

# 2021/22 SEASON TICKET FAQs

## COMMON ENQUIRIES

### **Who can purchase a Season Ticket during the first window of sale?**

During the first window of sale, Season Tickets will be made available for renewal **online only** to current 2020/21 Season Ticket Holders and those who paid a 2020/21 shield deposit to either renew their current Season Ticket seats or relocate to another available seat within the ground. Further windows of sale are TBD.

### **How long is my Season Ticket reserved for renewal?**

If you had a Season Ticket for the 2020/21 Season, your Season Ticket will be held for renewal until 23:59 on Wednesday, July 28<sup>th</sup>, 2021.

### **I am a Season Ticket Holder but have not yet created a Bluebirds Club Account. How do I renew online?**

All supporters purchasing online must create a Bluebirds Club Account with a unique email address and link it to their individual Fan ID number. Please see the following video for help with creating your Bluebirds Club Account (if you haven't already done so): <https://youtu.be/B00xnshuAZA>

*Please be advised that the same email address cannot be used to create two Bluebirds Club Accounts. Each individual Bluebirds Club Account must have a unique email address.*

### **I am struggling to access my account or link my Fan Id to my account. What can I do?** For help with accessing your account please email: [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk).

Alternatively, the Ticket Office may be able to help, please email: [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk).

### **Can new supporters purchase Season Tickets?**

New supporters can purchase Season Tickets online from 10:00am on Thursday, July 15<sup>th</sup>, 2021.

### **Can I contact the Ticket Office/ Commercial team via telephone or in person?**

Due to circumstances arising from the pandemic, the Ticket Office will be closed to the public and phone lines will be closed during the first window of sale. If you require support with renewing your Season Ticket please email: [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk).

If you do not have email access, please contact us via post:

***Ticket Office  
Cardiff City Football Club  
Cardiff City Stadium  
Ffordd Fred Keenor  
Cardiff  
CF11 8AZ***

### **Am I able to purchase multiple Season Tickets in one transaction?**

Supporters who wish to renew/purchase multiple tickets in one transaction must first be connected via their family and friends' network so that additional supporters can be assigned to Season Tickets within your basket. Please see the following video on how to do this:

[https://youtu.be/EAF0hSt\\_uPo](https://youtu.be/EAF0hSt_uPo)

**Please be advised**, Bluebirds Credit can be used on an individual basis only, meaning that the credit that can be used is that of the Bluebirds Club Account that is logged in at the time of sale. Should you wish to use Bluebirds Credit from multiple accounts, then each ticket holder will need to login via their Bluebirds Club Account (one per person) and complete their individual purchase utilising their Bluebirds Credit.

**I have forgotten my password. What can I do?**

Click the 'Forgotten Password' link at the login page and follow the instructions to reset your password.

**I have purchased the wrong seats. What can I do?**

Please contact the Ticket Office at [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk).

**I am looking to purchase a Family Season Ticket but can only use Bluebirds Credit from one account. What should I do?**

Supporters will need to log in to their accounts individually to use Bluebirds Credit. For Juniors, please use the price class Junior U16 (family of 4). For Adults, please use the price class Adult (family of 4). Please be advised that a family of 4 Season Ticket must be purchased at a ratio of 2 X Adult (family of 4) and 2 X Junior U16 (family of 4). These price classes will only be available to supporters who had this price class for the 2020/21 Season. New purchasers must contact the Ticket Office to enable this price class.

**I am looking to purchase a Junior U16 with full paying Adult ticket, but can only use Bluebirds Credit from one account. What should I do?**

Supporters will need to log in to their accounts individually to use Bluebirds Credit. To purchase this price class, please use the price class Junior U16 (with full paying Adult). Supporters are reminded that a Junior U16 (with full paying Adult) ticket must be purchased next to a full paying Adult Season Ticket. This price class will only be available to supporters who had this price class for the 2020/21 Season. New purchasers will need to contact the Ticket Office to enable this price class.

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## BLUEBIRDS CREDIT

**What happens to my outstanding Ticket Office credit balances and the money that I paid for my Season Ticket during the 2020/21 Season?**

We are moving your Ticket Office credit balances to a new 'Bluebirds Credit' Balance. The following applies:

- **2020/21 Season Ticket Holders who opted for a Streaming Pass** will have their Bluebirds Credit updated with the value of their 2020/21 Season Ticket, minus a £10per-game deduction (from the first home league fixture following the redemption of their Streaming Pass).
- **2020/21 Season Ticket Holders who did not opt for a Streaming Pass** will have their Bluebirds Credit updated with the full value of their 2020/21 Season Ticket.
- **2019/20 Season Ticket or Match Ticket holders who opted for Ticket Office credit to be redeemed** in the 2020/21 season will have any outstanding Ticket Office credit balances added to their Bluebirds Credit.
- **2020/21 Season Ticket Holders who purchased a Seasonal Car Park pass for the 2020/21 Season** will have their Bluebirds Credit balance updated with the full value of their 2020/21 Seasonal Car Park pass.
- **Supporters who paid a 20% COVID Shield Deposit** to hold their seat for the 2021/22 Season will have their Bluebirds Credit updated with the full value of their COVID Shield Season Ticket deposit.

