2026/27 CORPORATE HALF SEASON TICKETS – TERMS AND CONDITIONS

Cardiff City Football Club has a dedicated Commercial team working to ensure that purchasing tickets with us is as simple and easy as possible. Should you have any queries, please call our Commercial team on **033 33 11 1921** (subject to advertised opening hours) or contact us via email via **sales@cardiffcityfc.co.uk**.

2026/27 CORPORATE HALF SEASON TICKET HOLDER TERMS & CONDITIONS (EXCLUDES GENERAL SEASON TICKETS)

Becoming a 2026/27 Corporate Season Ticket holder will allow you to take advantage of a range of exclusive benefits over the course of the campaign, namely:

- A personalised Digital Season Ticket Pass on your smartphone (subject to compatibility). Alternatively, a personalised Season Ticket Access Card will be provided, subject to additional fee.
- Reserved seat with entry to 12 home League fixtures played at Cardiff City Stadium
- Access to our loyalty rewards programme, Bluebirds Rewards.
- Supporters who purchase a 2026/27 Half Season Ticket will be awarded a starting balance of 75 points for our loyalty rewards programme, Bluebirds Rewards.
- Access to home Cup fixtures played at Cardiff City Stadium, if included in your Season Ticket package. Ticket fees apply. Any food and beverage within your package will be at an additional cost.
- Opportunity to purchase away league tickets (subject to availability, and/ or determined sales criteria).
- Exclusive Season Ticket Holder only retail offer - redeemable once per season on designated lines (subject to availability, club reserves the right to change or withdraw offer at any time).
- 10% discount on Cardiff City Matchday Hospitality and non-matchday stadium room bookings.
- 25% off stadium tours with Cardiff City Community Foundation

LOUNGE CLOSURE

The Club reserves the right to close a lounge due to low numbers and in the instance where a lounge may need to be closed the Club will seek to provide an equivalent or upgraded package option depending on availability.

DELIVERY METHOD

Delivery method: Digital Season Ticket
Price: £5

Supporters who choose this delivery method at point of purchase will be sent an email prior to the season commencing, with a link to download their Season Ticket to their Google Pay or Apple Wallet. Supporters also have the option to download a digital version of their Season Ticket directly from either our official ticketing website or via the Cardiff City Official Club App, to gain access to the stadium on matchdays providing your phone meets the necessary smartphone capability for a digital mobile ticket/NFC Mobile Ticket.

Delivery Method: New Card
Price: £15

If a 2026/27 Season Ticket is purchased with this method, the Season Ticket holder will be required to supply a photo of themselves to be added to their season card which will then be sent a via First Class post. With the successful implementation of digital ticketing at the Cardiff City Stadium, we recognise that some season ticket holders may not own a compatible device for digital ticketing. For these supporters we have created a Photo ID Stadium Entry card which can be used to enter the stadium on matchdays.

THE IMAGE BELOW SHOWS NUMBERED STADIUM ZONES FOR 2026/27 SEASON TICKETS:

Please note, not all areas are available for sale. Some areas may only be opened for sale when the demand is at a sufficient level.

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

SEASON TICKETS CAN BE PURCHASED IN THE FOLLOWING WAYS:

- 24-hour online booking – **tickets.cardiffcityfc.co.uk**
- Telephone – **033 33 11 1921** (open Monday to Friday – 9:00am to 5:30pm)
- For further information contact; **sales@cardiffcityfc.co.uk.**

Please regularly check **tickets.cardiffcityfc.co.uk** for all ticketing information and on sale dates.

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** 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.
- 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.

SEASON TICKET PRICING

Cardiff City FC will continue to promote greater accessibility to tickets for matches, with a range of prices and facilities which encourage the widest possible support.

Season Ticket prices may be subject to further price increases during the 2026/27 season.

INDIVIDUAL MATCH TICKET PROMOTIONS

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

CONCESSIONS

Concession prices are available to Juniors (15 & under), 16–21-year-olds and Senior Citizens (60+). Cardiff City FC reserve the right to change or remove the available concessions from season to season. The Season Ticket concession is applied at point of sale of the Season Ticket purchase.

JUNIOR U14

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.

RETURNS AND REFUNDS

Season Tickets are **NON-REFUNDABLE**. Season Tickets can be transferred to the name of another supporter on a seasonal basis for the fee of £10 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 £10, 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 £10 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 provided).

