HOME SUPPORTER GUIDE

2026/27

WWW.CARDIFFCITYFC.CO.UK

CARDIFF CITY FC 2026/27 GUIDE

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INTRODUCTION

This Guide has been designed to enhance the experience of Bluebirds supporters who are visiting us at Cardiff City Stadium.

Whether you are coming to watch a match, planning a trip to the SuperStore or simply stopping by, this Guide aims to help. It contains all of the information you need to ensure you have a great time, including directions, parking information and much more.

Cardiff City Stadium accommodates visitors from all communities and of all ages, and our aim is to ensure that each visitor has an enjoyable experience.

We hope that this Guide helps with your planning and enjoyment of the time you intend to spend with us.

Cardiff City FC has been recognised by several bodies in recent seasons. We have been awarded the Level Playing Field's 'Excellence Award' and are also current recipients of the EFL Family Excellence Award.

We have previously been chosen as the 'Away Fan Experience' winner and have received the Premier League Extra Mile Award.

We aim to continue to be seen as a Club that does its utmost to ensure everyone enjoys themselves during their visit and works tirelessly to maintain the reputation we have worked hard to build.

We will **not** tolerate inappropriate behaviour or actions. We expect our supporters to act in such a way that does not bring the Club into disrepute. Any such behaviour or actions will be dealt with accordingly.

As a Cardiff City supporter, please ensure you comply with our Club Charter and Ground Regulations, copies of which can be found **here**.



COMMENTS, QUESTIONS AND FEEDBACK

At our matches, we are pleased to welcome supporters irrespective of race, gender, age, religion, disability, or sexual orientation. We do operate a minimum age restriction (14 years for 'unaccompanied' youths, as per our Safeguarding Policy.

To ensure matchdays are as enjoyable as possible, we operate a 'Call or Text' service which enables supporters to inform us, in confidence, of any issues that may be spoiling their enjoyment. The contact number is **07484 070422**.

For specific ma chday or travel enquiries, our Supporter Liaison Officer, Paul 'Corky' Corkrey will be able to assist. Contact him on **07903 619654**, or email **slo@cardiffcityfc.co.uk**.

If you have any suggestions, questions or comments about your matchday experience, please contact our Fan Experience Department via **club@cardiffcityfc.co.uk**.

Head of Fan Experience – Amy James
amy.james@cardiffcityfc.co.uk

Disability Access Officer – Billy Gregory
billy.gregory@cardiffcityfc.co.uk

To contact us for any other reason please email **stadium@cardiffcityfc.co.uk** and we will endeavour to respond to your comments as necessary.



OUR HISTORY

- Formed in 1899 as Riverside AFC
- Became Cardiff City FC in 1908
- Joined the Football League (EFL) in 1920
- Spent 17 seasons in the top division of English football
- 22-time Winners of the Welsh Cup
- FA Cup Winners 1927
- FA Cup Finalists 1925 & 2008

- League Cup Finalists 2012

Stadiums

- Ninian Park (1910-2009)
- Largest attendance: 57,893 vs. Arsenal, 22nd April 1953
- Cardiff City Stadium (2009-present)

- Largest attendance: 33,082 vs. Liverpool, 21st April 2019

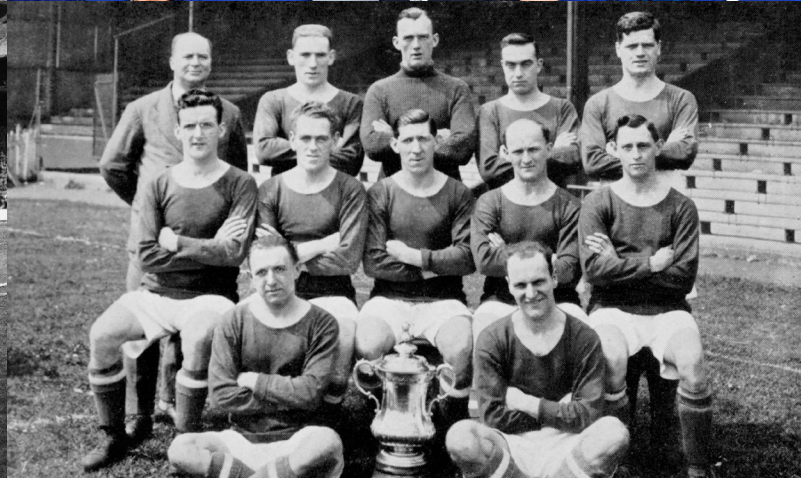
Records

- Record appearances – Phil Dwyer (531)
- Record goalscorer – Len Davies (181)
- Youngest player – Aaron Ramsey (16 years, 123 days)
- Oldest player – George Latham (41 years, 1 day)
- Record win – 16-0 vs. Knighton Town, 28th January 1961 (Welsh Cup Fifth Round)
- Record League win – 9-2 vs. Thames, 6th February 1932