Supporters who have a combination of the above credit balances will have their outstanding credit balances combined and referred to as 'Bluebirds Credit'. Any outstanding Ticket Office credit balances from the 2020/21 Season will also be combined into the supporters 'Bluebirds Credit' Balance.

Bluebirds Credit will be accepted as a method of payment for your Season Ticket purchase. Any supporters that are in receipt of a 'Bluebirds Credit' from the 2020/21 season can use this towards the renewal of their 2021/22 Season Ticket.

**Please be advised**, Bluebirds Credit can be used on an individual basis only, meaning that the credit that can be used is that of the Bluebirds Club Account that is logged in at the time of sale. Should you wish to use Bluebirds Credit from multiple accounts, then each ticket holder will need to login via their Bluebirds Club Account (one per person) and complete their individual purchase utilising their Bluebirds Credit.

**Bluebirds Credit cannot be used towards administration fees.**

**IN THE EVENT OF A REDUCED STADIUM CAPACITY/FANS BEING UNABLE TO ATTEND DURING 2021/22, THE FOLLOWING QUESTIONS MAY BECOME RELEVANT:**

**How will the club determine which Season Ticket Holders are allowed into Cardiff City Stadium in the event of a reduced capacity being permitted?**

If any home fixture included as part of your Season Ticket is played behind closed doors, or with a reduced capacity (that affects your purchase) during the 2021/22 season as a result of the COVID-19 pandemic, it is our intention to offer all Season Ticket holders the chance to enter the selection process for a chance to secure a ticket for a reduced capacity home league match.

The Club aims to announce individual on-sale dates for these events. Current Season Ticket holder will need to apply for each reduced capacity home league fixture via our official

ticketing website [tickets.cardiffcityfc.co.uk](https://tickets.cardiffcityfc.co.uk). Our full policy on reduced capacity fixtures can be found within the 2021/22 Season Ticket terms and conditions.

Those who are unsuccessful in their application will be awarded Club credit (Bluebirds Credit) accumulated to the value of their Season Ticket price per game which can be used towards the renewal of a 2022/23 Season Ticket or towards home league tickets during the 2022/23 season. Credit amounts will be totalled periodically, with our intention of reconciling and confirming balances ahead of 2022/23 Season.

#### **Will I be able to sit in my seat for every Cardiff City home league fixture?**

In the event of fixtures being played with reduced capacity restrictions as a result of the COVID-19 pandemic, we cannot guarantee that your usual seat will be available. In such cases we will issue you a match ticket for an alternative seat, subject to availability, and advertised application process.

#### **Is a cash refund available for matches played behind closed doors or if I am not able to attend a match due to factors resulting from the coronavirus pandemic such as limited capacities?**

No. In this situation, Bluebirds Credit to the Season Ticket value per game will be awarded and can be used towards ticketing products throughout the 2022/23 Season as well as selected retail products from the Club Superstore. For further details please refer to our terms and conditions.

#### **What streaming services are being provided as part of my Season Ticket?**

It is our intention to offer supporters who are unsuccessful in reduced capacity event applications the opportunity to claim and redeem a streaming voucher to watch the event via Cardiff City TV (subject to governing body permissions). Should you choose to redeem a match streaming pass in this situation, the price of the stream will be deducted from your accumulated Bluebirds Credit. Stream Prices for 2021/22 Season are TBC.

#### **Is a cash refund available for any matches that a Season Ticket Holder can't attend due to COVID-19 pandemic, should they choose not to use the streaming service? No.**

Whilst we appreciate that not all supporters may wish (or be able to make use of) streaming services, there will be no price reduction or cash refund available in the event a fixture must be played behind closed doors. In this situation as per advertised Season Ticket terms and conditions, Bluebirds Credit to the Season Ticket value per game will be awarded and can be used towards ticketing products throughout the 2022/23 Season as well as selected retail products from the Club Superstore. Credit amounts will be totalled periodically, with our intention of reconciling and confirming balances ahead of the 2022/23 Season.

