



2019/20 Customer Charter

Introduction

Welcome to Cardiff City Football Club's Customer Charter for the 2019/20 season.

Our Charter is designed to help you, the supporter, understand the Club's many policies, in order to make your experience with us as enjoyable and memorable as possible. This document covers a wide range of aspects.

Cardiff City Football Club is dedicated to providing the best possible matchday experience for all fans that visit Cardiff City Stadium.

At the heart of everything we do here at Cardiff City is our loyal and passionate fan-base, which is why we actively encourage fans to give us any feedback they may have. Whether it's positive or negative, we want to hear from you, as we strive to make our matchday experience the best it can be.

If you'd like to give feedback, please email our Head of Fan Engagement Amy James (amy.james@cardiffcityfc.co.uk) or Supporter Liaison & Disability Access Officer Adam Gilliatt (adam.gilliatt@cardiffcityfc.co.uk). You will receive a response within three working days.

All feedback and comments received are key to improving the service we deliver to you. This document is intended to further improve communication channels between the Club and our fan base.

Thank you for your continued support.

Customer Service

Complaints Procedure

It is the responsibility of staff at the Club to ensure that all correspondence received is responded to within three working days of receipt. If a complaint requires additional investigation, then the supporter will be notified of this.

All correspondence received is passed onto the relevant Head of Department (where necessary) in order for the appropriate action/investigation to take place.

Feedback received allows us to measure our success off the field, helping us to develop. It is not possible for all policies and procedures to appeal to all supporters of the Club; however, all constructive feedback is welcomed.

Should a supporter have comments, suggestions, ideas, queries or complaints relating to Cardiff City Football Club, they can contact our Head of Fan Engagement Amy James in the following ways:

Email: club@cardiffcityfc.co.uk

Telephone: 033 33 11 1927

Post: Cardiff City FC, Cardiff City Stadium, Leckwith Road, Cardiff, CF11 8AZ

The vast majority of supporter and customer complaints are successfully brought to a conclusion by the Club. However, if a supporter is not completely satisfied with the outcome of their complaint, they should refer the matter directly to The Independent Football Ombudsman (IFO).

Complaints should be made in writing and may be submitted by post to: The Independent Football Ombudsman, Suite 33, Great George Street, Leeds, LS1 3AJ; by e-mail to contact@theifo.co.uk or via their website theifo.co.uk.

The Independent Football Ombudsman was established at the beginning of the 2008-09 season. It has a clear remit to receive and adjudicate on complaints from football supporters and participants that have not been resolved by the football authorities, and to raise any policy issues which have been highlighted by those complaints, directly with The FA, Premier League and The Football League. The Ombudsman is an independent and final arbiter of football complaints.

The Independent Football Ombudsman (IFO) is the final stage in the complaints process established by the English professional Football Authorities (FA), The Premier League and The Football League.

The IFO is comprised of an Ombudsman, his Deputy and an Advisory Panel. This section explains the role of the IFO. Further information and guidance are available in a short leaflet, which may be requested, using any of the contact addresses given below.

For further information on the IFO, please visit the website theifo.co.uk or contact them using the details above.

Staff Conduct

All staff members are aware of their roles and responsibilities as Cardiff City Football Club's ambassadors. We expect our staff to carry out their duties professionally and to communicate with supporters and stakeholders in a respectful, courteous and efficient manner at all times.

If problems arise, we expect our staff to make every reasonable effort to solve them on the spot; however, we appreciate this is not always possible and further endeavours may be necessary.

Equality Policy

Cardiff City Football Club is committed to promoting equality by treating people fairly and with respect; by recognising inequalities exist; by taking steps to address them; and by providing access and opportunities for all members of the community.

Cardiff City Football Club's commitment is to eliminate discrimination on the basis of age, disability, sex, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief, or sexual orientation, as defined by the Equality Act (2010). More information regarding what is considered as discrimination can be found on the [Equality and Human Rights Commission website](#).

Cardiff City Football Club operates a zero tolerance approach to discrimination.

We will also strive to treat people who seek asylum, refugees, carers, care leavers and people from lower socioeconomic backgrounds with the same degree of dignity and respect,

We will ensure that we treat people fairly and with respect, and that we will provide access and opportunities for all members of the community to take part in, and enjoy, our activities.

Cardiff City Football Club commits to the following:

- encourage equality and diversity in the workplace as they are good practice and make business sense
- create an environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued
- Create a Stadium free from incidents of discrimination, taking appropriate action in collaboration with Football Authorities to hold perpetrators to account.

This commitment includes training managers and all other employees about their rights and responsibilities under the equality policy and how we can enable all sections of the community to have a positive experience of engaging with the football club. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination directed at colleagues, players, supporters, guests, customers or participants in our programmes.

All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public

- take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities. More information about bullying, harassment and victimisation can be found on the [ACAS website](#). All complaints will be investigated and where necessary may be passed to external organisations, such as the police or football authorities. All complainants will receive a response in writing with regards to their complaint, at the earliest opportunity. Reports can be made via 07554 158 224 via text or telephone on matchdays or report [via the Kick it Out app](#). Internal complaints may be directed via the Head of Human Resources.
- make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation

- decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act)
- review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law
- monitor the make-up of the workforce regarding information such as age, gender, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality and diversity, and in meeting the aims and commitments set out in the equality policy. Monitoring will also include assessing how the equality policy, are working in practice, reviewing them annually, and considering and taking action to address any issues

The content of this statement applies equally to the treatment of our staff, customers, supporters, clients, partners and suppliers and is fully supported by the Board of Directors of Cardiff Football Club. The Chief Executive and Equality Champion are accountable for this policy.

If you wish to report an incident of discrimination, please contact 07554 158 224 via text or telephone on matchdays or report [via the Kick it Out app](#).

APPENDIX – Relevant legislation and forms of unacceptable discrimination

Legal rights

Discrimination has been legally defined through a series of legislative acts, including the Race Relations Act, the Sex Discrimination Act, the Disability Discrimination Act and the Equality Act 2006.

In April 2010, the Equality Act 2010 received Royal Assent. The Equality Act 2010 is a new law which harmonises where possible, and in some cases extends, protection from discrimination. It applies throughout the UK and came into force in October 2010.

Discrimination refers to unfavourable treatment on the basis of particular characteristics, which are known as the 'protected characteristics'. Under the Equality Act 2010, the protected characteristics are defined as age (employment only until 2012), disability, gender reassignment, marital or civil partnership status (employment only), pregnancy and maternity, race (which includes ethnic or national origin, colour or nationality), religion or belief, sex (gender) and sexual orientation.

Under the Equality Act 2010, individuals are protected from discrimination 'on grounds of' a protected characteristic¹. This means that individuals will be protected if they have a characteristic,

¹ The exception to this is pregnancy and maternity, which does not include protection by association or assumption – a woman is only protected from discrimination on grounds of her own pregnancy.

are assumed to have it, associate with someone who has it or with someone who is assumed to have it.

Forms of discrimination and discriminatory behaviour include the following:

Direct discrimination

Direct discrimination can be described as less favourable treatment on the grounds of one of the protected characteristics.

