

## 2024/25 Club Membership Terms and Conditions

A Cardiff City FC Membership gives you several exciting benefits, all of which are listed below.

Each Membership must be assigned to an individual supporter, and their unique Fan ID.

All Club Memberships are issued on a seasonal basis. They will therefore remain valid for the duration of the 2024/25 season, and all will expire on 31st May 2025, regardless of when during the season the Club Membership was purchased.

### Club Membership Benefits:

- Official Club Membership Pack, to include your Club Membership Card
- £3 per ticket saving on home league match tickets (one per Club Membership), if purchased prior to matchday and subject to availability.
- Ability to purchase no more than one ticket for away league fixtures, subject to availability and sales criteria.
- 5% off a Half Season Ticket purchase for the 24/25 season. On sale dates TBC
- Club Membership level access to our Bluebirds Rewards loyalty programme, to include a starting balance of 70 Bluebirds Rewards points.
- Entry into exclusive Club Membership prize draws, twice per season.

### Personal Assistants:

To access a personal assistant ticket, the Club Member must select a “Disabled” price type for the Membership, and provide documentation to show the following:

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

Other forms of proof may be accepted, please refer to the Cardiff City FC DAO:

[ben.jones@cardiffcityfc.co.uk](mailto:ben.jones@cardiffcityfc.co.uk)

### Please note:

- Personal Assistant tickets are issued solely for the purpose of assisting Club Members with a disability.
- Personal assistant tickets must be located next to the Disabled ticket holder.
- Personal Assistants will not be able to purchase away league tickets unless the tickets are purchased with the disabled supporter that they assist.

- Should a personal assistant wish to travel away without the person they assist, they will need to purchase a Club Membership or a full priced Season Ticket to travel. Sales criteria's apply.

#### **Purchasing Away League Tickets:**

- Tickets for away fixtures will be available to Club Members, subject to sales criteria and ticket availability.
- Concession categories for away league fixtures may vary to those at Cardiff City FC, as these are determined by the away club's ticketing policy.

#### **Concessions:**

- Concession prices are available. Cardiff City FC reserve the right to change or remove the available concessions from season to season.
- The Membership concession is applied based on the age of the supporter at the time of purchase.

#### **Club Membership Pricing:**

##### **General Pricing:**

- Adults - £35
- Senior (60+) - £28
- 16-21 Years - £25

##### **Disabled Pricing:**

- Disabled Adult - £35
- Disabled Senior 60+ - £28
- Disabled 16-21 Years - £25

#### **Club Memberships 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)
- Please regularly check [cardiffcityfc.co.uk/tickets](https://cardiffcityfc.co.uk/tickets) for all ticketing information and ticket office opening hours.

### **Administration fees and charges:**

The following charges apply at the Ticket Office:

- Stolen Membership Card: printed free of charge on production of a valid crime number.
- Reprint of a lost Club Membership Card £10.

### **Returns and Refunds:**

2024/25 Club Memberships are **NON-REFUNDABLE**. Club Memberships can be transferred to the name of another supporter on a seasonal basis for the fee of £10 + any additional upgrade charges (written authorisation is required from the current Club Member for this to be actioned).

### **Data Sharing:**

By purchasing a Club Membership, you are agreeing to Cardiff City FC sharing your data with third-party company, Fourth Wall Creative for the purpose of fulfilment.

### **Additional 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 are up to date prior to confirming a booking and thereafter. The Club does not accept responsibility for incomplete/incorrect addresses. When sending items via post, it is down to the supporter to ensure that their details are correct.

### **Contact Us:**

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 on [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk)