

# 2024/25 SEASON TICKETS - 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 at [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk).

## 2024/25 GENERAL SEASON TICKET HOLDER TERMS & CONDITIONS (EXCLUDES CORPORATE SEASON TICKETS)

Becoming a 2024/25 General Season Ticket holder will allow you to take advantage of a range of exclusive benefits over the course of the campaign, namely:

- Personalised Digital Season Ticket Pass on your smartphone (subject to compatibility). Otherwise, Personalised Season Ticket Access Card subject to additional fee.
- Reserved seat with entry to 23 home League fixtures played at Cardiff City Stadium
- Access to our loyalty rewards programme, Bluebirds Rewards.
- Supporters who renew their Season Ticket in our **Early Bird Window** (before 5pm on Friday 31st May 2024), will be awarded a starting balance of 125 points for our loyalty rewards programme, Bluebirds Rewards.
- Opportunity to purchase away league tickets (subject to availability, or pre-determined sales criteria).
- Priority access to Cup fixtures (where applicable, subject to availability).
- 10% discount on Cardiff City Matchday Hospitality and non-matchday stadium room bookings.

## DELIVERY METHOD

Season Tickets can be purchased with two separate delivery methods at the point of purchase:

### **Delivery method: Digital Season Ticket**

**Price: £5**

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

### **Delivery Method: New Card**

**Price: £15**

If a 2024/25 Season Ticket is purchased with this method, The Season Ticket holder will be sent a new access card for the 2024/25 Season via First Class post. With the successful implementation of digital ticketing at the Cardiff City Stadium, we recognise that some season ticket holders may not own a compatible device for digital ticketing. For these supporters we have created a Photo ID Stadium Entry card which can be used to enter the stadium on matchdays.

## V12 RETAIL FINANCE LIMITED

You can renew your Season Ticket via V12 Retail Finance Limited online, accessible via [tickets.cardiffcityfc.co.uk](https://tickets.cardiffcityfc.co.uk).

If you are applying for V12 Retail Finance Limited, your Season Ticket will not be activated until V12 Retail Finance Limited 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. Subject to status and affordability. Terms and conditions apply.*

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

- 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 Retail Finance Limited 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 as soon as possible.
- If you have applied for your Season Ticket via V12 Retail Finance Limited and have been 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 reallocated 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

**THE IMAGE BELOW SHOWS NUMBERED STADIUM ZONES FOR 2024/25 SEASON TICKETS:**

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](https://tickets.cardiffcityfc.co.uk)
- Telephone – 033 33 11 1920 (subject to advertised opening hours)
- Ticket Office open to the public between 10am - 4pm on Tuesday, Wednesday and Fridays. (Opening hours are subject to change, please check social media channels for updates prior to travel)

Please regularly check [tickets.cardiffcityfc.co.uk](https://tickets.cardiffcityfc.co.uk) for all ticketing information and on sale dates.

**JUNIOR U14**

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.

	<b>EARLY BIRD WINDOW</b> 5th April (10am) - 31st May (5pm)	<b>GENERAL PRICE</b> 1st June (10am)
<b>ZONE 1</b>		
Adult	£529	£579
Seniors 60+	£399	£449
16-21 yrs	£319	£369
Juniors U16	£269	£299
<b>ZONE 2</b>		
Adult	£419	£469
Seniors 60+	£299	£349
16-21 yrs	£219	£269
Juniors U16	£179	£209
<b>ZONE 3</b>		
Adult	£359	£409
Seniors 60+	£259	£309
16-21 yrs	£179	£229
Juniors U16	£119	£149
Juniors U16 (With full paying adult)	£59	£89
<b>ZONE 4</b>		
Adult	£309	£359
Seniors 60+	£229	£279
16-21 yrs	£109	£159
Juniors U16	£79	£109
Juniors U16 (With full paying adult)	£59	£89
<b>ZONE 4F</b>		
Adult	£279	£329
Seniors 60+	£169	£219
16-21 yrs	£109	£159
Juniors U16	£59	£89
Juniors U16 (Family of four)	£629	£729
<b>ZONE D</b>		
<b>Disabled/Wheelchair Access</b>		
Adult	£279	£329
Seniors 60+	£169	£219
16-21 yrs	£109	£159
Juniors U16	£59	£89

## 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 the following proof at point of sale, where possible:

- Being in receipt of 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).
- A personal letter from your GP.

Other forms of proof may be accepted. Proof of eligibility may be required before tickets are issued. Proof of disability must be sent to [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk) along with corresponding Fan IDs. 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.

## 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 will not be able to purchase away league tickets unless purchased with the disabled supporter that they assist. Should a Personal Assistant wish to travel away without the disabled person they assist, 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.

Please note that **Early Bird ticket pricing is only available until 5:00pm on Friday, 31st May 2024**, after which point the price will default to the Standard Ticket Price Point.

Season Ticket prices may be subject to further price increases during the 2024/25 season.

## INDIVIDUAL MATCH TICKET PROMOTIONS

Cardiff City Football Club reserves the right to run match ticket promotions for Individual home league fixtures, subject to EFL rules. In this instance no refund will be applicable to season ticket holders.

## BLUEBIRDS CREDIT

Bluebirds Credit balances that were not utilised by 5pm on Wednesday 31<sup>st</sup> May 2023, have now been transferred into an Online Ticketing Voucher which can be used against home League ticket/s and Season Ticket/s purchases for the 2024/25 season only.

## SEASON TICKET DISCOUNT BASED ON MULTIPLE PURCHASES

### Family of 4 Ticket:

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

## JUNIOR U16 WITH A FULL PAYING ADULT SEASON TICKET

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, 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)

When purchasing, you must be 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 block Season Tickets from entry to the

ground and demand an upgrade fee to the relevant price class should this price class not be purchased in conjunction with a full paying adult ticket as stipulated in the offer.