HOW TO GET TO CCS

If you are coming by car, access from the motorway is easy. Leave the M4 at Junction 33 and take the A4232 towards Cardiff/Barry. Exit the A4232 onto the B4267, signposted Cardiff City Stadium. Enter via the Main Entrance, directly off the A4232. (Please note that the stadium car park regularly closes up to 30 minutes before kick-off. Our postcode is CF11 8AZ, though GPS may direct you through Cardiff city centre, potentially adding around 30 minutes to your journey.
(Please note our car park regularly closes up to 30 minutes before kick-off. Our postcode is **CF11 8AZ**. However, please note that following a Satellite Navigation System may direct you through Cardiff city centre, potentially adding around 30 minutes to your journey.

SUSTAINABLE TRAVEL ALTERNATIVES

Cardiff City FC strongly encourages supporters to think about sustainable travel alternatives, including travelling by:

By Train: From Cardiff Central, supporters can travel to Ninian Park or Grangetown. It is then a 10 minute walk to the stadium from Grangetown or 5 minutes from Ninian Park.

Supporters Coaches: Several trusted independent supporters coaches run to home games from across the Cardiff and Valleys area. For a full list of these, click here.

Shuttle Bus: Buses depart from Wood Street (JB) in the city centre and run every 15 minutes to the stadium, with the first bus leaving 2 hours before kick-off and the last one leaving 15 mins before kick-off. After the match, buses will run back to the city centre until crowds have cleared. Normal fares apply, and Cardiff Bus day, week, 4 week and annual ticket are valid on this service.

Bus: Service Number 1 and 2 (City Centre, Cardiff Bay to Sloper Road). Service numbers 92, 93, 94, 95 and 95A (City Centre, Wood St. to Jubilee Park/ASDA Leckwith Road).

Pooled Taxi: Taxis are readily available across the city. You can pre-book a 'Private Hire' or hail a black and white cab. A trip from the City Centre to the stadium costs between £7 - £10. Supporters are encouraged to ride share with other supporters that they know when possible.

STADIUM MAP



CARDIFF CITY STADIUM MAP

- Cardiff City Football Club
- 1 Meeting point A — Fred Keenor Statue
- 2 Meeting point B — Ninian Gates
- 3 Coming Soon
- 4 Ticket Office
- 5 Superstore
- 6 Main Reception
- 7 Hospitality Collection Booth
- 8 Ninian Reception & CCFC Shop
- 9 Main Gate
- 10 Brian Clark Gate
- 11 Away Supporters Gate
- 12 Don Murray Gate

FOR NEWS, TICKETS & INFORMATION. VISIT CARDIFFCITYFC.CO.UK



ENTERING THE STADIUM

Please purchase an appropriate ticket for the relevant event in good time, as tickets in some areas do sell out in advance.

Please click **here** to purchase a ticket online or call the Ticket Office **03333 111 920**.

When you arrive at your Gate:

- Have your physical ticket or mobile/digital ticket ready when approaching the turnstile.
- Prepare for a quick body search and open any coats or jackets.
- Place your ticket or phone up against the reader within the turnstile.
- Once you hear the tone, and the light turns green*, proceed through the turnstile and into the stadium.
- Enjoy the event and your time with us at Cardiff City Stadium.

*In the event the light either turns red, or the reader does not react, please exit the turnstile, and see one of our Customer Support Stewards wearing purple tabards, who will help resolve the problem.



DISABLED SUPPORTERS

We have dedicated stewards available to help, support and assist disabled supporters. Our Disability Access Officer, Billy Gregory, can be contacted via email at billy.gregory@cardiffcityfc.co.uk as necessary. If you have any problems or queries please do not hesitate to contact Billy.

We have over 120 Disabled Parking Bays at Cardiff City Stadium. Season Tickets can be bought, but generally sell out.

On matchday, if you have a Disabled Persons Badge, please use the most convenient space to your seat. Our accessible spaces are pre-sold. Please do not park in these spaces.

If you arrive with accessibility problems please ask the car park steward for assistance.

We also have four additional accessibility bays (two in Zone A and two in Zone C) which can be used on matchdays as directed by car park stewards.

