

What live streaming services does Cardiff City offer?

Live video coverage of games is available for domestic and international fans, but there are restrictions on what fixtures can be broadcast due EFL broadcasting rules and regulations.

Live audio offers fans alternative ways to follow matches if they can't attend games with live commentary of every game during the season. All audio commentaries are available worldwide.

Live video and audio broadcasts are available via the club website and official iOS/Android apps.

Which games can I watch this season?

Non-televised Saturday 3pm KO's + Friday/Sunday games – Outside UK and Ireland, Channel Islands and Isle of Man only

Non-televised midweek games – Worldwide

Televised games – Available in selected territories (notified by the EFL in advance of the fixture)

Audio Commentary – Available worldwide

If there is not a pay-per-view match pass available in your territory for the game you want to watch, then it is not available.

Additionally, there is no season card holder access to streaming.

How much do live streaming passes cost?

The following is a breakdown of the subscription packages and costs:

Live Video: The 2023-24 International Streaming Season Pass is priced at £170 and is available to international supporters only. Live match passes are priced at £10 for both international and UK and Ireland based supporters.

International fans can also subscribe to a Monthly Video Pass at £25 per month and automatically renews on the same day each month unless cancelled.

Live Audio: The 2023-24 Season Audio Pass is priced at £45 and is available to all supporters. The Monthly Audio Pass is priced at £5 per month to all supporters and automatically renews on the same day each month unless cancelled. Individual match audio passes are also available at a cost of £2.50 per match.

Will my seasonal or monthly subscription automatically renew?

Seasonal subscriptions such as the 2023-24 International Streaming Pass will not automatically renew and will expire on the date stated when you signed up.

All monthly passes will auto-renew throughout the year, including in the summer, until cancelled.

Monthly audio packages will also automatically renew unless cancelled. Individual game packages will expire after the purchased game and are one-off payments.

I want to cancel my monthly subscription. How do I do this?

You can cancel your monthly pass via the My Bluebirds page:

<https://login.cardiffcityfc.co.uk/Dashboard/Profile?returnvisitorurl=https%3A//www.cardiffcityfc.co.uk/>.

Alternatively, please email CARDIFFTVSUPPORT@STREAMAMG.COM to request your cancellation.

I can't login or have forgotten my password. How do I get access to my account?

If you can't log in, please try another browser or clear your cache/cookies and try again. If you have forgotten your password, please navigate to the login screen and click the 'forgotten password' link.

If you are receiving a 'Blocked Account' message, this can be solved by resetting your password.

What devices/browsers can I watch on?

Laptop/desktop – Windows 8.1/10/11 and recent versions of MacOS.

Mobile – Most modern iOS and Android devices running the latest versions of their respective operating systems. Please ensure your device is running the latest version of your operating system.

If you are looking

Browsers – Latest versions of Chrome/Firefox/Edge/Safari. Other browsers such as Internet Explorer/Opera are not supported. For the best support with the live stream and audio commentary, the recommended browser is Google Chrome across all devices.

Live audio commentary can be accessed across desktop, tablet and mobile devices with up-to-date browsers.

The official mobile applications offer the best viewing experience on mobile.

I'm stuck in a login loop, or when I click Play the website does nothing. What should I do?

Please ensure that your web browser cookies are set to 'allowed' in your privacy and security settings. If you fail to do this, it may mean that you are unable to log-in and access the stream.

Safari Users – Versions of Safari from 13.1 onwards have cross-domain tracking disabled – this must be enabled for the login system to work. If this is not enabled, you may get stuck in a login loop.

My feed is buffering. What should I do?

Please check your connection speed – a minimum of 4mb/s bandwidth is required to view. SpeedTest is a handy tool for this.

Also, be aware of the usage of devices on your network. If other people on your network are streaming/gaming, this may affect the amount of bandwidth available to you.

An attempt to use a VPN can also cause buffering – VPNs are prohibited and if detected your access to the stream will be revoked and no refund given.

I receive an ‘unauthorised country’ message when trying to access the live video. What does this mean?

Games are available in line with the geo-restrictions above. If you receive this message, the game is not available in your country or territory.

If you’re outside the UK on holiday and trying to access the stream via mobile data (3G/4G/5G), your IP address is still registered as being in the UK despite roaming due to the way roaming mobile service works. Connecting to a local WiFi network should solve this.

Can I watch the game on my Smart TV, or cast to my connected devices?

Casting is prohibited by EFL regulations. Smart TV browsers are not supported but may work.

Game consoles/Amazon Firesticks or other third-party devices also are not supported. We are not held responsible if you experience issues with the streams on unsupported devices even if they have worked previously.

I’m having issues with my video or audio feed. What can I do?

During the game, please report your technical issues to CARDIFFTVSUPPORT@STREAMAMG.COM who can investigate whether there is a problem with the broadcast.

If there are no issues at the broadcast end, we will need to complete troubleshooting steps, these may involve confirming details about the device, software and your internet connection.

*Please note, that it is your responsibility to ensure you are using compatible technology ahead of purchasing a live subscription.

How do I get a refund?

Refunds can only be issued for those who have reported a technical issue during the game and it proves to be a fault of our providers and cannot be rectified. Please note, that if you do not watch a stream through choice, or don’t report a technical issue to customer service during the game, we will not be able to issue a refund.

Refunds will not be issued for supporters attempting to access via a VPN or using a smartphone or tablet browser.

Why don’t fans in the UK and Republic of Ireland have the same access to the live streaming service as international fans?

This is due to the EFL’s existing broadcast agreement with Sky Sports.

Will Cup games be live streamed?

Due to EFL and FA broadcasting regulations, only league matches will be streamed via live video. FA and League Cup matches are not eligible for UK and Ireland or international fans. However, live audio commentary will still be available for all cup games for all our fans worldwide.

Please note that fixtures may also be selected by international rights holders apart from Sky Sports. These will also be excluded from live streaming.

Can I watch the live stream games in my local pub/bar?

No. It is for private, individual use only. Commercial premises are excluded from the live streaming service. The EFL has a strict monitoring policy in operation and will prosecute any premises illegally streaming live games.

Can I get an illegal feed?

All feeds of the game are monitored by the club and the EFL. The EFL has a strict monitoring policy in operation and will prosecute individuals who illegally stream live games. We would ask anyone who observes these feeds to anonymously inform us via CARDIFFTVSUPPORT@STREAMAMG.COM

If I live in the UK or Republic of Ireland and subscribe to (club name/ pass service), will I be able to watch international games when travelling abroad?

Domestic fans travelling overseas will have the same access as international users only if they buy an international subscription to the live streaming service once abroad. This is because the UK and Ireland subscriptions have different entitlements to the international subscriptions and you can only access international subscriptions outside of the UK & Ireland.

For international fans travelling to the UK & Ireland you won't be able to view live streams that you are eligible for as your IP address when connecting to the internet will identify you as not being in an eligible country.

What happens if no games are shown in my subscription period?

If you are on a monthly package, it is an accepted risk that some months will have more live fixtures than others, so no refund will be given in those cases. While we realise that this might be frustrating, we do not increase costs in months that have lots of games and this is an accepted risk by the club. We believe it will balance out over the course of the season.

Does my live video subscription allow access to live audio commentary when a match cannot be broadcast? Yes, your live video subscription includes all audio streams. So, if a game is not available to watch live, you can always listen to it.