



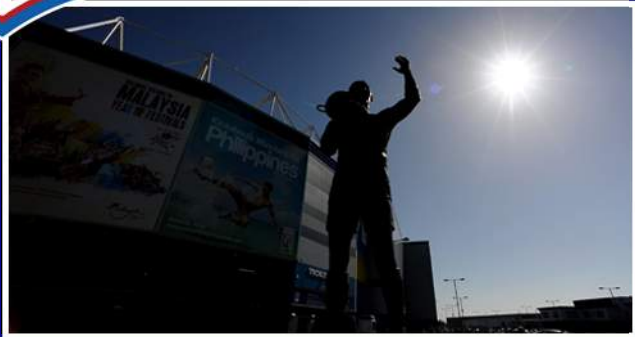
HOME FAN GUIDE

2019/20



CARDIFF CITY FC

WELCOME TO CARDIFF CITY FOOTBALL CLUB



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This home fan guide has been designed to help supporters get the most out of the Cardiff City FC experience.

Whether you are watching the match, buying kit in the Superstore or simply looking for directions, this pack has all the information you'll need.

At Cardiff City Stadium, we accommodate supporters of all ages, offering a large number of activities for everybody. Our aim is to ensure that everybody has an enjoyable matchday, irrespective of the result. For the 2018/19 campaign, the Club was recognised with the Premier League's *Extra Mile* award.

If you have any questions or comments on the way we can improve your experience at Cardiff City Stadium, please contact Head of Fan Engagement [Amy James](mailto:amy.james@cardiffcityfc.co.uk), via club@cardiffcityfc.co.uk. For specific matchday or travel enquiries, Supporter Liaison & Disability Access Officer [Adam Gilliatt](mailto:adam.gilliatt@cardiffcityfc.co.uk) can be contacted via adam.gilliatt@cardiffcityfc.co.uk.

On matchdays, we host a *call & text* service which enables supporters to inform the event control room in confidence of any issues that may be spoiling their enjoyment of the match. The number to call or text in such circumstances is [07554 158224](tel:07554158224).



CARDIFF CITY FC

HOW TO GET TO CARDIFF CITY STADIUM

RAIL

Fans wishing to travel by train are advised that *Arriva Trains Wales* operate a half-hourly service to Grangetown Railway station (only a 15 minute walk from Cardiff City Stadium). Details of services can be found by visiting the [Cardiff City App](#) or nationalrail.co.uk

CARDIFF BUS

If you are travelling to the game by bus, the Cardiff City matchday shuttle service runs from Cardiff city centre (Wood Street – outside Central Bus & Rail Station) to the stadium (see page 5 for pick-up and drop-off point).

The Cardiff Bus service begins two hours before kick-off, with the last departure from Wood Street being twenty minutes before kick-off. Following the final whistle, buses pick up from near to the Fred Keenor statue at CCS with the first bus departing five minutes after full time. The service continues for an hour after the game has finished. Full details of the Cardiff Bus service can be found at cardiffbus.com

ZELO

Cardiff City FC is again partnering with on-demand coach service, **Zeelo**, for the 2019/20 season. For further information, visit cardiffcityfc.co.uk





CARDIFF CITY FC

HOW TO GET TO CARDIFF CITY STADIUM



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BY CAR

If you're coming to Cardiff City Stadium for the first time, then finding us from the M4 is easy. Leave the M4 at **junction 33** and take the **A4232** towards Cardiff/Barry. Exit the A4232 on the **B4267** turn off, signposted towards Cardiff City Stadium. Follow the slip-road off the B4267, take the first available exit off the roundabout and Cardiff City Stadium will then be on your right. Our postcode is **CF11 8AZ**.