For more information on accessibility for disabled supporters, please click **here**.

Cardiff City Disabled Supporters Association

Cardiff City Disabled Supporters Association are welcoming new members, and it's free to join!

All you need to do is fill out the Membership form available from the DSA.

Once you have filled out our Membership Form **here**,
please return it by emailing it to **ccfcdsa@gmail.com**.



Cardiff City Stadium Shuttle Bus

We run shuttle buses on route 95 between the city centre and Cardiff City Stadium for league games during the 25/26 season.

Buses will depart from Wood Street (JB) in the city centre and run every 15 minutes to the stadium, with the first bus leaving 2 hours before kick off. After the match, buses will run back to the city centre until the crowds have cleared.

Normal fares apply, and Cardiff Bus day, week, 4 week and annual ticket are valid on this service.

For more information visit: https://www.cardiffbus.com/ccfc-shuttle-bus



PARKING

Season Long Car Parking
We have a limited number of spaces for on-site parking available for seasonal purchase, available by emailing **tickets@cardiffcityfc.co.uk**. They are sold on a first come, first served basis with priority given to existing Pass Holders.

We also have some designated accessible parking bays. Please contact our Disability Access Officer, Billy Gregory at **billy.gregory@cardiffcityfc.co.uk** to purchase these.

Matchday Parking
We have on-site parking available on matchdays, usually accessible up to 30 minutes before kick-off. Car parking costs £10 per vehicle (cash only). Spaces are available on a first come, first served basis. Please enter through our Main Entrance.

Please note that our Car Park can close 60 minutes before kick-off. No entry will be permitted after closure.

We respectfully ask visitors to use our on-site parking facilities and consider our neighbours by not obstructing footways and/or private entrances. Cardiff Council Enforcement Officers and South Wales Police are on duty on event days and will ensure vehicles are parked legally, issuing Penalty Charge Notices where appropriate.



BANNERS, FLAGS & SIGNS

Cardiff City Stadium welcomes support as demonstrated by banners, flags and signs.

However, to ensure these articles do not upset or distract others, we ask that the custodian adheres to the following guidelines:

- They are not more than 8ft x 4ft (larger items such as crowd surfing banners allowed only by prior consent).
- They have an appropriate fire certificate.
- They are not placed in the eyesight of other visitors.
- They do not obstruct any signage or advertising.
- They are not of a discriminatory, commercial, political, contentious, or obscene nature.
- They are not likely to cause alarm or distress to other visitors, supporters or groups/football clubs, its directors and/or staff.

The Stadium Manager/Safety Officer reserves the right and sole discretion to deny a custodian permission to bring into, or display within, Cardiff City Stadium any Banner, Flag or Sign.

MUSICAL INSTRUMENTS / MEGAPHONES

Our stadium policy is not to allow such items.



A CARDIFF CITY SUPPORTER'S JOURNEY

At Cardiff City Football Club, we aim to provide the best matchday experience to fans of all ages. We are proud to have a dedicated team of staff on hand to ensure that everybody coming to the stadium has an enjoyable experience in a safe and friendly environment. Each of our stands is tailored to suit different age groups and preferences as we try to create a lifelong affinity with the club and allow supporters to grow alongside us. The journey for most starts as a junior supporter in the Family Stand.

The Family Stand

The Family Stand offers junior supporters the chance to meet and hear from their favourite City players in Q&A sessions held prior to kick-off. It also hosts our Ricoh projector screen and PS4 station so all the family can enjoy the content of Cardiff City TV or play a game of FIFA. You can also find a football zone where you can put your skills to the test, as well as being entertained by our resident dance troupe.

The Canton Stand

The loudest and most lively of our four home stands. We regularly host live music and entertainment in this area on matchdays, helping to build the atmosphere in the lead up to kick-off. We also have a large screen showing the best of Cardiff City TV and any televised matches.







The Grandstand

The concourse areas within the Grandstand have additional seating for those who want to rest their legs and stay out of the elements before kick-off and at half-time. We also ensure these areas are kept warm.

If you are enjoying our Premier Lounge on Level Four, you can hear from one of our former players who we welcome back to CCS to talk of their days at the Club on the Legends' Stage.

The Ninian Stand

An area that provides a superb view of the playing surface whilst offering photographic timelines in the concourses. This nostalgic trip gives fans of all ages a chance to soak up the history of the club. There are no restrictions, allowing you to walk around the majority of the bowl, to enjoy the entertainment. The Upper Ninian Stand was added to the stadium in 2014, increasing the capacity to 33,280.