Indirect discrimination

Indirect discrimination occurs when a provision, criterion or practice is applied to an individual or group that would put persons of a particular characteristic at a particular disadvantage compared with other persons.

Discrimination arising from disability

When a disabled person is treated unfavourably because of something connected with their disability and this unfavourable treatment cannot be justified, this is unlawful. This type of discrimination only relates to disability.

Harassment

Harassment is defined as unwanted conduct relating to a protected characteristic that has the purpose or effect of violating a person's dignity, or which creates an intimidating or hostile, degrading, humiliating or offensive environment for that person.

Victimisation

It is unlawful to treat a person less favourably because he or she has made allegations or brought proceedings under the anti-discrimination legislation, or because they have helped another person to do so. To do so would constitute victimisation.

Bullying

Bullying is defined as a form of personal harassment involving the misuse of power, influence or position to persistently criticise, humiliate or undermine an individual.

Ticketing

At Cardiff City FC we have 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.

1) General Season Ticket Holder Terms and Conditions (Excludes corporate season tickets)

Becoming a 2019/20 General Season Ticket Holder will allow you to take advantage of a range of exclusive benefits over the course of the campaign.

General Season Ticket Holder benefits 2019/20

- Your own reserved seat with entry to all home league fixtures for the 2019/20 Season.
- Access to away tickets (subject to pre-determined sales criteria and availability).
- Preferential access to cup fixtures (where applicable, subject to availability).
- Automatic enrolment into our City Cash reward scheme. £20 City Cash starting balance for renewals between 18th-24th March, £10 between 25th March-7th April, and £5 after April 7th (up until Half Season Ticket on-sale).
- Opportunity to purchase two additional tickets at a discounted rate for home league fixtures during the 2019/20 Season (subject to availability) Excludes matchday.
- Access to offers from our Season Ticket partners at www.cardiffcityfc.co.uk
- 10% discount on Cardiff City Matchday Hospitality and non match day stadium room bookings.
- Exclusive retail offers throughout the 2019/20 Season, including the opportunity to earn double city cash on selected dates.
- Exclusive birthday offers.
- 10% discount on selected Bluebird experiences e.g. Pre-Match Pros, birthday heroes, stadium tours and soccer schools. Plus, free entry to challenge events. Full details can be found at www.cardiffcityfcfoundation.org.uk/foundation-benefits

Please be advised:

- Your Season Ticket Card will be re-activated if you have renewed in the same seat and have remained at the same price class as season 2018/19.
- You will receive a new Season Ticket Card if you move seats, change concession/price class or are a new Season Ticket Holder.

V12 Finance Ltd

- All season ticket finance applications are subject to an arrangement fee.
- Please be advised if you apply for your Season Ticket via V12 Finance Ltd. Online or via the ticket office and your application is not signed and agreed within 7 days your season ticket will be released for sale. If you do not receive any correspondence within 24 hours of applying, please contact the Ticket Office as soon as possible.
- If you have applied for your Season Ticket via V12 finance and have been unsuccessful in your application, you will need to contact the Ticket Office within 7 days to arrange alternative payment. Failure to do so will result in your seat being reallocated for sale.

- Whilst we do not accept responsibility for renewal issues caused by system errors, we at the Ticket Office will endeavour to assist you in rectifying the problem as efficiently as possible.

The image below shows numbered stadium zones, with corresponding prices for 2019/20 Season Tickets on the following page:



Please be advised that our pricing maps provide a rough estimate of the location of the price zones and are not exact.

Cardiff City Season Ticket Pricing Grid 2019/20

	2019/20 Early Bird Window 18th March - 7th April	2019/20 Season Ticket Price
Zone 1	Zone 1	Zone 1
Adult	£479	£529
Seniors 60+	£359	£409
16-21	£289	£339
Junior (U16)	£249	£279
Zone 2	Zone 2	Zone 2
Adult	£379	£429
Seniors 60+	£269	£319
16-21	£199	£249
Junior (U16)	£159	£189
Zone 3	Zone 3	Zone 3
Adult	£329	£379
Seniors 60+	£239	£289
16-21	£159	£209
Junior (U16)	£109	£139
Junior (U16) - WFPA*	£49	£79
Zone 4	Zone 4	Zone 4
Adult	£279	£329
Seniors 60+	£209	£259
16-21	£99	£149
Junior (U16)	£69	£99
Junior (U16) - WFPA*	£49	£79
Zone 4F Family	Zone 4F Family	Zone 4F Family
Adult	£249	£299
Seniors 60+	£149	£199
16-21	£99	£149
Junior (U16)	£49	£79
Family of 4	£549	£599
Zone D Accessibility Areas	Zone D Accessibility Areas	Zone D Accessibility Areas
Adult	£249	£299
Seniors 60+	£149	£199
16-21	£99	£149
Junior (U16)	£49	£79

*WFPA – with full paying adult

Junior (U16) with a Full paying Adult

When purchasing a Junior with a full paying Adult Season Ticket you must be seated together within the same block and price zone. This price class is only available when purchased in conjunction with the Full paying Adult ticket.

Prices are subject to further price increase during the 2019/20 season.

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. This is subject to the supporter meeting the below criteria:

- The medium to high rate Disability Living Allowance (DLA) (mobility or care component)
- The Enhanced Rate Personal Independence Payment (PIP)
- The Severe Disablement Allowance
- Or a personal letter from your GP

Season Tickets can be purchased in the following ways:

- Telephone – 033 33 11 1920
- 24 Hour Online Booking – eticketing.co.uk/cardiffcity
- In person – (Stadium Ticket Office) situated in the Grandstand next to Corporate Entrance 2
- Ticketmaster call centre – 08444 539 058 (Additional charges may apply)

*Ticket Office is open up until half time on match-days. All opening times may vary; changes will be publicised in advance.

Please regularly check cardiffcityfc.co.uk/tickets for all ticketing information and 'on sale' dates. For further details please phone the Ticket Office on 033 33 11 1920 or email tickets@cardiffcityfc.co.uk

Pricing

Cardiff City FC will continue to promote greater accessibility of tickets for matches, with a range of prices and facilities that encourage the widest possible support. The Club reserves the right to reduce prices for certain games during the season for promotional purposes.

Returns and Refunds

Season Tickets are **NOT-REFUNDABLE**. Season Tickets can be transferred to the name of another supporter on a seasonal basis for the fee of £10 + any additional upgrade charges.

Please be aware that all fixtures are subject to change. Supporters are advised to keep up to date with the official club website and social media channels for any updates throughout the season.

We ask supporters to ensure address details are up to date before confirming a booking. If you have not received your tickets, please contact the Ticket Office.

The Club reserves the right to relocate a Season Ticket or matchday ticket if deemed necessary. This could be due to a system error or area closure on a temporary or permanent basis. There will be no compensation or refund issued in this instance.

Purchasing Away Tickets

Season Ticket holders will have priority of purchase on away league tickets, over Club Members and Flex5 ticket holders (subject to any pre-determined sales criteria).

Concession categories for away fixtures may vary, as these are determined by the away club's ticketing policy.