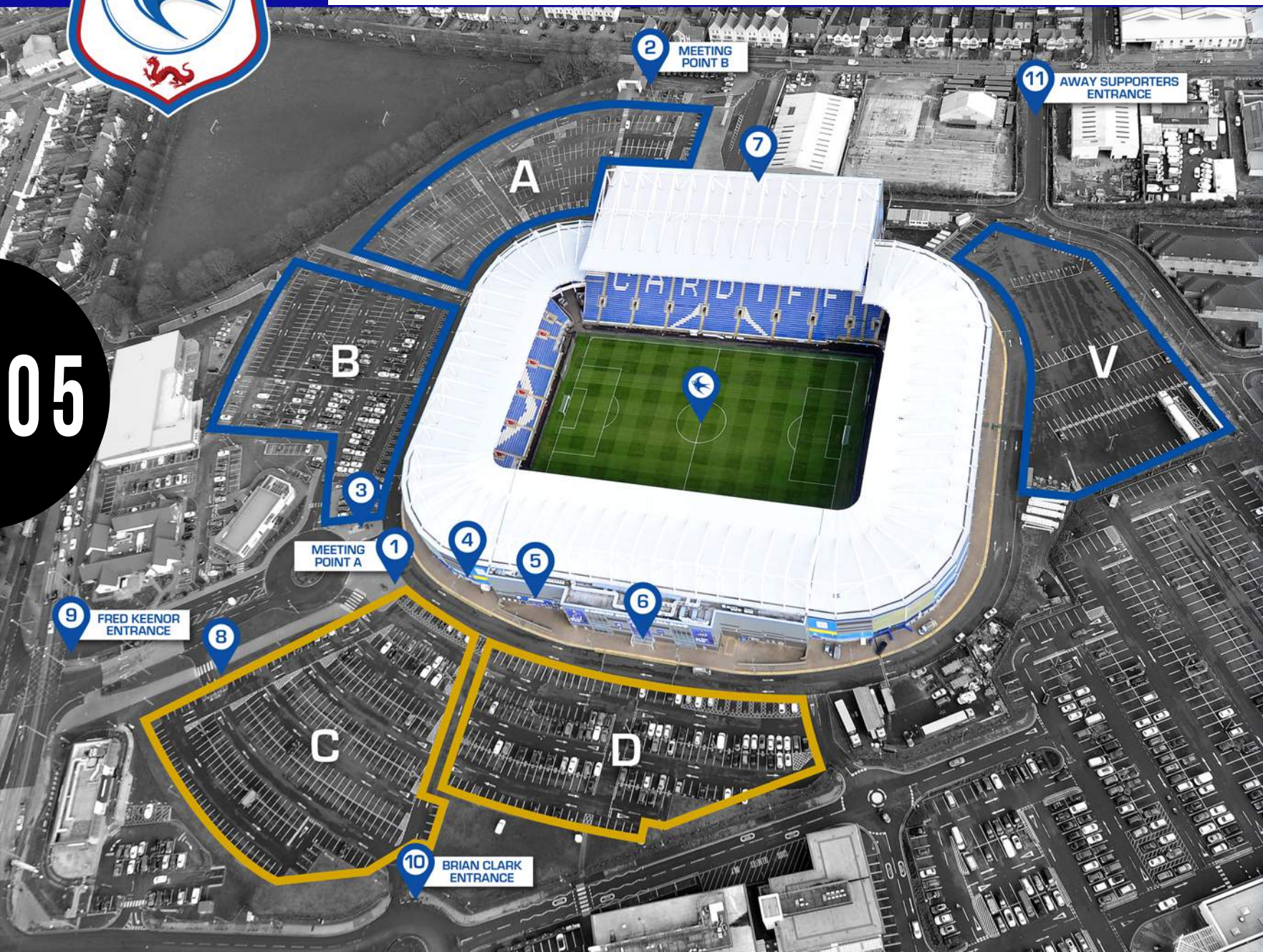
MATCHDAY PARKING

If traveling by car, please be aware that parking is limited at Cardiff City Stadium and is only available up until half hour prior to kick-off. It costs £8.00 per car on a first come first served basis, with seasonal parking permits available to purchase from the Ticket Office. Recommended parking options close to the Stadium are at *Gôl Centre* (CF11 8BR) or Bessemer Road Market (CF11 8BA), both approximately ten minutes walk from Cardiff City Stadium. Cardiff City FC politely asks all those attending events at CCS to respect local residents by not parking in a way that obstructs footways and/or private entrances. Cardiff Council enforcement officers and South Wales Police officers work event days and will check that all vehicles are parked legally.



