

2024/25 SEASON TICKET FAQs

WHO CAN PURCHASE A SEASON TICKET DURING THE EARLY BIRD WINDOW?

All supporters can purchase a 2024/25 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 **5:00pm** on **Friday, 31st May 2024**. The **Standard Price** will come into effect following the Early Bird Price, from **5:01pm** on **Friday, 31st May 2024**, onwards.

HOW LONG IS MY SEASON TICKET SEAT RESERVED FOR RENEWAL?

If you had a Season Ticket for the 2023/24 Season, **your Season Ticket seat reservation will be held for renewal until 11:59pm on Tuesday, 30th April 2024**. After this point, the Season Ticket sales process will be paused, and any Season Ticket reservations not processed will be removed. The Season Ticket sales process will then resume from **10am on Wednesday, 08th May 2024**.

WILL SEASON TICKETS BE TAKEN OFF SALE AT ANY POINT?

Yes, From **11.59pm on Tuesday, 30th April 2024** Season Ticket sales will be paused with no new sales until **10am on Wednesday, 08th April 2024**. During this off-sale period, any seat reservations not processed will be released, and any supporters looking to relocate will be given the opportunity to select seating that may now have become available.

WILL THE COST OF MY SEASON TICKET DEPEND ON HOW OLD I AM BY 1ST AUGUST 2024?

Yes.

If you are 22 years of age by 1st August 2024, your season ticket will be priced at the adult rate.

If you are 60 years of age by 1st August 2024, your season ticket will be priced at the 60+ rate.

If you are 16 years of age by 1st August 2024, your season ticket will be priced at the 16-21 rate.

If you are 16 years and under by 1st August 2024, your season ticket will be priced at the junior rate.

DO I HAVE TO OPT FOR A DIGITAL SEASON TICKET?

With the successful implementation of digital ticketing at the Cardiff City Stadium, we are encouraging supporters to access the stadium digitally. We do however, recognise that not all supporters will own a compatible device for digital ticketing. For these supporters we have created a Photo ID Stadium access card which can be used to enter the stadium on matchdays. Please note, there will be a higher administration fee for a access card.

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

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.

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

I HAVE FORGOTTEN MY PASSWORD. WHAT CAN I DO?

Head to 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.

WHO SHOULD I CONTACT TO RENEW MY SEASON TICKETS?

Season tickets can be purchased via our 24-hour booking line – tickets.cardiffcityfc.co.uk

If you are located within the general admission area, your season ticket purchase/renewal will be processed by the ticket office. You can contact us on 033 33 11 1920, Otherwise, opening times can be found here:

<https://www.cardiffcityfc.co.uk/tickets/ticket-office-opening-hours>

If you require support with renewing your Hospitality Season Ticket, please email: sales@cardiffcityfc.co.uk or call **033 33 11 1921**.

I HAVE PURCHASED THE WRONG SEATS. WHAT CAN I DO?

Please contact the Ticket Office on **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.

FAMILY STAND POLICY

If you currently hold adult/junior season tickets in the family section, and the junior will be 16 by 1st August 2024, you will be required to relocate to another area of the stadium.

Renewal in the family stand is not permitted without a Junior U16 within the party.

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.

I AM LOOKING TO PURCHASE A FAMILY OF 4 SEASON TICKET. HOW DO I APPLY THE DISCOUNT?

Please ensure that all 4 family members have an active Bluebirds Club Account and are linked via the family and friend's network. 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.

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

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).

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.

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, 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.

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.

- 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.

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 who wish to move seats after renewing their Season Tickets must contact the Ticket Office to do so. An administration fee of £10 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 do have the option of selecting a new Season Ticket seat instead of renewing their existing seat when logged into the Ticketing site. For more detailed information about relocating your seat into a corporate area, please email: 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 American Express.

CASH

In person at the ticket office

V12 SEASON TICKET FINANCE LIMITED:

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

You can renew your Season Ticket via V12 Retail Finance Limited online at 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

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.

WHO SHOULD I CONTACT IF I NEED HELP?

For help with accessing your account please email: queries@cardiffcityfc.co.uk

For General Season Ticket renewal enquiries, please email: tickets@cardiffcityfc.co.uk

For Corporate Season Ticket renewal enquiries, please email: sales@cardiffcityfc.co.uk

For all other enquiries, please email: club@cardiffcityfc.co.uk