

## 2024/25 Junior Bluebirds Membership Terms and Conditions

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

Junior Bluebird Memberships are available to Juniors Under 16 years of age only.

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

All Junior Bluebird 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 Junior Bluebird Membership was purchased.

### Junior Bluebird Membership Benefits

- Official Junior Bluebird Membership Card
- Cardiff City birthday card
- £2 per ticket saving on home league match tickets (one per Junior Bluebird Membership), if purchased prior to matchday and subject to availability
- Away travel privileges (subject to sales criteria and availability)
- Meet and greet with First Team at one exclusive event per season (please ensure that the Bluebirds Club Account is up to date as invites are sent via email only)
- 10% off Full Price Replica Kits at Club Superstore. This includes Home, Away & Third Jerseys, Shorts, Socks and Mini Kits!
- 20% off Stadium Tours with The Cardiff City Community Foundation
- Junior Bluebird Memberships gift set\*
- Cardiff City partner discounts including:
  - 25% discount off entry at Buzz Trampoline Park Cardiff
  - Concessions rate at Parc Play Cardiff or £5 off an annual membership

\*Junior Bluebird Memberships are divided into four different age groups - with each group receiving a special Bluebirds gift set tailored to their age

### Personal Assistants:

To access a personal assistant ticket, the Junior Bluebird Member must select a "Disabled" price type for the Membership, and also 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 Junior Bluebird Members, subject to sales criteria and ticket availability.
- Juniors under the age of 14 will need to attend an away fixture with an adult Season Ticket Holder or Club Member over the age of 18, subject to away stadium policy.
- 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 to Juniors (15 & under), Cardiff City FC reserve the right to change or remove the available concessions from season to season.
- The Membership concession is applied if you are a Junior Under 16 before the 25th of July prior to each season commencing.

**Pricing:**

- Juniors U16 @ £20
- Disabled Junior U16 @ £20

**Junior Bluebirds 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](http://cardiffcityfc.co.uk/tickets) for all ticketing updates and ticket office opening hours.

### **Returns and Refunds**

2024/25 Junior Bluebirds Memberships are **NON-REFUNDABLE**. 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).

### **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.

### **Data Sharing**

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

### **Gifts**

Junior Bluebirds gifts are fulfilled by third-party company, Fourth Wall Creative. The first batch of gifts will begin to be sent from July 2024. Further batches of gifts/membership cards will be sent periodically in batches.

### **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)