CARDIFF CITY FC

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CARDIFF CITY STADIUM MAP

-  Cardiff City Football Club
- 1** Meeting point A
Fred Keenor Statue
- 2** Meeting point B
Ninian Gates
- 3** Nextbike station
- 4** Ticket Office
- 5** Superstore
- 6** Main Reception
- 7** Ninian Reception
- 8** P&R & Shuttle Bus
Drop off & pick up
- 9** Fred Keenor Entrance
- 10** Brian Clark Entrance
- 11** Away Supporters Entrance

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



CARDIFF CITY FC

TICKET INFORMATION



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SEASON TICKETS

Season Tickets for the 2019/20 season can be purchased at the Cardiff City Ticket Office, located at Cardiff City Stadium. For further information on Season Tickets, please visit the Cardiff City Ticket Office, call the team on **033 3311 1920** or search cardiffcityfc.co.uk/tickets.

PURCHASING HOME & AWAY TICKETS

Tickets go on sale on a set date before a fixture; tickets will not be sold before this time. Please regularly check cardiffcityfc.co.uk/tickets for all ticketing information.

FLEX TICKETS

Tickets can be purchased in person at the Ticket Office (situated in the Grandstand next to corporate entrance 2), by calling our Ticketing team on **033 3311 1920** or online via eticketing.co.uk/cardiffcity. For further details, please email tickets@cardiffcityfc.co.uk.



CARDIFF CITY FC

MEMBERSHIP INFORMATION



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Supporting the *Bluebirds* is now easier than ever with our 2019/20 ticket membership scheme.

We have four fantastic membership options available for City fans this season. They are:

- Adults - £25
- Seniors 60+ - £15
- 16-21s - £15
- Juniors (U16) - £10

For a list of benefits, including pre-sale windows and inclusion in to the *CityCash* loyalty scheme, visit cardiffcityfc.co.uk

For terms & conditions and more information regarding Cardiff City's 2019/20 memberships, please visit eticketing.co.uk/cardiffcity. Alternatively, contact the Cardiff City Ticket Office on 033 3311 1920.

**To find out more about the CityCash loyalty scheme visit cardiffcityfc.co.uk*



CARDIFF CITY FC

THE JOURNEY



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At Cardiff City Football Club, we aim to provide the best matchday experience for fans of all ages.

We are proud to have a dedicated team of staff on hand to ensure that everybody at the stadium has an enjoyable experience in a safe and friendly environment.

Each stand is tailored to suit differing preferences as we try to create a lifelong journey throughout the stadium. The Cardiff City Stadium journey starts for youngsters in the family stand...

THE FAMILY STAND

The Family Stand offers youngsters the opportunity of meeting Cardiff City stars pre-match while enjoying our Ricoh projector screen, live entertainment, a football skills zone and many more exciting Foundation activities.





CARDIFF CITY FC

JOURNEY & ACTIVITIES



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USW STAND

We host live music and entertainment in the USW stand on matchdays, helping to build the atmosphere in the lead up to kick-off. We also have a 10' projector for fans to enjoy the best of Cardiff City TV and televised matches, with further technological and visual developments in CCS continuing and evolving around the Stadium.

GRANDSTAND

The concourse areas within the Grandstand have additional seating for those who wish to rest their legs away from the elements before the match and at half-time. In addition, we ensure that the internal concourse areas are kept suitably warm.

NINIAN STAND

The Ninian Stand provides a great view of the pitch whilst offering a photographic timeline in the concourse. This nostalgic trip gives fans of all ages a chance to soak up the club's history. There are no restrictions stopping you from walking around to the USW Stand and enjoying the entertainment pre-match though, if that's your thing!



CARDIFF CITY FC

COUNTDOWN TO KICK-OFF



EXAMPLE MATCHDAY ITINERARY

Based on a Saturday 3pm kick-off

- | | | |
|---------|---|--|
| 8:00am | - | Main Reception opens |
| 9:00am | - | Ticket Office & Superstore open |
| 12:30pm | - | Hospitality lounges open |
| 12:30pm | - | Early kick-offs shown on TVs and projectors throughout the Stadium |
| 1:30pm | - | Turnstiles open |
| 2:00pm | - | Community events & entertainment begins in the Family Stand and around the Stadium |
| 2:15pm | - | Players warm-up |
| 2:55pm | - | Players take to the field for Kick-Off |
| 3:00pm | - | Kick-Off |
| 6.15pm | - | Public areas close (unless otherwise stated) |

There are currently no cash points inside the stadium. The nearest ATMs can be found outside ASDA in the Leckwith Retail Park (less than a 5 minute walk away from Cardiff City Stadium).

