

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**.

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 area 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).
- 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 Bluebird experiences e.g. Pre-Match Pros, birthday heroes, stadium tours and soccer schools. Plus, free entry to challenge events. Details 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/agreed within 7 days your season ticket will be released for sale. If you do not receive any correspondence within a 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:



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:

- Higher or middle rate care component – Disability Living Allowance
- Presentation of a Doctor's note stating you require a personal assistant to attend
- Supporters who require two personal assistants to attend will be required to present a doctors letter stating that they require two personal assistants.

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 Corp. Entrance 2
- **Ticketmaster call centre** – 08444 539 058 (Additional charges may apply)

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

**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 ring 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 **NON-REFUNDABLE under any circumstance**. 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 - £20 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 supporters liaison officer **Adam Gilliatt** (adam.gilliatt@cardiffcityfc.co.uk)