#### **What matches would I be able to stream, should games be played behind closed doors?**

All home league games included within your Season Ticket that are played behind closed doors or with a reduced capacity as a consequence of the COVID-19 pandemic will be available to stream, subject to governing body approval.

#### **Will the club be offering a COVID-19 Shielding Season Ticket deposit for the 2021/22 Season?**

The COVID-19 Shield deposit is no longer available. Supporters who paid a 20% COVID-19 Shield deposit to hold their seat for 2021/22 Season will have their Bluebirds Credit updated with the full value of their COVID-19 Shield Season Ticket deposit.

## DISABLED SUPPORTERS

Wheelchair and ambulant disabled supporters will be able to renew their Season Ticket and accompanying Personal Assistant Season Ticket online by logging into the ticketing website via their account at [tickets.cardiffcityfc.co.uk](https://tickets.cardiffcityfc.co.uk). Supporters are reminded that individual Bluebirds Club Accounts must first be created, linked to the correct fan ID number (if you have not already done so) and linked via your family and friends' network if you wish to purchase on each other's behalf (this will also include an individual Bluebirds Club Account for your accompanying personal assistant).

Please see the following video for help in creating your Bluebirds Club Account (if you haven't already done so): <https://youtu.be/B00xnshuAZA>

For information on how to link your accounts via your family and friends' network, please see the following video: [https://youtu.be/EAF0hSt\\_uPo](https://youtu.be/EAF0hSt_uPo)

**Please be advised**, Bluebirds Credit can be used on an individual basis only, meaning that the credit that can be used is that of the Bluebirds Club account that is logged in at the time of sale. Should you wish to use Bluebirds Credit from multiple accounts, then each ticket holder will need to login via their Bluebirds Club Account (one per person) and complete their individual purchase utilising their Bluebirds Credit.

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## SEAT RELOCATIONS

### Can I relocate my seat?

Supporters have the option of selecting new seats instead of renewing their existing seats when logged into the Ticketing site. Supporters are reminded that Bluebirds Club Accounts must first be created, linked to the correct fan ID number (if you have not already done this) and linked via your family and friends' network if you wish to purchase on each other's behalf.

Supporters who wish to move seats after renewing their Season Tickets must contact the Ticket Office to do so. An administration fee of £5 per Season Ticket will apply as well as any upgrade charges (if applicable).

### Can I upgrade my seat to a corporate seating area?

Yes. Supporters have the option of selecting new seats instead of renewing their existing seats when logged into the Ticketing site. For more detailed information about relocating your seat into a corporate area, please email: [sales@cardiffcityfc.co.uk](mailto:sales@cardiffcityfc.co.uk).

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## PAYING FOR RENEWALS

Please be advised that if you are in receipt of Bluebirds Credit, this can be used as full payment or part payment towards your Season Ticket renewal. Supporters have two options available to them in respect of payment:

- **OPTION 1: Pay in Full**

You can pay in full by credit/debit card online at [www.tickets.cardiffcityfc.co.uk](http://www.tickets.cardiffcityfc.co.uk). If you are experiencing difficulties renewing online, please email: [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk) and a member of our team will support.

- **OPTION 2: 10 Month Instalment Scheme with V12 Retail Finance (subject to status and arrangement fee)**

You can renew your Season Ticket via V12 Retail Finance online, accessible via [www.tickets.cardiffcityfc.co.uk](http://www.tickets.cardiffcityfc.co.uk). If you are applying for V12 Retail Finance, your Season Ticket will not be activated until after V12 Retail Finance pays the price of your Season Ticket to the Club. Cardiff City Football Club is authorised and regulated by the Financial Conduct Authority.

CARDIFF CITY FOOTBALL CLUB DOES NOT PROVIDE SEASON TICKET FINANCE ITSELF AND ONLY ACTS AS A CREDIT BROKER introducing supporters seeking personal loans for season tickets to V12 Retail Finance, an intermediary and agent for the underlying lender.

IF YOUR APPLICATION IS SUCCESSFUL, CARDIFF CITY FOOTBALL CLUB MAY RECEIVE FROM V12 RETAIL FINANCE EITHER A FLAT FEE OR AN AMOUNT OF COMMISSION WHICH VARIES DEPENDING ON THE PRODUCT CHOSEN AND THE VALUE OF YOUR SEASON TICKET.

### **I need support. Who do I contact?**

For help with accessing your account please email [queries@cardiffcityfc.co.uk](mailto:queries@cardiffcityfc.co.uk)

For General Season Ticket renewal enquiries, please email [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk)

For Corporate Season Ticket renewal enquiries, please email [sales@cardiffcityfc.co.uk](mailto:sales@cardiffcityfc.co.uk)