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CARDIFF CITY FC

SEASONAL HOSPITALITY MEMBERSHIPS



Cardiff City Football Club's hospitality memberships offer the perfect mixture of football, business and pleasure.

Our seasonal offerings span three hospitality areas at Cardiff City Stadium, incorporating our Ricoh Diamond Suite and Juno Moneta Lounge (Grandstand) and Ninian Lounge (Ninian Stand).

The **Ricoh Diamond Suite** is the premium facility for our 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.

Our **Juno Moneta Lounge** provides a fantastic opportunity for you to enjoy our superior concourse facilities on Level 4 of the Grandstand.

The **Ninian Lounge** - situated in the Ninian Stand - offers outstanding pitch-facing seats, premium-access food & bar outlets and much more to complement a perfect matchday.

To find out more about these packages, visit cardiffcityfc.co.uk/commercial or contact a member of our commercial team on 033 3311 1921. Alternatively, email sales@cardiffcityfc.co.uk



CARDIFF CITY FC

MATCH-BY-MATCH HOSPITALITY



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Cardiff City FC is proud to offer a variety of Matchday Hospitality packages to cater for every person's need.

Whether you are entertaining valued customers, rewarding staff or simply treating yourself, friends or family, Cardiff City Football Club has a range of fantastic hospitality packages available.

Our dedicated Commercial Department will make sure that you and your guests are well looked after - before, during and after the match.

Don't forget - Season Ticket Holders are also entitled to an exclusive discount when booking. Just have your fan number ready at the time of booking.

A friendly atmosphere, luxurious surroundings, superb cuisine and attentive staff all amount to the finest experience at City home matchdays.

For full information on our hospitality offerings, please contact a member of the Commercial Department on **033 331 11921** or **sales@cardiffcityfc.co.uk**.



CARDIFF CITY FC

MATCH-BY-MATCH HOSPITALITY PACKAGES

CAPTAIN'S LOUNGE

The Captains' Lounge is our premium hospitality lounge offering at Cardiff City FC. It shares the history of some great past captains with a modern twist. The newly refurbished Lounge offers a delicious three course buffet, complemented by attentive service and a relaxed pre-match atmosphere. Games are priced as follows:

Platinum: £139 (inc VAT) **Gold:** £129 (inc VAT) **Silver:** £119 (inc VAT) **Bronze:** £109 (inc VAT)

SONY SUITE

The Sony Suite offers the perfect package for families. It includes the latest *Sony* products for you to enjoy in a fun, friendly and relaxed atmosphere for all the family on a matchday. Games are priced as follows:

Platinum: £109 (inc VAT) **Gold:** £99 (inc VAT) **Silver:** £89 (inc VAT) **Bronze:** £79 (inc VAT)

HEINEKEN LOUNGE

Our newest hospitality lounge is the perfect place to relax and experience alternative lagers from the *Heineken* portfolio, along with food from across the globe that pairs seamlessly with the drinks. Ideal for groups of friends looking to catch up and experience something not normally found at a football game (over 18s only). Games are priced as follows:

Platinum: £99 (inc VAT) **Gold:** £89 (inc VAT) **Silver:** £79 (inc VAT) **Bronze:** £69 (inc VAT)

For more information on all offerings, visit cardiffcityfc.co.uk/commercial



CARDIFF CITY FC

THE BLUEBIRD - MATCHDAY PROGRAMME



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Each matchday, you can get your hands on the Club's official matchday programme – named *The Bluebird*, in line with its historic roots.

With exclusive interviews, player statistics, in-depth analysis of both teams and stunning imagery, *The Bluebird* is always a great read before and after the game.

The programme costs £3.00 and is available for all first team fixtures.

The Bluebird can be bought on matchdays from inside Cardiff City Stadium and the Superstore, as well as external programme booths should you wish to read all the latest Cardiff City news before entering CCS.