Further Information

The following charges apply at the Ticket Office:

- Lost Season Ticket Card - £10 replacement fee
- Forgotten Season Ticket Card - £10 charge for a barcoded paper/ digital ticket issue. A one game grace will be provided, the charge will apply for any other occasions.
- Stolen Season Ticket Card – printed 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 for a £10 fee. The ticket will be made available for collection on matchday only following the production of Photographic Identification.
- Moving or upgrading Season tickets will be Subject to a £10 charge for a new Season Ticket Card + any additional upgrade fees that may apply..

To seek further clarification on this matter, please email Ticket Office Assistant Manager Peter Mota (peter.mota@cardiffcityfc.co.uk)

If a Season Ticket Access Card is deemed to be misused (e.g. an adult uses a senior card), the Season Ticket Card will be confiscated upon entering the ground. The card will only be returned upon receipt of payment for the relevant upgrade charge in addition to an administration charge of £10.

Family Stand

Cardiff City Football club strives to provide the best environment when it comes to bringing families to football.

We are always looking for the next generation of Bluebirds and as such, we need to implement policies and procedures that will maintain the integrity of our family stand and thereby encouraging future generations. On this basis, we have to make sure that the stand has the right mix of adults, concessions and children. Please refer to the policy below.

- Our club policy in the family stand is as follows:

a. There must be at least one juvenile and one adult per group purchase and a maximum of two adults to one Junior U16 in any group purchased within our Family Stand.

b. There are no children permitted without adults and no adults permitted without children. Please be advised, you may be asked to provide documentation for proof of age.

If the ratio of adults to children no longer meets the Club policy, the booking will not be valid for renewal in the family stand. In this instance, the group will be asked to relocate to another area of the ground. Alternative options will be provided by the ticket office team. Please be advised that an upgrade fee may be applied in this instance, based on the area of relocation.

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 available concessions from season to season.

The Season Ticket concession is applied if you are under 16, 16-21 or over 60+ before the 1st of August prior to each season commencing. We acknowledge that this may mean some people will just miss the cut off dates, please refer to the Ticket Office team for further clarification.

If a pro-rata season ticket is purchased after the first fixture has passed the Season Ticket concessionary age date will still apply. For further clarification on this point, please contact our supporter liaison officer Adam Gilliatt (adam.gilliatt@cardiffcityfc.co.uk)

2) 2019/20 Club Membership

Find a full list of prices and exclusive benefits of your '19/20 Club Membership below.

Prices:

- Adult @ £25
- Senior 60+ @ £15
- 16-21 @ £15
- Juniors U16 @ £10

Benefits include:

- Personalised Club Membership Card
- Pre-sale window to purchase a maximum of four tickets for a home league fixture ahead of general sale, subject to availability.
- Ability to purchase no more than one ticket for away league fixtures, subject to availability and sales criteria.
- Inclusion in the CityCash Loyalty Scheme with a starting balance of £2.50
- Access to offers from our Official Club Partners
- Entry in to an annual prize give away

Terms & Conditions apply:

- Age of membership holder is determined as of 1st August.
- All memberships are non-refundable.
- Up to four tickets can be purchased within ticket pre-sale window.
- Card reprints are charged at £10 if lost or damaged.
- All tickets are subject to availability.

Ticket Purchase Process for home league tickets:

Tickets pre-sales will be advertised before each fixture, and will be made available to Season Ticket Holders, Flex5 ticket holders, and Club Members. No tickets will be made available before the advertised on-sale date. Following the pre-sale, any remaining tickets will be put on general sale, subject to availability.

Concession Definition:

A 'Junior' is defined as a person under 16 years of age at the time of purchase. A 'Senior' is defined as a person 60 or over at the time of purchase. A '16-21-year-old' is defined as a person between the ages of 16 and 21 at the time of purchase.

3) Flex Tickets

Flex Tickets have been re-introduced for the 2019/20 season, allowing Cardiff City FC supporters greater flexibility when purchasing match tickets and offering great value.

Pricing and savings

FLEX5 MEMBERSHIP

5 games of your choice per ticket bundle

5 x Game Ticket Bundle											
ZONE 1		ZONE 2		ZONE 3		ZONE 4		ZONE 4F - FAMILY		ZONE D - ACCESSIBLE AREA	
Adult	£135	Adult	£113	Adult	£102	Adult	£92	Adult	£80	Adult	£80
Seniors 60+	£109	Seniors 60+	£89	Seniors 60+	£80	Seniors 60+	£70	Seniors 60+	£58	Seniors 60+	£58
16-21yrs	£89	16-21yrs	£69	16-21yrs	£60	16-21yrs	£47	16-21yrs	£47	16-21yrs	£47
Juniors U16	£76	Juniors U16	£56	Juniors U16	£45	Juniors U16	£37	Juniors U16	£32	Juniors U16	£32

SAVINGS OF UP TO £31

Access to pre-sale window

Inclusion in the CityCash scheme, with a starting balance of £2.50

Eligible to purchase a ticket for away league fixtures.

cardiffcityfc.co.uk/tickets

All tickets are subject to availability and advertised sales criteria can be purchased in person, by telephone, or online (booking fees apply)

Further terms and conditions apply, please visit www.cardiffcityfc.co.uk for more details.

Platinum

Gold

Silver

Bronze

Benefits include:

Personalised Flex5 Membership Access Card

Your ticket your way, giving you flexibility to book a match ticket when it suits you

5 match ticket bundle redeemable for any Home League fixtures during the 2019/20 Season.

Pre-sale window to purchase a maximum of four tickets for a home league fixture ahead of general sale, subject to availability, and in conjunction with your flex ticket redemption.

Ability to purchase no more than one ticket for away league fixtures, subject to availability and sales criteria.

Access to offers from our Official Club Partners.

Inclusion in the CityCash Loyalty Scheme with a starting balance of £2.50.

Flex5 match ticket bundles are redeemable through the Cardiff City FC Ticket Office in person, via telephone on 033 33 11 1920 or Online.

Terms & Conditions

1. A Flex5 Membership is a match ticket bundle redeemable for 5 Home League fixtures during the 2019/20 Season.

2. Flex5 Memberships/Tickets are not refundable.

3. Once you have redeemed a ticket please be advised that if this is not used, it will still be counted for as part of the Flex5 match ticket bundle and therefore cannot be transferred to another fixture.

4. Flex5 match tickets are only valid for the price zone originally purchased. If you wish to move to other price zones upgrade fees will apply, all tickets are subject to availability.

5. Flex5 Tickets are only redeemable for the EFL Championship home league fixtures during the 2019/20 season.

6. 2019/20 Flex5 memberships do not guarantee you a seat in any fixture, as ticket redemptions are subject to availability.

7. Only one ticket out of the 5 ticket bundle may be redeemed per home league fixture.

8. Flex5 Match ticket bundles are redeemable through the Cardiff City FC Ticket Office in person, via telephone or Online. Tickets must be redeemed for each fixture that you wish to attend within the on-sale period. All tickets are subject to booking fees.

9. Any unredeemed tickets for the 2019/20 season cannot be carried over into a future Season. Flex Tickets not redeemed by the end of the 2019/20 season will be cleared down. No refund will be issued for unredeemed flex tickets.

10. Flex5 Members can purchase no more than 1 ticket per away league fixture during the away fixture sales window, subject to availability and sales criteria.