SEASON TICKET CONCESSION UPGRADES

Season Ticket upgrades will be calculated based on the prices set at the time of the original Season Ticket purchase, and will not be calculated based on any events that may have passed (e.g., a Junior U16 Season Ticket purchased during the Early Bird price window that has been utilised for game entry, can be upgraded to an adult Season Ticket but will be charged at the original Early Bird Adult rate, not taking into consideration any games that may have passed). Once purchased, Season Tickets can be upgraded to a higher priced area, subject to relevant upgrade fees being paid.

SEASON TICKET MOVEMENT

A Season Ticket can be moved to any equally or lower priced area of the ground for an administration fee of £10. Season Tickets can be upgraded to a higher priced area, subject to any relevant price difference being paid plus the administration fee of £10.

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.

PURCHASING AWAY LEAGUE/CUP TICKETS

Season Ticket holders are entitled to purchasing 1 ticket per valid season ticket (subject to availability, or pre-determined sales criteria and any alternative pandemic restrictions) Where possible, season ticket holders will be prioritised over club members. Concession categories for away league fixtures may vary to those at Cardiff City FC, as these are determined by the home club's ticketing policy.

ADMINISTRATION FEES AND CHARGES

The following charges apply at the Ticket Office:

- Season Tickets purchased are subject to a per ticket administration fee, dependent on the Delivery Method selected. £5 per digital season ticket or £15 per season ticket access card.
- Lost Season Ticket Card: £10 replacement fee.
- Forgotten Season Ticket on Matchday: £5 charge for a Season Ticket Holder to have a digital or paper ticket seat re-issue.
- 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, or digital pass for a one-off fixture, for a £5 fee.
- Moving or upgrading a Season Ticket will be subject to a £10 administration charge, plus any upgrade fees that may apply.

MISUSED SEASON TICKETS

If a Season Ticket Access Card or Digital NFC 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.

BEHIND CLOSED DOORS / REDUCED CAPACITY FIXTURES

If any home fixture included as part of your Season Ticket is played behind closed doors, or with a reduced capacity (that affects your purchase) during the 2026/27 season, it is our intention to offer all Season Ticket holders the chance to enter the selection process for a chance to secure a ticket for a reduced capacity home league match.
The Club will announce individual on-sale dates for these events at the appropriate time. Supporters will need to apply for each reduced capacity home league fixture via our official ticketing website: **tickets.cardiffcityfc.co.uk**

The order of the sale will be determined after consideration of government guidelines at the time and subsequently published on our official website.

In the event of fixtures being played with reduced capacity restrictions, we cannot guarantee that your renewed/purchased Season Ticket seat will be available. In such cases we will issue you ticket for an alternative seat, subject to availability and selection procedure in place.
Those who are unsuccessful in their application for a ticket for a reduced capacity fixture, will be awarded an online ticketing voucher to the value of their Season Ticket price per game which can be used towards the renewal of a 2027/28 Season Ticket or towards home league tickets during the 2026/27 season.

The Club will aim to provide the opportunity for current 2026/27 Season Ticket holders to purchase a streaming pass for such events, subject to streaming passes being offered by the EFL and governing bodies. Streaming pass prices are set by the EFL, and if made available, must be purchased individually.

The Club commits to reviewing its policy at regular intervals, in accordance with Welsh Government or relevant governing body policy.

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 re-arranged 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

In the event of a pandemic, 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 Academy.

RESCHEDULED FIXTURES

Fixtures are released by the EFL in June prior to the season start date. All fixtures are subject to change. Season ticket holders will not be eligible for a refund if they are unable to attend a rescheduled fixture. Any change in fixtures will be communicated to supporters via our official website, official club app and social media channels. 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.

2026/27 CAR PARK SEASON TICKETS

Car Park Season Tickets entitle the holder to access their designated parking area for 12 home League fixtures during the 2026/27 season. **Access may be denied if you arrive 60 minutes or less before the designated kick-off time.**

In order to ensure a safe environment at all times, it is expected that the movement of vehicles will be restricted for a short period of time at the conclusion of all fixtures or when instructed by the event safety officer.

Car Park Season Tickets can be used for selected pre-season friendlies, EFL Cup and FA Cup fixtures played at Cardiff City Stadium where the holder has purchased a ticket for the event (Subject to availability). Duplicate passes will not be issued if your original car park hanger is lost or stolen.

FURTHER INFORMATION

We ask supporters to ensure that all contact information, including address details, is up to date prior to confirming a booking. If any purchases are incorrectly issued to an incorrect address as a result of the address not being changed promptly, the onus will be on the purchaser to cover additional fees for the purchase to be reissued.

DATA SHARING

By purchasing a 2026/2027 Season Ticket, you are agreeing to Cardiff City FC sharing your data with third-party company, Fourth Wall Creative, for the purpose of fulfilment