The Superstore retains any leftover copies which are made available to purchase at a later date. To purchase online, visit cardiffcityfcstore.com.



CARDIFF CITY FC

CARDIFF CITY SUPERSTORE



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

The Club also has a fantastic **Online Store** - cardiffcityfcstore.com - 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.

Should you buy online, you can collect your items the same day from the store. In addition, should you wish to collect on a matchday, let us know where you sit and your products will be left for you to collect from the nearest merchandise stall.

To improve service levels, we also have a number of retail booths in the ground on a matchday which are situated in all stands of the stadium.

If you are visiting us in store but do not wish to queue pre-match, one of our dedicated team will take your products and ensure that they are at your nearest merchandise stall for you to purchase at half-time.



CARDIFF CITY FC

FAN ENGAGEMENT MANAGER, SLO & DAO

Head of Fan Engagement, **Amy James** is your point of contact for any Club related enquiries, issues or concerns.

Having worked for the Club and Foundation since 2012, Amy has a sound understanding of the link between Club, community and supporters. You can contact Amy directly by emailing amy.james@cardiffcityfc.co.uk

Our Supporter Liaison & Disability Access Officer at Cardiff City Football Club is **Adam Gilliatt**. UEFA first adopted the principle of the Supporter Liaison Officer as part of their football club licensing platform, centred on improving communication and providing a focal point for supporters to make their voice heard.

Adam is based at Cardiff City Stadium and can be contacted via adam.gilliatt@cardiffcityfc.co.uk or on Twitter via [@CardiffCitySLO](https://twitter.com/CardiffCitySLO).

Amy and Adam are available to speak to at Cardiff City games throughout the season - on matchdays and non-matchdays. Feel free to stop and ask them any questions you may have if you see them.



CARDIFF CITY FC

SUPPORTER BODIES



CARDIFF CITY SUPPORTERS CLUB

CCSC has been serving supporters of Cardiff City FC for many years. As well as organising transport to every first team away fixture, it also arranges several events each season. At the end of each season a committee of twelve people are elected at its AGM to run CCSC for the following year. The Supporters Club is of course only as strong as it's membership and are always grateful of any assistance offered by our members, however big or small. Last season over 2,800 people joined the Supporters Club and they hope to encourage even more fans to sign up over the coming year. For more information visit ccsc.co.uk or e-mail info@ccsc.co.uk.

CARDIFF CITY SUPPORTERS TRUST

Cardiff City Supporters Trust is a democratic members group committed to giving City fans a voice in the decision-making process of the club, and to strengthening the links between Cardiff City and the community it serves. The Trust built the Fred Keenor statue, run community projects, arrange former players evenings and regularly put your issues and questions to the club. For more info visit ccfctrust.org



CARDIFF CITY FC

SUPPORTERS GROUPS



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CARDIFF CITY DISABLED SUPPORTERS ASSOCIATION

The Cardiff City Football Club Disabled Supporters Association welcomes all supporters with disabilities. It holds an AGM 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 and enquiries regarding membership should be made to the association secretary **Maggie Verrinder**, via maggie.VERRINDER@GMAIL.COM. Our Disability Access Officer at the club is **Adam Gilliatt**, who can be contacted via adam.gilliatt@cardiffcityfc.co.uk

AWAY TRAVEL GROUP

The Cardiff City Away Travel Group is the club's official travel group in association with South Wales Police. All members have to be approved by the police before becoming part of the group and must adhere to clubs' travel policies. The club holds regular meetings to discuss upcoming fixtures and travel plans. No group ticket bookings are to be made via the ticket office unless you are a member of the Away Travel Group. If you would like to become part of the travel group please contact **Adam Gilliatt** via adam.gilliatt@cardiffcityfc.co.uk



CARDIFF CITY FC

SAFETY & SECURITY

Cardiff City Stadium, in line with all stadia in the City of Cardiff, request that fans come early to venues and allow extra time to pass security controls prior to entry.

