchased in the following ways:

- 24hr online booking – tickets.cardiffcityfc.co.uk
- Telephone – 033 33 11 1920 (subject to advertised opening times)

For further information on opening times, please check the Cardiff City Football Club official website.

If you are an away supporter looking to purchase tickets for your team's visit to the Cardiff City Stadium, please purchase your tickets through your Club directly.

Pricing

The Club reserves the right to reduce prices for certain home league fixtures during the season for promotional purposes. The fixture categorizations and pricing table can be found below.

#CITYASONE

HOME LEAGUE MATCH PRICING 22/23

		BRONZE			SILVER			GOLD		
		CLUB MEMBERSHIP PRICING	GENERAL PRICING (PRE-MATCHDAY)	MATCHDAY PRICING	CLUB MEMBERSHIP PRICING	GENERAL PRICING (PRE-MATCHDAY)	MATCHDAY PRICING	CLUB MEMBERSHIP PRICING	GENERAL PRICING (PRE-MATCHDAY)	MATCHDAY PRICING
CORPORATE SEATING										
DIAMOND SUITE*	Adult	-	£62	£62	-	£65	£65	-	£68	£68
	Junior U16	-	£20	£20	-	£23	£23	-	£26	£26
PREMIER LOUNGE	Adult	-	£40	£40	-	£43	£43	-	£46	£46
	Seniors 60+	-	£31	£31	-	£34	£34	-	£37	£37
	16-21yrs	-	£27	£27	-	£30	£30	-	£33	£33
	Juniors U16	-	£20	£20	-	£23	£23	-	£26	£26
GENERAL SEATING										
ZONE 1	Adult	£26	£28	£30	£28	£30	£32	£30	£32	£34
	Seniors 60+	£21	£23	£25	£23	£25	£27	£25	£27	£29
	16-21yrs	£18	£19	£20	£19	£20	£21	£20	£21	£22
	Juniors U16	£15	£16	£17	£16	£17	£18	£17	£18	£19
ZONE 2	Adult	£22	£24	£26	£24	£26	£28	£26	£28	£30
	Seniors 60+	£17	£19	£21	£19	£21	£23	£21	£23	£25
	16-21yrs	£14	£15	£16	£15	£16	£17	£16	£17	£18
	Juniors U16	£11	£12	£13	£12	£13	£14	£13	£14	£15
ZONE 3	Adult	£19	£21	£23	£21	£23	£25	£23	£25	£27
	Seniors 60+	£16	£18	£20	£17	£19	£21	£18	£20	£22
	16-21yrs	£12	£13	£14	£13	£14	£15	£14	£15	£16
	Juniors U16	£9	£10	£11	£10	£11	£12	£11	£12	£13
ZONE 4	Adult	£17	£19	£21	£19	£21	£23	£21	£23	£25
	Seniors 60+	£14	£16	£18	£15	£17	£19	£16	£18	£20
	16-21yrs	£9	£10	£11	£10	£11	£12	£11	£12	£13
	Juniors U16	£7	£8	£9	£8	£9	£10	£9	£10	£11
ZONE 4F	Adult	£16	£17	£18	£17	£18	£19	£18	£19	£20
	Seniors 60+	£12	£13	£14	£13	£14	£15	£14	£15	£16
	16-21yrs	£9	£10	£11	£10	£11	£12	£11	£12	£13
	Juniors U16	£6	£7	£8	£7	£8	£9	£8	£9	£10
	Family Ticket (Family of 4)	-	£40	£40	-	£40	£40	-	£40	£40
ZONE D	Adult	£16	£17	£18	£17	£18	£19	£18	£19	£20
	Seniors 60+	£12	£13	£14	£13	£14	£15	£14	£15	£16
	16-21yrs	£9	£10	£11	£10	£11	£12	£11	£12	£13
	Juniors U16	£6	£7	£8	£7	£8	£9	£8	£9	£10

*Diamond Suite is available to Diamond members only. Please contact the commercial team for more information on 033 33 11 1921 or sales@cardiffcityfc.co.uk

HOME FIXTURE CATEGORIES 22/23

#CITYASONE

GOLD



Norwich City FC, Birmingham City FC,
Burnley FC, Watford FC,
Sheffield United FC, Queens Park Rangers FC,
Bristol City FC, Swansea City FC.

SILVER



Hull City FC, Blackpool FC, Reading FC,
West Bromwich Albion FC, Sunderland FC,
Stoke City FC, Huddersfield Town FC.

BRONZE



Preston North End FC, Luton Town FC,
Blackburn Rovers FC, Coventry City FC,
Rotherham United FC, Wigan Athletic FC,
Millwall FC, Middlesbrough FC.



Home Match Ticket Concession Definition

A 'Junior U14' is defined as a person under 14 years of age at the time of purchase. A junior U14 will not be permitted entry to the stadium without being accompanied by an individual aged 18 or over. If entry is made, we reserve the right to eject the individual, whilst engaging advice and assistance from our Safeguarding Team.

