

# 2024/25 WOMEN'S 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 Women's Season Ticket Holder Benefits:

Becoming a 2024/25 Cardiff City Women's Season Ticket Holder will allow you to take advantage of a range of exclusive benefits over the course of the campaign, namely:

- Your Season Ticket gets you in to every home game at Leckwith International Sports Stadium for the Genero Adran Premier Division, with selected games being hosted at the Cardiff City Stadium.
- Personalised Season Ticket Card, to include a Digital Version of that card, which can be saved to your smartphone. (subject to mobile device compatibility).
- Entry to 10 home League fixtures played at Cardiff International Sports Stadium or Cardiff City Stadium.
- Free Entry to one Cup game per season (fixture determined by Cardiff City FC)
- One "Bring a friend for free" game per season (fixture determined by Cardiff City FC)
- Free Upgrade to Corporate Seating for all games held at Cardiff City Stadium
- Opportunity to purchase Cardiff City FC Men's team away league tickets (subject to availability, and/or pre-determined sales criteria)
- Access to our loyalty rewards programme, Bluebirds Rewards.

## Stadium Venues:

A Cardiff City Women's 24/25 Season Ticket will cover 10 League games (7 x fixtures announced In phase one, with the remaining 3 fixtures (phase two) to be announced at the end of phase one).

Venues will Include, but not restricted to, Cardiff International Sports Stadium and Cardiff City Stadium.

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

## Adult Season Ticket Pricing:

An Adult season tickets is priced at £45 (including fees)

## Junior U16 Season Ticket Pricing:

A Junior U16 season ticket is priced at @ £5 (including fees)

## Concessions:

Junior U16 - A 'Junior U16' is defined as a person under 16 years of age at the time of purchase. No other concession prices are available.

**Please Note: In accordance with Stadium Policy, 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.**

## 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.

- **Personal Assistant Season Tickets are issued solely for the purpose of assisting Season Ticket holders with a disability.**

## Delivery Method:

Season Tickets are subject to delivery fees, and these fees are non-refundable.

Delivery Method: "Season Ticket Fee"  
Price: £5

Season Ticket Holders will also have the option to download a digital version of their Season Ticket card directly from our official ticketing website, providing your phone meets the necessary smartphone capability for a digital Mobile Ticket.

**Season Ticket Holders will also be sent a physical Season Ticket Card for the 24/25 season via first class post.**

## Administration Charges / Fees

The following charges apply at the Ticket Office:

- Personalised Season Ticket Access Cards will be charged at £5.
- Lost Season Ticket Card: £5 replacement fee.
- Forgotten Season Ticket Card on Matchday: £2 charge for either a Barcoded paper ticket issue, or a 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 holders can request their Season Ticket to be printed as a barcoded paper ticket, for a one-off fixture, for a £2 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 event, for a £2 fee. Digital tickets can be forwarded via your online ticketing account free of charge once the fee has been paid, providing your phone meets the necessary smartphone capability for a digital/NFC pass mobile ticket.
- Please note, Supporters in receipt of the forwarded Ticket will need to create an individual Bluebirds Club Account to access the ticket.

To seek further clarification on this matter, please email the Cardiff City FC Ticket Office ([tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk))

## Contact Information:

**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. For further information, please call the Ticket Office on **033 33 11 1920** or email [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk).

## Match Ticket Promotions:

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

## **Refunds / Returns:**

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).

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 £5, 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 £5 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).

## **Mis-used Season Tickets:**

If a Season Ticket 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.

## **Pandemic Restrictions:**

The Club's decision in relation to the management of Pandemic restrictions, including management of social distancing measures and/or reduced spectator capacity at Cardiff International Sports Stadium or 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 test.

## **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 rearranged 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 Women's Team.

## **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.