

Away Ticket Points System – FAQ

Why are you changing the system?

In the past, eligibility was based on games attended over multiple seasons. While this recognised loyalty, it made it very difficult for newer or returning fans to ever get started. The new points system is simpler, fairer, and gives everyone the opportunity to build up points over time.

Why only the last 15 away league games?

By focusing on the last 15 away league fixtures, we keep the system fresh and relevant. This rewards the supporters who are currently travelling regularly, while still allowing others to work their way up the ladder.

What about Season Ticket Holders and Members?

We value the loyalty and commitment of our Season Ticket Holders and Members. That's why all Season Ticket Holders start with 2 points and all Club Members/Junior Bluebird members start with 1 point each season, in addition to the points they earn from attending away fixtures.

What if I've never been to an away game before?

Don't worry – not every away game sells out. There will always be opportunities to get tickets for certain fixtures, and those games give you the chance to start collecting points and moving up the list.

Do points count for tickets purchased on the gate at away fixtures?

No, you must purchase your tickets directly via the Cardiff City FC Ticket Office/online ticketing site or official travel groups for your points to be increased from attending away fixtures.

Is this fair to those who've travelled for years?

Yes. The system still rewards those who regularly follow the team away from home – those supporters will naturally have the highest points. At the same time, it also ensures that new or returning supporters aren't permanently shut out.

How do I check my points?

For now you can log in to your ticketing account to see what away fixtures have been assigned to your name. One point will be allocated for every away league fixture attended. Looking to the future, we will be working with our ticketing providers to make your points total visible in your online ticketing account so you always know where you stand.