A 'Junior U16' is defined as a person under 16 years of age at the time of purchase. A 'Senior' is defined as a person aged 60 years or over at the time of purchase.

A '16-21' is defined as a person between the ages of 16 and 21 at the time of purchase.

Returns and Refunds of single Match Tickets

Please be aware that all fixtures are subject to change.

It is your responsibility to ensure that your address details are up to date/correct upon purchasing your match tickets to ensure that your tickets are sent to the correct place. If you opt for paper tickets and have not received your tickets, please contact the Ticket Office at least 48hrs prior to the event. Cardiff City Football Club are not liable for paper tickets once they have been collected by the Royal Mail.

In the case of abandoned fixtures, match ticket holders are entitled to use their original ticket to access the re-arranged game. However, if you are unable to attend the re-arranged fixture, you will need to notify the ticket office prior to the kick-off of the re-arranged date, only 50% of the face value of the match ticket may be refunded.

In the case of re-arranged fixtures, match ticket holders are entitled to use their original ticket to access the re-arranged date. However, if you are unable to attend the re-arranged fixture, you will need to notify the ticket office prior to the kick-off of the re-scheduled date to request a refund.

Purchasing Away League Tickets

Season Ticket holders will have priority of purchase on away league tickets over Club Members and Junior Bluebird Members, subject to availability and pre-determined sales criteria.

Concessions available and ticketing prices for away league fixtures may vary to those at Cardiff City Football Club as these are determined by the away club's ticketing policy.

Tickets for away fixtures are only available to current Season Ticket holders, Club Members and Junior Bluebird members. Tickets should only be utilized by the valid member whose Fan Id has been assigned to the ticket.

Cardiff City Football Club reserves the right to withhold or cancel any away tickets that are purchased at the wrong price class. Away tickets may be cancelled without notice if purchased incorrectly.

All away tickets are issued by the away club and will be sold and distributed by the Cardiff City Football Club ticket office on behalf of the away fixture.

If you have ordered an away ticket which has not arrived in the post, please contact the Cardiff City ticket office at least 48 hours before the event within the advertised opening times in order to arrange a reprint of your purchased tickets.

Cardiff City Football Club are not liable for match tickets once they have been collected by the Royal Mail. Away match tickets are not refundable (subject to away club ticketing policy)

Further Information

The following charges apply at the Ticket Office:

Online Match Ticket purchase

- Hardcopy barcoded paper match tickets purchased online will incur a £2 per ticket booking fee
- Match tickets purchased as digital tickets (NFC Mobile Ticket/ Mobile Ticket) will incur a £1 per ticket booking fee

Tickets purchased in person or via telephone

- Hardcopy barcoded paper match tickets purchased in person or via telephone will incur a £2 per ticket booking fee
- Match tickets purchased as digital tickets (NFC Mobile Ticket/ Mobile Ticket) will incur a £1 per ticket booking fee

Family Stand Match Tickets

We are always looking for the next generation of Bluebirds and as such, we need to implement policies and procedures that will maintain the integrity of our family stand and thereby encouraging future generations. On this basis, we have to ensure that the family stand has the right mix of adults, concessions and Juniors U16. Please refer to the policy below.

Our club policy in the family stand is as follows:

- a. There must be at least one Junior U16 and one adult per group purchase and a maximum of two adults to one Junior U16 in any group purchased within our Family Stand.

b. There are no Junior U16 permitted without adults and no adults permitted without Junior U16. Please be advised, you may be asked to provide documentation for proof of age.

If the family stand ratio of adults to children is abused In this instance, the group will be asked to relocate to another area of the ground. Alternative options will be provided by the ticket office team. Please be advised that an upgrade fee may be applied in this instance, based on the area of relocation.

Family of 4 ticket

Family of 4 tickets are available in the Zone 4F area only.

The Club reserves the right to block Family match Tickets from entry to the ground and demand an upgrade fee to the relevant price classes should the tickets not be purchased as the ratio of:

2 x Family Adult

2 X Family Junior Under 16

All tickets will be blocked until the upgrade fee is paid.

Additional information

The Club reserves the right to move a season ticket or matchday ticket without notice if deemed necessary (e.g. system error resulting in a seat issue). A seat within the same or higher value price zone may be provided as an alternative. There will be no compensation or refund issued in this instance.

Tickets are issued subject to the Ground Regulations of Cardiff City FC as displayed at the Ticket Office, and online at www.cardiffcityfc.co.uk/tickets/stadium-plan/ Copies are also available on request.

Cardiff City Football Club is committed to promoting equality by treating people fairly and with respect; by recognising inequalities exist; by taking steps to address them; and by providing access and opportunities for all members of the community. Details of this policy can be found at www.cardiffcityfc.co.uk/club/safeguarding-equality/

Cardiff City FC reserves the right to eject from the ground any person, or persons, who fail to comply with the rules and regulations as set out above.

For all the latest news, tickets, and videos, download our official Club App – Free from the App Store (Apple), or Google Play Store (Android). Search “Cardiff City FC”.