11. Flex5 Members will be entered in to the Club's CityCash scheme with a starting balance of £2.50 and can accumulate CityCash when purchasing merchandise in the club shop and additional home league tickets outside of their package. Subject to CityCash terms and conditions.

12. Flex5 Members are able to purchase up to four tickets per home league fixture during the pre-sale window. This means that additional tickets for home league fixtures can be purchased in conjunction with a redeemable flex ticket, subject to availability.

13. Flex5 Members that have redeemed all 5 tickets are eligible to purchase up to four tickets per home league fixture at full price, subject to availability.

14. All tickets are subject to booking fees.

15. Card reprints are charged at £10 if lost or damaged.

4) Ticket Purchase Process

Purchasing Home Tickets

Tickets are put on sale from set date before the fixture in question to season ticket holders, club members and Flex5 ticket holders. We do not sell any tickets before the published 'on sale' date. Any remaining tickets will then be put on general at a date advertised by the club.

Tickets can be purchased in the following ways:

- Telephone – 033 33 11 1920
- 24 Hour Online Booking – eticketing.co.uk/cardiffcity
- In person – (Stadium Ticket Office) situated in the Grandstand next to Corp. Entrance 2

Please regularly check cardiffcityfc.co.uk/tickets for all ticketing information and 'on sale' dates. For further details please ring the Ticket Office on 0 33 33 11 1920 or email tickets@cardiffcityfc.co.uk

If you are an away supporter looking to purchase tickets for your team's visit to Cardiff City Stadium, please purchase your tickets through your Club directly.

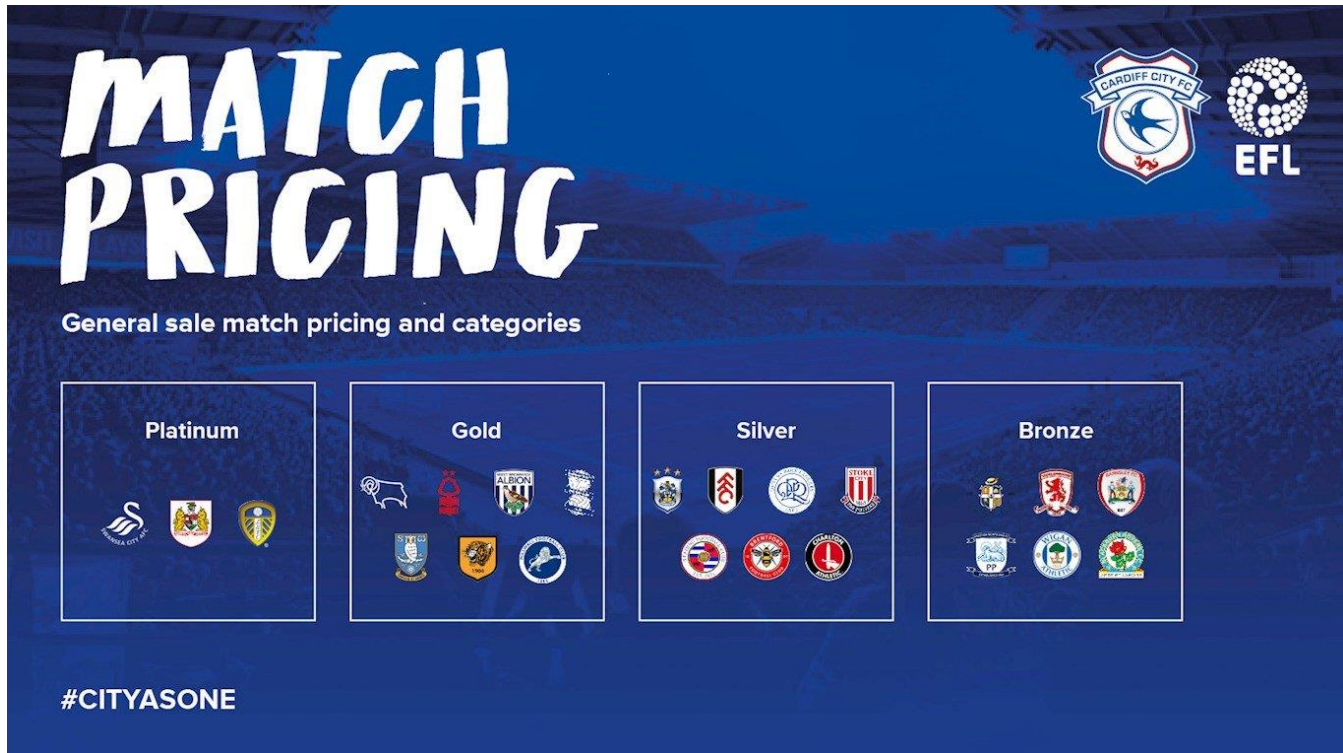
Pricing

Cardiff City FC will continue to promote greater accessibility of tickets for matches, with a range of prices and facilities that encourage the widest possible support. The Club reserves the right to reduce prices for certain games during the season for promotional purposes. The fixture categorisations and pricing table can be found below.

Home Match Ticket Concession Definition:

A 'Junior' is defined as a person under 16 years of age at the time of purchase. A 'Senior' is defined as a person 60 or over at the time of purchase. A '16-21-year-old' is defined as a person between the ages of 16 and 21 at the time of purchase.

- Match Pricing 2019/20



MATCH PRICING

General sale match pricing and categories

Platinum

Gold

Silver

Bronze

#CITYASONE

The graphic features the Cardiff City FC crest and the EFL logo in the top right corner. The background is a dark blue stadium scene. The pricing categories are listed in white boxes, each containing a grid of football club crests. The Platinum category includes Swansea City, Cardiff City, and Luton Town. The Gold category includes a grid of 10 clubs including Reading, Millwall, and Albion. The Silver category includes a grid of 10 clubs including Wolves, Hull City, and QPR. The Bronze category includes a grid of 10 clubs including Barnsley, Mansfield, and Notts County.