COUNTDOWN TO KICK-OFF

On a typical matchday:

7 hours to Kick Off	Main Reception Opens	(Normal non-working day)
6 hours to Kick Off	Superstore Opens	(Normal non-working day)
5 ½ hours to Kick Off	Ticket Office Ope	(Normal non-working day)
2 ½ hours to Kick Off	Hospitality Lounges Open	
1 ½ hours to Kick Off	Turnstiles Open	
1 hour to Kick Off	Community Events & Entertainment begins around stadium	
¾ hour to Kick off	Players Warm Up	
5 minutes to Kick Off	Players & Officials ake to the fiel	
Kick Off	Match begins	
3 ¼ hours after Kick Off	Stadium Closure (unless otherwise stated)	



THE BLUEbird

THE BLUEBIRD – THE OFFICIAL CARDIFF CITY FC MATCHDAY PROGRAMME

Each matchday you can pick up a copy of The Bluebird, our official matchday programme.

With exclusive interviews, player statistics, in-depth analysis of both teams and news from around the Club, it makes for great reading.

The programme is available for all of our first team fixtures, is priced at £4 and is available from either of our two retail stores or the sales booths around Cardiff City Stadium.

If you don't manage to get your copy on matchday itself, visit our SuperStore or click here to complete your collection.

Alternatively, you can download a digital edition of any issue from the current season for just £1.99. Our partnership with Zeeon means you can download "The Bluebird" to any iOS or Android device by clicking here.



CARDIFF CITY SUPERSTORE

Located between Gate 2 and Main Reception, you will find our fantastic Cardiff City SuperStore. For current opening hours, please click here.

You can visit in person and see the large range of merchandise on offer, including New Balance replica kits, trainingwear and leisure wear. We also offer personalized items such as keyrings, magnets and travel mugs.

If you prefer to shop online, click here.

We also have a smaller retail store situated in the Ninian Stand, adjacent to Gate 8, which is open on specified matchdays.





SUPPORTER GROUPS

Cardiff City Fan Advisory Board (CCFCFAB)
The CCFCFAB has been created in line with EFL Regulations 128.1, 128.2 and 128.3. The Board will meet a minimum of two times per season (a minimum of four times in each calendar year) and the Club will host the meetings. Minutes are taken as per the Clubs Fan Engagement Plan. The forum will discuss significant issues relating to the Club, focusing on short, medium and long-term strategies. This affords Club supporters a voice and gives an understanding of some of the decisions making processes that will directly affect them.

The Board is made up of 5 statutory elected Fan Representatives, and another 5 who were directly elected by the fans. They are an independent body who come together with Club hierarchy to include Executive Staff and members of the Board of Directors.

Cardiff City Supporters Club (CCSC)
CCSC has been serving supporters of Cardiff City Football Club for many years. They hold several events each year, but predominantly organise transport to every First Team away fixture.

The Supporters Club has more than 1,000 members but are always keen to welcome more and are grateful for any assistance from members.
For more information, visit them on matchdays at the side of Gate 3, email **info@ccsc.co.uk** or click here.

Cardiff City Supporters Trust (CCST)
The Trust is a not-for-profit group of Cardiff City supporters who are committed to strengthening the links between Cardiff City and the community it serves.
For general enquiries, please email **Help@ccfctrust.org**.

Cardiff City Disabled Supporters Association (CCFCDSA)
The DSA welcomes all supporters with disabilities. They provide a view for and on behalf of fans with a disability, their families and carers. Functions are also organised during the year and all members are invited to attend.

The group is eager to increase membership and enquiries should be made to Kieran Jones (**kjcomputers@ntlworld.com** or **07528 064365**). You can also follow them on Twitter - @CCFCDSA

Cardiff City Fan Advisory Board (CCFCFAB)

Cardiff City Supporters Club (CCSC)

Cardiff City Supporters Trust (CCST)

Cardiff City Disabled Supporters Association (CCFCDSA)

Away Travel Group

This is the official travel group in association with South Wales Police. Police approval is needed by anyone wishing to become a member and all members must adhere to the clubs' travel policies.

The club holds regular meetings to discuss upcoming fixtures and travel plans. You should not make any group bookings via our Ticket Office unless you are a member of the Away Travel Group.

For more information, or if you would like to become part of the group, please contact Paul Corkrey via **slo@cardiffcityfc.co.uk**

SAFETY & SECURITY

We believe that the safety and security of all persons, attending (or working at) the Cardiff City Stadium is of paramount importance!