Bulky items and large bags should be avoided being brought to the Stadium and due to recent events in continental Europe the left luggage facility previously available at the Stadium has been withdrawn. Visible Police presence within the Stadium will continue to be reduced as far as the match risk assessment allows. However, please note a robust policing operation is always prevalent on the footprint to ensure public safety and reassurance. We ask all supporters and guests to be alert but not alarmed. Everybody at Cardiff City Stadium wants to ensure that we provide a safe, secure and welcoming environment and your assistance by allowing some extra time, while leaving behind large bags and bulky items is very much appreciated.

Superintendent Steve Murray of South Wales Police has said ahead of this season: "Whilst there is currently no specific threat to Cardiff, wider South Wales or sporting events in general, terrorism is a real and ongoing threat to which we must all be vigilant.

"Cardiff City FC, South Wales Police and other partners have a proud tradition of working together to keep everybody safe. We hope that members of the public will support the additional measures undertaken by all parties to ensure the ongoing safety of supporters, local residents and those employed at events."

Further information on safety & security can be found by visiting cardiffcityfc.co.uk/club/safety-security-anti-discrimination



CARDIFF CITY FC

MANAGEMENT OF PERSISTENT STANDING AT CARDIFF CITY STADIUM

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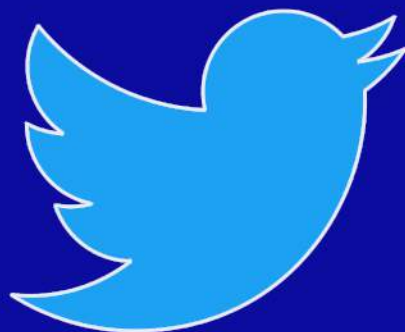
For 2019/20, the policy of the Club will be to take all reasonable steps in accordance with the SGSA's enforcement approach, thus ensuring compliance with the all-seater licence conditions at Cardiff City Stadium, providing that these are practicable and do not create unacceptable risks to other aspects of safety, security and service.

Where all reasonable steps have been taken, but spectators still choose to stand in seated areas in any part of the stadium, the Club will use appropriate additional steps to manage residual safety risk for those spectators who still choose to stand in seated areas.



CARDIFF CITY FC

SOCIAL MEDIA, VIDEO & THE OFFICIAL APP



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SOCIAL MEDIA

Our social media channels allow *Bluebirds* fans the opportunity to keep up to date with all things Cardiff City – as they happen! Follow us now on [Twitter](#) (@CardiffCityFC), [Instagram](#), [Facebook](#) & [Snapchat](#) (CardiffCityFC).

CARDIFF CITY TV

[Cardiff City TV](#) is our premium online video subscription service. Get closer to the players with live matchday commentary, extended interviews, highlights and much more! Subscribe now by visiting cardiffcityfc.co.uk/cardiffcitytv

OFFICIAL CLUB APP

The [FREE](#) official App continues to be the best way for *Bluebirds* to stay on top of all things Cardiff City. Allows instant access to on demand video (Cardiff City TV) and live audio commentary of first-team fixtures. [Download for free via the App Store or Google Play!](#)



CARDIFF CITY FC

HISTORY



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Cardiff City FC play at Cardiff City Stadium, having moved from former home Ninian Park in 2009.

Ninian Park was the home of the *Bluebirds* for almost a century, with the team having first started playing there in 1910.

Cardiff City FC is the only non-English club to have won the F.A. Cup, lifting the famous trophy in 1927. The *Bluebirds* also have an impressive recent history in cup competitions, reaching the 2008 F.A. Cup Final & 2012 League Cup final.

Cardiff City FC have twice been in the Premier League: for the 2013/14 season and, most recently, 2018/19.

For more information visit cardiffcityfc.co.uk/club/history



CARDIFF CITY FC

CONTACT US



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If you have any feedback or questions on any element of your matchday experience, please feel free to contact us so that we can try to make the improvements you need.

Full Club contact details are below - thank you for your support.

CARDIFF CITY FOOTBALL CLUB

Cardiff City Stadium, Leckwith Road, Cardiff, CF11 8AZ

Main Reception: 033 3311 1927 Email: club@cardiffcityfc.co.uk

If in the unlikely event of you having a problem or complaint during a match at Cardiff City Stadium, call us on 07554 158224.

If you have any comments or feedback after the game, please e-mail club@cardiffcityfc.co.uk