MATCH TICKET PRICE MAP

KEY

	ZONE 1		ZONE 4F
	ZONE 2		ZONE D
	ZONE 3		Corporate Seating
	ZONE 4		Away

CANTON STAND



MATCH PRICING



	Bronze		Silver		Gold		Platinum	
	Season Ticket Holder Ticket Discount Max. 2 per person	General Match Pricing	Season Ticket Holder Ticket Discount Max. 2 per person	General Match Pricing	Season Ticket Holder Ticket Discount Max. 2 per person	General Match Pricing	Season Ticket Holder Ticket Discount Max. 2 per person	General Match Pricing
ZONE 1	Adult	£26	£28	£28	£30	£32	£32	£34
	Seniors 60+	£21	£23	£23	£25	£27	£27	£29
	16-21yrs	£18	£19	£19	£20	£22	£22	£24
	Juniors u16	£15	£16	£16	£17	£18	£18	£19
ZONE 2	Adult	£22	£24	£24	£26	£28	£28	£30
	Seniors 60+	£17	£19	£19	£21	£23	£23	£25
	16-21yrs	£14	£15	£15	£16	£18	£18	£20
	Juniors u16	£11	£12	£12	£13	£14	£14	£15
ZONE 3	Adult	£19	£21	£21	£23	£25	£25	£27
	Seniors 60+	£16	£17	£17	£18	£20	£20	£22
	16-21yrs	£12	£13	£13	£14	£16	£16	£18
	Juniors u16	£9	£10	£10	£11	£12	£12	£13
ZONE 4	Adult	£17	£19	£19	£21	£23	£23	£25
	Seniors 60+	£14	£15	£15	£16	£18	£18	£20
	16-21yrs	£9	£10	£10	£11	£13	£13	£15
	Juniors u16	£7	£8	£8	£9	£10	£10	£11
ZONE 4F Family	Adult	£16	£17	£17	£18	£19	£19	£20
	Seniors 60+	£12	£13	£13	£14	£15	£15	£16
	16-21yrs	£9	£10	£10	£11	£12	£12	£13
	Juniors U16	£6	£7	£7	£8	£9	£9	£10
ZONE D Accessible Area**	Family Ticket (Family of 4)*		£40	£40		£40		£40
	Adult	£16	£17	£17	£18	£19	£19	£20
	Seniors 60+	£12	£13	£13	£14	£15	£15	£16
	16-21yrs	£9	£10	£10	£11	£12	£12	£13
	Juniors U16	£6	£7	£7	£8	£9	£9	£10

*Family of 4 refers to two adults and two juniors U16.
**For assisted access, if required a Personal Assistant ticket will be free of charge, subject to required proof of status (please see Customer Charter)

5) Returns and Refunds Match Tickets

Please be aware that all fixtures are subject to change. We ask supporters to ensure address details are up to date before confirming a booking. If you have not received your tickets, please contact the Ticket Office. No refunds will be issued for tickets not arriving or being sent to a wrong address (if that was the address supplied).

In the case of an abandoned or postponed fixture, ticket holders are entitled to use their original ticket to access the re-arranged game. However, if you are unable to attend the re-arranged fixture, only 50% of the face value of the match ticket may be refunded.

Refunds will not be considered unless the match ticket is returned to the Ticket Office at least 24 hours prior to kick off. This is listed in the T&Cs on the reverse of a match ticket.

6) Purchasing Away Tickets

Season Ticket holders will get priority of purchase on away league tickets, followed by Club Members and Flex5+ ticket holders (subject to any pre-determined sales criteria).

Tickets are sold on a 'first come first served' basis. Tickets for away fixtures are never made available for general sale.

Away Tickets may only be used by the Season Ticket Holder, Flex5 member or club member whose fan number is assigned to the seat.

Cardiff City FC reserves the right to withhold or cancel any away tickets which are purchased at the wrong price class e.g an Adult purchasing an Under 16 ticket online. A 24 hour window will be provided to you from the time of purchase to rectify the booking, After this period your Away Tickets may be cancelled and refunded without notice.

Concession categories for away fixtures may vary, as determined by the away club's concession policy.

Away Ticket pricing is determined by the away club.

All Away Tickets are issued by the away club and will initially be distributed by the Cardiff City FC Ticket Office.

If you have ordered a ticket which has not arrived in the post, please contact the Cardiff City FC Ticket Office at least 48 hours before the fixture to arrange a reprint. The option to reprint an Away Ticket may not always be possible as reprint policies are determined by the away club.

Once an away ticket has been distributed via first class post, Cardiff City FC do not accept responsibility for any lost or stolen tickets. The only way to guarantee the arrival of your ticket is to pay for Special Delivery.

Away Tickets are not refundable.

7) Further Information

The following charges apply at the Ticket Office:

- Match tickets purchased in person, by phone or online will incur a £1 per ticket booking fee.
- Match tickets purchased by phone or online will also incur a £1 per booking service charge,
- Lost Season Ticket Card - £10 replacement fee
- Forgotten Season Ticket Card - £5 charge for a barcoded paper/ digital ticket issue
- Lost Flex5 or Club Membership Card - £10 replacement fee

- **Stolen Season Ticket Card** – printed free of charge on production of a valid crime number

The Club reserves the right to move a season ticket or matchday ticket without notice if deemed necessary (e.g. system error resulting in a seat issue). A seat within the same or higher value price zone may be provided as an alternative. There will be no compensation or refund issued in this instance.

To seek further clarification on this matter, please email Ticket Office Assistant Manager Peter Mota (peter.mota@cardiffcityfc.co.uk)

Season Ticket cards may only be used to gain entry to the ground by the person named on the card. If a card is misused (e.g. an adult uses a senior card), the Season Ticket will be confiscated upon entering the ground. The card will only be returned upon payment of the relevant upgrade charge plus an administration charge of £8.

Concession Definition:

A 'Junior' is defined as a person under 16 years of age at the time of purchase. A 'Senior' is defined as a person 60 or over at the time of purchase. A '16-21-year-old' is defined as a person between the ages of 16 and 21 at the time of purchase.

Ticket Office Opening Hours:

- **Monday - Friday: 9:30am to 5:00pm**
- **Non-Matchday Saturdays: 9:30am to 3pm**
- **Bank holidays: Closed**
- **Matchdays: 9:30am to half time**

8) Family Stand Match Tickets

Cardiff City Football club strives to provide the best environment when it comes to bringing families to football.

We are always looking for the next generation of Bluebirds and as such, we need to implement policies and procedures that will Maintain the integrity of our family stand and thereby encouraging future generations. On this basis, we have to make sure that the stand has the right mix of adults, concessions and children. Please refer to the policy below.

- **Our club policy in the family stand is as follows:**

a. There must be at least one juvenile and one adult per group purchase and a maximum of two adults to one Junior U16 in any group purchased within our Family Stand.

b. There are no children permitted without adults and no adults permitted without children. Please be advised, you may be asked to provide documentation for proof of age.

Accessibility & Disabled Supporters

We work hard as a Club to provide first-class facilities for our disabled supporters and liaise closely with the Cardiff City Disabled Supporters Association (whose details can be found below).

The Club's Disability Access Officer is Adam Gilliatt. Cardiff City Football Club has a dedicated team of Access Liaison Stewards who are on hand to assist you with any matchday needs you may have.

Accessible Toilets

Cardiff City Stadium has accessible toilets located around the Stadium. Should you require assistance, please see your nearest steward. All accessible toilets operate using a 'radar' key system. We would advise you to bring your 'radar' access key with you when visiting us.

Changing Places

Cardiff City Stadium has a Changing Places toilet which is available for all persons to use. For further information contact Adam Gilliatt (adam.gilliatt@cardiffcityfc.co.uk)

Temporary Mobility Restrictions

Supporters suffering from temporary mobility restrictions (e.g. broken ankle) that could affect their access to the stadium or seating areas should contact the Ticket Office prior to the game to arrange alternative seating. Please note this is subject to availability.

Season Tickets & Matchday Tickets

Disabled Supporters can purchase a ticket (subject to availability) at the appropriate price band, which will include a complimentary ticket for their personal assistant. This is subject to the supporter meeting the below criteria:

- The medium to high rate Disability Living Allowance (DLA) mobility or care component.
- The Enhanced Rate Personal Independence Payment (PIP)
- The Severe Disablement Allowance
- Or a personal letter from your GP

Further information can be viewed using this link >>
<https://www.cardiffcityfc.co.uk/club/accessibility-for-disabled-supporters/>

Cardiff City Disabled Supporters Association

Cardiff City Football Club has a Disabled Supporters Association. Their aim is to assist all disabled Cardiff City supporters and those supporters from visiting clubs to fully enjoy the matchday experience.