We want everybody to enjoy the game, but fans should also be mindful and respectful of other supporters matchday experience.

The majority of games played at Cardiff City Stadium are "police free" although in some high-profile matches police are deployed at the stadium. Our Stewards have primacy at our matches and they are trained to look after your safety and security, but also to provide the best possible customer service and fan experience.

We request that all supporters arrive in plenty of time ahead of kick-off. Please take into consideration the time required to pass through stadium security controls prior to entry. Supporters will be required to open their jackets and empty their pockets. Any bags brought in will need to be opened and tagged by stewards and there may be a need for a physical search, failure to adhere to these conditions will result in refusal of entry.

To ensure supporters can enter the ground quickly we would ask that they only bring a minimum number of possessions with them, with the exception of required medical equipment. Please note that there is no storage area for supporters with large bags so please do not bring any to the Stadium.

Standing at Football matches – Licensed standing in the Canton Stand

In 2020, Cardiff City FC were in the vanguard of five clubs who took part in the initiative to allow Safe standing. Following the publication of a CFE Research report for the Sports Grounds Safety Authority (SGSA), Cardiff City Football Club were able to allow a designated Safe Standing area and have installed seats with independent barriers across all seven bays of the back five rows of the Canton Stand, offering a safe standing option to supporters in this area.

Please note, we cannot over occupy this area or facilitate movement of fans into adjacent seats. Ticket checks take place in the vomitories and horizontal gangways, particularly when supporters enter these sectors, anyone found to be misusing the scheme could face a club ban.





Counter Terrorism

The current terrorist threat level in the UK is substantial - An attack is likely!

There is no specific threat to Cardiff City Stadium, however, terrorism is a real and ongoing concern and supporters should be alert but not alarmed. Occasionally you may see armed police officers, we must all be vigilant and these officers are deployed to deter and reassure.

SOCIAL MEDIA, CARDIFF CITY TV AND THE OFFICIAL CLUB APP

Social Media
Our social media channels enable Bluebirds fans the opportunity to keep up to date with all things Cardiff City C as they happen!

Follow us now on Twitter, Facebook, Instagram, LinkedIn, and Snapchat - **@CardiffCityFC**.

Cardiff City TV
Our in-house TV channel and online video service. Get closer to the action with live matchday commentary, extended highlights and much more!

Click here to watch now, and follow @CardiffCityTV on Twitter for the latest updates!

Official Club App

Our Official App, available for free, helps supporters stay on top of all things Cardiff City! Get instant access to on-demand video and live commentary of First Team fixtures, read the latest news articles, receive team news and live score updates!

Download the App now from the App Store or Google Play.

THE CARDIFF CITY FOOTBALL CLUB
FAN ENGAGEMENT TEAM



Amy James | Head of Fan Experience

She is a full-time member of the club staff and the main point of contact if you have any club related enquiries, issues, or concerns.

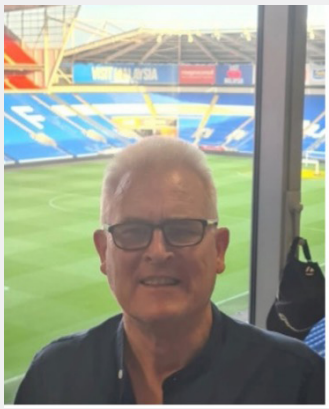
Having worked for both the foundation and the club itself for over 10 years she has a sound understanding of the links between us, the community, and our supporters, and welcomes contact via e-mail at amy.james@cardiffcityfc.co.uk



Billy Gregory | Disability Access Officer

Another of our full-time employees, Billy Gregory, acts as our Disability Access Officer. He also supports Amy with Fan Engagement.

Billy can be contacted via e-mail at:
billy.gregory@cardiffcityfc.co.uk



Paul "Corky" Corkrey | Supporter Liaison Officer

The SLO role was created several years ago as a direct result of the UEFA Football Club Licensing Platform.

You will find Corky at all our Home and Away games. Seek him out if you have any issues or problems and he will always do his best to assist.

He can also be contacted via e-mail (slo@cardiffcityfc.co.uk) or on Twitter, @CardiffCitySLO.

All the above welcome and encourage contact from our supporters as one of the main purposes of their roles is to improve communication and provide a focal point for supporters to make their voice heard.



CARDIFFCITYFC.CO.UK

FOR ADDITIONAL INFORMATION VISIT OUR CUSTOMER CHARTER:
WWW.CARDIFFCITYFC.CO.UK/CLUB/CUSTOMER-CHARTER