

# 2023/24 SEASON TICKET FAQS

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

All supporters can purchase a 2023/24 Season Ticket during the Early Bird window of sale.

## What are the windows of sale?

The **Early Bird Price** is applicable to Season Tickets purchased prior to **4:59pm on Friday, June 9th, 2023**.

The **Standard Price** will come into effect following the Early Bird Price, from **5pm on Friday, 9th June 2023**, onwards.

Please note the Early Bird Season Ticket pricing is only available until **4:59pm on Friday, June 9th, 2023**, after which point, the price will default to the Standard Ticket Price Point, with an increase of up to £50 per price class in each price zone. Season Ticket prices may be subject to further price increases during the 2023/24 season.

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

If you had a Season Ticket for the 2022/23 Season, **your Season Ticket seat reservation will be held for renewal until 11:59pm on Sunday, 21st May 2023**.

After this point, the Season Ticket sales process will be paused, and any Season Ticket reservations not processed will be removed and offered for general sale. The Season Ticket sales process will then resume from **10am on Tuesday, 29th May 2023**.

## Can I only purchase my Season Ticket online?

Season Tickets can also be purchased via telephone from **10am on Tuesday, May 2nd, 2023**, until **Friday, May 19th, 2023**, at **5pm**, and once sales have resumed from **10am on Tuesday 29th May, 2023** onwards.

## Will Season Tickets be taken off sale at any point?

Season tickets are available for sale from 10am on Tuesday, 2nd May 2023 until 11.59pm on Sunday, 21st May. The Season Ticket sales process will be paused until **10am on Tuesday 29th May 2023**.

During this off-sale period, any seat reservations not processed will be released, and any fans having to relocate due to stand closures etc. will be given the opportunity to select seating that may now have become available.

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

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

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

## How do I set up a unique email address?

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

## I have forgotten my password. What can I do?

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

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

For help with accessing your account please email: [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk).

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

If you are having trouble renewing your Season Ticket(s) online, please don't hesitate to contact us for advice.

If you require support with renewing your General Admission Season Ticket, please email: [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk) or phone **0 33 33 11 1920**.

General Ticket Office Opening times can be found at [www.cardiffcityfc.co.uk](http://www.cardiffcityfc.co.uk).

If you require support with renewing your Corporate Season Ticket, please email: [sales@cardiffcityfc.co.uk](mailto:sales@cardiffcityfc.co.uk) or call **0 33 33 11 1921**.

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

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

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

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

Supporters who wish to renew/purchase multiple tickets in one transaction must have created a Bluebirds Club Account linked their accounts to a ticketing fan ID and be connected via their family and friends' network so that additional supporters can be assigned to Season Tickets within your basket.

Please see the following video on how to do this: [https://youtu.be/EAF0hSt\\_uPo](https://youtu.be/EAF0hSt_uPo)

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

Please contact the Ticket Office at [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk) or phone **033 33 11 1920**.

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

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

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

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

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

2 x Family of 4 - Adult

2 x Family of 4 - Child

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

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

Please select the following price classes when making your purchase:

1 x Full paying Adult

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

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

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

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

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

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

For information on how to link your accounts via your family and friends' network, please see the following video: [youtu.be/EAF0hSt\\_uPo](https://youtu.be/EAF0hSt_uPo)

New supporters who require a personal assistant will need to contact the Ticket Office directly so that we can upload your requirements to our database.

You can contact the Ticket Office either by email on [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk) or via phone on **033 33 11 1920** (subject to advertised opening hours).

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

i.e.

1 x Ambulant Adult  
1 x Personal Assistant

Or

1 x Wheelchair Adult  
1 x Personal Assistant

### **Please note:**

All Disabled supporters will need to submit current proof of disability to secure a personal assistant free of charge. Proof of disability must be sent to [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk) along with corresponding fan ID's. Failure to do so may result in your Season Ticket Access Card or Season Ticket Digital Pass being blocked for entry.

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

### **Personal Assistants**

Disabled Supporters can purchase a ticket (subject to availability) at the appropriate price band, which will include a complimentary ticket for their personal assistant if required. This is subject to the supporter meeting the below criteria:

- The medium to high-rate Disability Living Allowance (DLA) mobility or care component
- The Enhanced Rate Personal Independence Payment (PIP)
- The Severe Disablement Allowance
- Certificate of Visual Impairment (CVI)
- Or a personal letter from your GP

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

## **Can I change/relocate my seat?**

Supporters have the option of selecting new seats instead of renewing their existing seats when logged into the Ticketing site. Supporters are reminded that Bluebirds Club Accounts must first be created, linked to the correct fan ID number (if you have not already done this) and linked via your family and friends' network if you wish to purchase on each other's behalf.

Supporters who wish to move seats after renewing their Season Tickets must contact the Ticket Office to do so. An administration fee of £5 per Season Ticket will apply as well as any upgrade charges (if applicable).

## Can I upgrade my seat to a corporate seating area?

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

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

## How do I pay for my Season Ticket?

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

### Credit / Debit Cards:

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

### Bluebirds Credit:

If you have an active Bluebirds Credit balance, this can be used as payment towards your Season Ticket purchase until 31st May 2023. Bluebirds Credit cannot be used towards administration fees.

### V12 Season Ticket Finance:

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

You can renew your Season Ticket via V12 Retail Finance online at [tickets.cardiffcityfc.co.uk](http://tickets.cardiffcityfc.co.uk). If you are applying for V12 Retail Finance, your Season Ticket will not be activated until V12 Retail Finance pays the price of your Season Ticket to the Club.

*Cardiff City Football Club Limited acts as a credit broker not a lender, and will introduce you to V12 Retail Finance Limited to complete your application for finance. We are authorised and regulated by the Financial Conduct Authority, Registration number 702636. We may receive a commission if your application is successful, and the amount may vary depending on the product chosen and the amount of credit taken out. Subject to status and affordability. Terms and conditions apply.*

*Cardiff City Football Club Limited, 109065, Cardiff City Stadium, Leckwith Road, Cardiff, CF11 8AZ*

If your application is successful, Cardiff City Football Club may receive from V12 Retail Finance either as a flat fee or an amount of commission which varies depending on the product chosen and the value of your Season Ticket.

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

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

## BLUEBIRDS CREDIT

### Is there a deadline to use my Bluebirds Credit?

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

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

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

### How can I contact you?

For help with accessing your account please email: [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk)

For General Season Ticket renewal enquiries, please email: [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk)

For Corporate Season Ticket renewal enquiries, please email: [sales@cardiffcityfc.co.uk](mailto:sales@cardiffcityfc.co.uk)

For all other enquiries, please email: [club@cardiffcityfc.co.uk](mailto:club@cardiffcityfc.co.uk)