The Cardiff City Football Club Disabled Supporters Association welcomes all supporters with disabilities. It holds an annual general meeting every year at which a committee to represent the association is appointed. The committee organises functions during the year to which all members are invited to attend.

The group welcomes all new members. Enquiries regarding membership should be made to the club's secretary Maggie Verrinder (maggie.verrinder@googlemail.com).

All new members are welcome to attend any of the events at which you can find out more about how Cardiff City FC can accommodate you.

Cardiff City Stadium

Cardiff City Stadium was opened in 2009 following the Club's move from Ninian Park. The official capacity is 33,280 following the Ninian Stand extension of 2014. The Stadium has hosted a number of non-Cardiff City FC events including Welsh International fixtures, music concerts, the Amlin Cup Final, the UEFA Super Cup Final & the UEFA Women's Champions League Final.

Stadium Seating Plan



Ground Regulations / Prohibited Items

A copy of the ground regulations can be found online (or if reading electronically, by clicking [here](#)). They are also available to view outside each set of turnstiles when entering the ground.

YOUR SAFETY AND SECURITY AND THAT OF OTHERS IS IMPORTANT TO US

WHAT CAN I BRING INTO CARDIFF CITY STADIUM?



Small compact cameras
(Must be able to fit in a pocket)



Small fold up umbrellas



Small bags or backpacks
(Must be able to fit under your seat)



Non-offensive flags or banners (2m x 1m or less)
(No sticks or poles and must meet fire regulations)



Clear plastic bottles (500ml or less)



Crutches or walking aids

In order for us to ensure that your visit is as safe and smooth as possible, and your seats are suitable for your needs, please email The Club's Disability Access Officer, Adam Gillatt at adam.gillatt@cardiffcityfc.co.uk

WHAT CAN'T I BRING INTO CARDIFF CITY STADIUM?



Alcohol



Canned drinks



Drinking glasses



Glass bottles



Glass vessels
(e.g. Perfume)



Solid containers or flasks



Plastic bottles in excess of 500ml



Air horns



Baby buggies or prams



Video recording equipment



Large lens cameras



Poles or sticks
(Including Selfie-sticks)



Flags or banners larger than 2m x 1m or of an offensive nature



Knives or weapons



Large bags or suitcases
(Including cabin bags)



Umbrellas
(Except small fold-up umbrellas)



Fireworks or flares



Smoke or gas canisters



Laser pens



Tools



Musical instruments



Dangerous or hazardous items



Cardiff City Stadium is a no smoking stadium. Vapes & E-cigarettes are permitted.

And any article that might be used as a weapon and/or compromise public safety.
Any person in possession of such items will be refused entry to or ejected from the ground.



Bans and Appeals Procedure

- Section A

Banning orders

Any Cardiff City FC fan arrested and subject to a banning order by the courts will also be subject to a further ban by the Football Club. The length of the ban will be as follows:

- For a court issue, a ban of 3 years – Cardiff City FC will add 2 years (total ban 5 years)
- For a court issue, a ban of 5 years – Cardiff City FC will add 5 years (total ban 10 years)
- For a court issue, a ban of 10 years – Cardiff City FC life ban

Cardiff City FC will not support any appeal against a court banning order, but will accept its outcome and possible reduction subject to the Club's own terms and conditions.

Appeal procedure

The right of appeal against a Club ban is open to all fans when their original banning order has been served.

Fans who appeal against any additional club ban will then have to:

- Pass a police assessment
- Pass a Club interview
- Become a Season Ticket Holder or Member

If unsuccessful upon appeal, the supporter will have to wait a further 12 months before any new application to have any club ban lifted is made.

Any persons not complying with this club ban (i.e. gaining or attempting to gain entry to any ground where Cardiff City FC are playing) will have a further 12-month club ban imposed on them at the discretion of the safety management team.

- **Section B**

Ground regulations / Misconduct - bringing the club into disrepute

Any Cardiff City FC fan that breaches the ground regulations shall be warned and/or banned depending on the nature of the offence. The length of ban shall be determined by Cardiff City FC using the points below for guidance.

Club bans extend to all home games and prevents those banned from purchasing any tickets to away games through the club ticket office.

Therefore, any Cardiff City FC fan that by his/her conduct breaches ground regulations, brings the Club into disrepute or disrupts the Club from its normal procedures will, depending on the nature of his/her conduct be banned for a period of time as determined by Cardiff City Football Club.

The length of ban will normally be as follows:

- Following warnings for minor offences/ breaches of ground regulations - 5 Games
- Following significant offences or further disruption of club procedures - 10 Games
- Following major incidents and/or actions that cause the Club grave concern – 12 Month Club Ban
- Following continued disruption of club procedures - 18 Month Club Ban
- Persons threatening or intimidating Club Staff can expect to receive an immediate club ban of at least 18 months

The appeals procedure for the above will be as follows:

- Less than 5 games – No appeal
- More than 5 and up to 10 games – Appeal after 5 games
- Bans for a period of time which equates to more than 10 games – appeal after 7 matches or 50% of ban is completed as decided upon by safety management team.

In line with the principles established by the Steering Group against Hooliganism and our Cooperation Agreement with South Wales Police they and the Safety Advisory Group will be informed when a club ban is served. The Football Authorities, including the SGSA will be updated periodically as required.

Any person issued with a club ban will not be eligible for any refunds or discounts in relation to individual, season ticket or membership purchases.

Club bans of more than one year will result in cancellation of tickets, membership and the club discounts involved.

Club bans will extend into stadia operated or managed by the club and may be published within Club or other media publications.

For and on behalf of Cardiff City FC.

Banners and Flags Policy

Cardiff City FC welcomes fan support through homemade signs and banners. To ensure these articles do not upset or distract others, we ask that supporters adhere to the following guidelines:

- Banners should not be more than 8ft x 4ft (other banners including crowd surfing banners allowed only by prior consent)
- Banners should have an appropriate fire certificate
- Banners are not placed in the eyesight of other fans
- Banners do not obstruct any signage or advertising
- Banners should not be of a discriminatory, commercial, political, contentious or obscene nature.
- Banners that are likely to cause alarm or distress to other groups of supporters and/or either participating clubs, its directors and/or staff will not be allowed.

The Stadium Manager and Safety Officer reserve the right and sole discretion to allow or remove banners at Cardiff City Stadium.

Musical Instruments

Under normal operating procedures, musical instruments are not permitted into any area of the ground without the explicit authority of the Head of Operations or Safety Officer. Individual requests from visiting supporters will be considered on a case by case basis. Under no circumstances will megaphones be allowed into the Stadium.

Stewarding

The Club has a dedicated pool of matchday stewards with various skill sets, many of whom have been working for the Club for a number of years. All stewards are required to undertake a comprehensive training programme and must have either achieved, or are working towards, NVQ Level 2 in Crowd and Spectator Safety. Many of the staff have undertaken other specialist training, with many of the Supervisors and Team Leaders achieving NVQ Level 3 as part of their personal development plan.