## 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 of the Season Ticket purchase.

**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.**

If a Season Ticket Access Card or Digital Season Ticket Pass 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 ground, or the Digital Season Pass blocked for 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.

## FAMILY STAND POLICY

Cardiff City Football Club strives to provide the safest environment when it comes to bringing families to football. We are always looking to welcome the next generation of Bluebirds to Cardiff City Stadium, and, as such, will implement policies and procedures to maintain the integrity of our Family Stand. On this basis, we must make sure that the Stand has a suitable mix of adults, concessions and children.

**Our Club policy in the Family Stand is as follows:**

- a. There must be at least one Junior U16 and one Adult (18yrs or over) within the booking, in addition to a maximum of two Adults to one Junior U16 ratio.
- b. There are no Junior U16s permitted without an accompanying Adult (18yrs or over), and no Adults (18yrs or over) permitted without an accompanying Junior U16. Please be advised, you may be asked to provide documentation for proof of age at both point of sale and/or at the turnstile.

If the ratio of adults to Junior U16 no longer meets the Club policy upon Season Ticket renewal, the booking will not be valid for renewal in the Family Stand. In this instance, the group will be asked 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 will be applied in this instance, based on the chosen area of relocation.

## 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 £10 plus any additional upgrade charges (written authorisation is required from the current Season Ticket holder, or Next of Kin for this to be actioned).

In the unfortunate event that a Supporter who holds a Season Ticket passes away, no refund will be provided. A Season Ticket may be transferred into the name of another supporter for an administration fee of £10, subject to the production of a Death Certificate and official proof of Next of Kin status. If the new supporter, whom you wish to transfer the season ticket to, falls within a higher priced age bracket or wishes to upgrade to a higher priced seating area, the £10 administration fee will apply to transfer the Season Ticket, in addition to any upgrade fees. No refunds will be provided in the event of a downgraded Season Ticket transfer.

## SEASON TICKET OWNERSHIP DISPUTES

If a Season Ticket is purchased by someone other than the seated Season Ticket holder and a dispute occurs, the individual who purchased the Season Ticket/s will have full rights to any Season Tickets purchased within the transaction (subject to proof of purchase being provided).

## SEASON TICKET CONCESSION UPGRADES

Season Ticket upgrades will be calculated based on the prices set at the time of the original Season Ticket purchase, and will not be calculated based on any events that may have passed (e.g., a Junior U16 Season Ticket purchased during the Early Bird price window 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 £10.

## SEASON TICKET MOVEMENT

A Season Ticket can be moved to any equally or lower priced area of the ground for an administration fee of £10. Season Tickets can be upgraded to a higher priced area, subject to any relevant price difference being paid plus the administration fee of £10.

## PURCHASING AWAY LEAGUE TICKETS

Season Ticket holders are entitled to purchasing 1 ticket per valid season ticket (subject to availability, or pre-determined sales criteria and any alternative pandemic restrictions) Where possible, season ticket holders will be prioritised over club members. 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.

## ADMINISTRATION FEES AND CHARGES

The following charges apply at the Ticket Office:

- Season Tickets purchased are subject to a per ticket administration fee, dependent on the Delivery Method selected. £5 per digital season ticket or £15 per season ticket access card.
- Lost Season Ticket Card: £10 replacement fee.
- Forgotten Season Ticket on Matchday: £5 charge for a Season Ticket Holder to have a digital or paper ticket seat re-issue.
- Stolen Season Ticket Card: Re-issued free of charge on production of a valid crime number.
- Season Ticket holders can request their Season Ticket to be printed as a barcoded paper ticket, or digital pass for a one-off fixture, for a £5 fee.
- Moving or upgrading a Season Ticket will be subject to a £10 administration charge, plus any upgrade fees that may apply.

## MISUSED SEASON TICKETS

If a Season Ticket Access Card or Digital NFC Season Ticket Pass 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 ground, or the Digital Season Pass blocked for 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.

## 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) during the 2024/25 season, it is our intention to offer all Season Ticket holders the chance to enter the selection process for a chance to 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](https://tickets.cardiffcityfc.co.uk)

The order of the sale will be determined after consideration of government guidelines at the time and subsequently published on our official website.

In the event of fixtures being played with reduced capacity restrictions, we cannot guarantee that your renewed/purchased Season Ticket seat will be available. In such cases we will issue you ticket for an alternative seat, subject to availability and 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 2025/26 Season Ticket or towards home league tickets during the 2024/25 season.

The Club will aim to provide the opportunity for current 2024/25 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.

## **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**

In the event of a pandemic, 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.

## **2024/25 CAR PARK SEASON TICKETS**

Car Park Season Tickets entitle the holder to access their designated parking area for 23 home League fixtures during the 2024/25 season. **Access may be denied if you arrive 60 minutes or less before the designated kick-off time.**

Car Park Season Tickets can 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 hanger is lost or stolen.

Car Park Season Ticket holders who have an existing car park pass from the 2023/24 season must renew by **Friday, 31st May 2024 at 5.00pm**. Any renewals not processed by this date will be released for sale.

## **FURTHER INFORMATION**

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

We ask supporters to ensure that all contact information, including address details, is up to date prior to confirming a booking.

The Club reserves the right to relocate, when necessary, either a Season Ticket or a matchday ticket purchase. Should this situation occur, supporters will be contacted. There will be no compensation or refund issued.

## **DATA SHARING**

By purchasing a 2024/2025 Season Ticket, you are agreeing to Cardiff City FC sharing your data with third-party company, Fourth Wall Creative, for the purpose of fulfilment