The primary function of stewards is to ensure that all supporters have a safe and enjoyable visit to the Stadium. This task often requires staff to enforce the ground regulations.

All stewards are required to be considerate and ensure that any tasks undertaken are done so in a respectful manner so as not to detract from the customer experience. Nevertheless, Stadium Management has the right to refuse entry or ban any supporters who do not adhere to the ground regulations. A copy of the regulations can be found outside each set of turnstiles.

Stadium Parking

Cardiff City Football Club provides parking facilities on matchdays. We have 78 accessible parking bays, which are sold on a seasonal basis to Season Ticket Holders. Seasonal parking permits cost £149 and can be purchased via the Ticket Office in person or by calling 033 33 11 1920. To add your name to the waiting list for an accessible parking permit, please ring the Ticket Office or email Adam Gilliatt (adam.gilliatt@cardiffcityfc.co.uk).

We offer matchday parking permits at a cost of £8 per vehicle. These are available at the main entrance from our dedicated car park stewarding team on a 'first come first served' basis.

The Stadium car park closes 30 minutes before the advertised Kick Off time. Please factor this into your travel plans when travelling to Cardiff City Stadium.

Parking permits purchased on a seasonal basis from Cardiff City FC can only be used for Cardiff City FC fixtures, including cup fixtures and friendlies. They do not apply to other events such as FAW fixtures or concerts. For parking information on other events, or for further information, please contact SLO Adam Gilliatt (adam.gilliatt@cardiffcityfc.co.uk).

Everyone attending events at Cardiff City Stadium are asked to respect local residents by not parking so as to obstruct footways and / or any private entrances to residents properties. Cardiff Council enforcement officers and South Wales Police officers working event days will be checking that vehicles are parked legally.

Smoking Policy

As stated within the Ground Regulations, smoking is not permitted within the Stadium.

We do allow supporters to exit at half time for a smoking break. They will meet a Customer Support Steward who will stamp their hand before leaving via the exit turnstile at their gate. Supporters will be able to re-enter after showing their stamp to the Customer Support Steward. Gates will close five minutes after the start of the second half. After this point, entry to the ground will not be permitted.

We currently allow e-cigarettes to be used at Cardiff City Stadium. This will continue to be the Club's policy until guidelines are given to employers by the Welsh Assembly Government - or a final position is decided by the BMA. If we receive a specific complaint in a seated area, we will ask the user to politely refrain in respect of their fellow supporter(s). If the complaint is in the concourse or a lounge, we would not ask the user to refrain as the complainant has the option to move away.

Environmental Policy

We acknowledge that our activities impact the environment, therefore we strive to be as environmentally friendly as we possibly can. As such, we have integrated waste management systems at Cardiff City Stadium that achieve maximization of the recovery of recyclables and the minimization of residual waste for disposal.

Systems are put in place to manage:

- The stands and spectator areas
- The concourses
- The corporate hospitality areas

- The car park and precincts

In addition, the Club works closely with the Council to ensure that such operations are properly integrated and efficient channels of communication are maintained. The Club also fully supports the Council's 'Clean Cardiff' initiative.

For further information on our environmental policy please email Wayne Nash (wayne.nash@cardiffcityfc.co.uk).

The Cardiff City Stadium Superstore is located at the Stadium in the Grandstand next to the Ticket Office.

We also have an online store where you can shop from the comfort of your own home, offering a delivery or collection service to make sure you get the service that you want, when you want it.

To improve service levels, we have a retail booth outside the Ninian Stand near Gate 6 and a booth inside Gate 13 in the Family Stand concourse.

The full range of merchandise is available online at cardiffcityfcstore.com.

Superstore Opening Hours:

Monday to Friday: 9.00am – 5.00pm

Saturday: 10.00am – 4.00pm *

Sunday: Closed

***The Superstore closes at kick-off on a matchday and is open for half an hour following the final whistle.**

Hospitality

Match By Match Hospitality

Cardiff City Football Club is proud to offer award-winning hospitality packages and one of the finest matchday hospitality experiences. Whether you are entertaining valued customers, rewarding staff or

simply treating yourself, friends or family, we have a range of fantastic hospitality packages available to suit your needs with prices starting from as little as £69.00 inc VAT per person.

Captains' Lounge (from £109 inc VAT per person)

The Captains' Lounge is our most premium hospitality offering. It shares the history of some great past Captains' along with a modern twist. The newly refurbished lounge for the 2019/20 Season offers our highest level of hospitality along with a delicious three course buffet, complimented by attentive services and a relaxed pre-match atmosphere. Enjoy a complimentary arrival drink whilst being hosted by two of our Cardiff City Club legends, before having the opportunity to meet a first team player (subject to player availability). The package also includes half-time and post-match refreshments, complimentary official matchday Programme & Teamsheet and dedicated hostess drinks service throughout the day from a private pay bar facility.

Sony Suite (from £79.00 inc VAT per person)

The Sony Suite is equipped with the latest Sony products for all age groups to experience in a fun, friendly and relaxed environment on matchday. Enjoy a pre-match hot buffet meal and two complimentary drinks whilst taking advantage of the in-suite Sony PS4 and table football. The package also includes half-time refreshments, complimentary official matchday Programme & Teamsheet, executive balcony seating directly outside the Sony Suite, a dedicated lounge hostess and a private pay bar facility.

Heineken Lounge (from £69.00 inc VAT per person)

Our newest hospitality lounge is the perfect place to relax and experience alternative lagers from the Heineken portfolio, along with foods from all over the world, that pairs seamlessly with drinks. The Heineken Lounge is the perfect lounge for groups of friends looking to catch up and experience something you wouldn't usually get at a football game. The package also includes complimentary official matchday Programme & Teamsheet, executive seating located on Level 4 of the Grandstand, a dedicated lounge hostess and a private pay bar facility. This lounge is for over 18s' only.

Seasonal Hospitality Memberships

Cardiff City Football Club's hospitality memberships offer the perfect mixture of football, business and pleasure. Our seasonal offerings span across two hospitality levels of our Grandstand at Cardiff City Stadium, incorporating our Ricoh Diamond Suite and Juno Moneta Lounge which allows us to host over 2,000 corporate guests on a matchday.

Ricoh Diamond Suite Membership (£1,099 plus VAT per person)

The Ricoh Diamond Suite is the premium facility for our Corporate Season Ticket Members to watch the Bluebirds, with superb pitch facing views, exclusive insight with the 'Man of the Match' presentation and the option to include a sumptuous three-course menu.

Juno Moneta Lounge Membership (Adult £799 inc VAT per person)

Our Juno Moneta Lounge provides a fantastic opportunity for you to enjoy our superior concourse facilities on Level 4 of the Grandstand with the option to purchase refreshments from the Grandstand Grill, Legend's Bar and Coffee Corner.

Ninian Lounge Membership (Adult £799 inc VAT per person)

Our Ninian Lounge located on Level 4 of the Ninian Stand provides outstanding central seats to watch the game, plus some great food and bar outlets to choose from.

To find out more about these packages, visit <https://www.cardiffcityfc.co.uk/commercial/> or contact a member of our Commercial Team on 033 33 111 921. Alternatively, e-mail sales@cardiffcityfc.co.uk.

Charities & Good Causes Policy

Cardiff City Football Club understands the positive impact it can have in helping generate much-needed funds for charities and good causes. The Club aims to support the hard work of charities and fundraising groups across the country, but particularly in the local area.

Cardiff City FC's recognised charity partner for the 2019/20 season is Cardiff City FC Community Foundation.

Cardiff City Foundation received charity status in 2009 and aims to use the power of sport and education to change lives and inspire people to be more active, included, healthy and knowledgeable. It reaches over 30,000 people every year, but has aspirations to reach many more. The Foundation is responsible for thousands of young people participating in grassroots football, both in and out of school curriculum time, bringing the professional game closer to the community.

The Club receives well over a thousand charitable requests for tickets, signed memorabilia and donations during a season. Whilst we do our best to support as many as we are able to, unfortunately we cannot guarantee a successful application. Signed memorabilia is reserved for our nominated charities, although requests from long-standing season ticket holders will be carefully considered.

On a number of occasions throughout the season, the Club will accommodate bucket collections at the Stadium on a matchday from selected registered charities. Applications for collections should be made to Adam Gilliatt.

As we receive a huge quantity of applications, the Club will seek to fulfil requests from organisations in the local area prior to any national groups. However, the Club may make special provisions for exceptional cases and some national campaigns.

All applications should be made to adam.gilliatt@cardiffcityfc.co.uk or by post to: Adam Gilliatt, Cardiff City Football Club, Cardiff City Stadium, Leckwith Road, Cardiff, CF11 8AZ.

Cardiff City Football Club is committed to safeguarding the welfare of children and adults at risk who engage in Club organised activities.

The Club will strive to keep children and adults at risk safe and free from harm at Cardiff City Stadium, in both our Academy and Community Foundation and within our international projects.

The Club takes its responsibilities seriously and we are committed to:

- Getting the right people involved through safe recruitment and training.
- Creating a safe environment for all visitors, participants and staff.
- Having and promoting clear systems to deal with any issues or concerns.

Safeguarding Children and Adults at Risk Policies & Procedures

The Club has in place comprehensive safeguarding policies and procedures for all staff and volunteers, which meet the requirements of The Premier League Rules, The Football League's guidance on Safeguarding Children and Young People, The FA Safeguarding Children Rules and Government legislation. The Club adheres to Affiliated Football's policies and procedures for safeguarding.

Safeguarding is everyone's responsibility and all staff and volunteers have a duty to safeguard the welfare of children and adults at risk. If you require a full version of the club's Safeguarding policies, you can contact the Club Head of Safeguarding (see contact details below).

If you have a concern...

Cardiff City Football Club has staff trained and ready to deal with matters of abuse, harassment or bullying involving Children and Adults at Risk. If you have a concern about your own safety or the safety or welfare of a child or adult at risk who engages in Club activities, you can speak to one of the Safeguarding Team below:

Head of Safeguarding

Rob Cronick

E: safeguarding@cardiffcityfc.co.uk

T: 02920 643609

M: 07872 147351

Safeguarding Officers

Matthew Griffiths (Cardiff City FC Academy)

E: matt.griffiths@cardiffcityfc.co.uk

M: 07872 147436

Adam Gilliatt (Disability Access Officer)

E: adam.gilliatt@cardiffcityfc.co.uk

T: 029 2064 3652

Jody Parry (Cardiff City FC Foundation)

E: jody.parry@cardiffcityfc.org.uk

T: 029 2023 1212

Joel Hutton (Cardiff City FC Head of International Development & Womens Team Manager)

E: joel.hutton@cardiffcityfc.co.uk

T: 07709 406071

If you are worried about the immediate safety or welfare of a child or adult at risk, please call 999 and speak to the police.

Other External Key Contacts:

NSPCC 24-hour Help Line - 0808 800 5000

NSPCC Child Line – 0800 1111

South Wales Police - 101 (Non-Emergency Number)

Cardiff Multi Agency Safeguarding Hub – 029 2053 6490 (office hours)

Adult Safeguarding – 029 20338439 (office hours)

Emergency Duty Team – 029 2078 8570 (out of office hours)

Data Protection

Cardiff City FC complies with all aspects of the Data Protection Acts in relation to the processing, care and safeguarding of supporters' data. Under the Data Protection Laws you will normally have the following rights in relation to your personal data:

Request Access: (also known as a "data subject access request"). You can receive a copy of the personal data we hold about you.

Request Correction: You can have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of new data you provide.

Request Deletion: You can ask us to delete or remove personal data in certain circumstances, for example where: there is no good reason for us continuing to process it; you have successfully exercised your right to object to processing (below); or where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law.

Object to Processing of your personal data: You may wish to ask us to stop processing your personal data.

Request Restriction of Processing: you can ask us to suspend processing of your personal data where: you want us to establish the data's accuracy; our use of the data is unlawful but you do not want us to erase it; where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request Transfer: you can ask us to provide to you, or a third party of your choice, your personal data in a machine-readable format. This right only applies in certain circumstances.

Right to withdraw consent: This only applies where we are relying on consent to process your personal data. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

All requests set out in this section or other queries relating to this Policy should be addressed to dpo@cardiffcityfc.co.uk . It is very unlikely that you will have to pay a fee to exercise any of the above rights. However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive (or we may refuse to comply with your request in these circumstances).

For security reasons, we may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). We may also ask you for further information in relation to your request.

If you have any concerns about how we use your data you also have the right to raise this with the Information Commissioner's Office at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (<https://ico.org.uk>). However we will always try to help with any concerns, so ask that you please contact dpo@cardiffcityfc.co.uk first, who will always endeavour to help you with any questions that you may have.

Cardiff City FC Community Foundation

Cardiff City FC Community Foundation (charity no. 1128443) is the official charity of Cardiff City FC. Established in 2009, the Foundation's mission is to use the unique appeal of Cardiff City FC to change lives. Put simply: 'our club changes lives'.

The Foundation's goal is to support children, young people and families in South Wales to achieve their full potential. The Foundation focusses on three key outcomes;

1. Health & wellbeing
2. Education and employment
3. Reducing offending and reoffending (community safety)

The Foundation supports communities across South Wales, supporting more than 13,000 people each year, and focuses its efforts on;

1. Children, young people, families and vulnerable adults
2. Disadvantaged communities.

The Foundation's team of teachers, youth workers and football coaches offer a range of sport and education activities which are grouped into five key categories:

1. Primary Stars = Early Years and Primary Development
2. Inspires = Secondary Education & Training Offers
3. Future Pathways = Post-16 Education & Training Offers
4. Kicks = Youth Outreach
5. Bluebird Experiences

For further information please visit / contact via:

Email: info@cardiffcityfc.org.uk

Telephone: 029 2023 1212

Online: <https://www.cardiffcityfcfoundation.org.uk>

Twitter: [@CCFC_Foundation](https://twitter.com/CCFC_Foundation)

Facebook: [@CardiffCityFCFoundation](https://www.facebook.com/CardiffCityFCFoundation)

Instagram: [@ccfc_foundation](https://www.instagram.com/ccfc_foundation)