



## 2021/22 Customer Charter

## Introduction

Welcome to Cardiff City Football Club's Customer Charter for the 2021/22 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](mailto:amy.james@cardiffcityfc.co.uk)) Supporter Liaison Officer Paul Corkrey ([Ppaul69@aol.com](mailto:Ppaul69@aol.com)), or Disability Access Officer Ben Jones ([ben.jones@cardiffcityfc.co.uk](mailto:ben.jones@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](mailto: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](mailto:contact@theifo.co.uk) or via their website [theifo.co.uk](http://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](http://theifo.co.uk) or contact them using the details above.

## Supporter Engagement

The Club will hold a minimum of two meetings/fan forums per season with supporters in line with EFL Regulation 118. In previous seasons these have been in the form of SLO meetings with recognised supporter groups. If you are interested in attending an SLO Meeting please contact Paul Corkrey. Minutes of previous meetings are available here <https://www.cardiffcityfc.co.uk/club/supporter-meetings>

## 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 characteristic<sup>1</sup>. This means that individuals will be protected if they have a characteristic, 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.

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<sup>1</sup> 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.

## 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.

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## Ticketing

Cardiff City Football Club has 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 (subject to advertised opening hours) or contact us via email on [tickets@cardiffcityfc.co.uk](mailto:tickets@cardiffcityfc.co.uk).

2021/22 General Season Ticket Holder Terms & Conditions (excludes corporate season tickets)

Becoming a 2021/22 General Season Ticket Holder will allow you to take advantage of a range of exclusive benefits over the course of the campaign, namely:

- Personalised Season Ticket Access Card that can be loaded as a Digital Season Ticket Pass on your smartphone (Subject to compatibility).
- Reserved seat with entry to all 23 home league fixtures played at Cardiff City Stadium (subject to fixtures being played at full capacity).
- Access to our new loyalty rewards programme, *Bluebirds Rewards*
- Supporters who renew their Season Ticket in our early bird window, between 10:00am Thursday July 1<sup>st</sup> and 23:59 on Wednesday July 14<sup>th</sup> 2021 will be awarded a starting balance of 150 points for our new loyalty rewards programme, *Bluebirds Rewards*.
- Priority of purchase on away league tickets, over Club Members and Flex ticket holders (subject to availability, COVID-19 restrictions and/or pre-determined sales criteria)
- Preferential access to Cup fixtures (where applicable, subject to availability)
- 10% discount on Cardiff City Matchday Hospitality and non-matchday stadium room bookings. ➤ Exclusive birthday offers and more

Please be advised that all Season Ticket Holders for the 2021/22 Season will receive a Season Ticket Access card to access the stadium for the 23 home league fixtures included in their package. All Season Ticket Holders will have the option to download a digital NFC version of their Season Ticket via their online Ticketing Account. Subject to COVID-19 restrictions and device compatibility.

V12 Finance Ltd

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.

- All season ticket finance applications are subject to status and availability.
- All season ticket finance applications are subject to an arrangement fee.
- Please be advised that 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 seven days, that 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 seven 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 for 2021/22 Season Tickets:



# STADIUM MAP

## NINIAN STAND



## GRANDSTAND



### ZONE 1

	Early Bird Ticket Price	Standard Ticket Price
Adult	£479	£529
Seniors 60+	£359	£409
16-21yrs	£289	£339
Juniors U16	£249	£279



### ZONE 2

	Early Bird Ticket Price	Standard Ticket Price
Adult	£379	£429
Seniors 60+	£269	£319
16-21yrs	£199	£249
Juniors U16	£159	£189



### CORPORATE SEATING

	Early Bird Ticket Price	Standard Ticket Price
<b>DIAMOND SUITE</b>		
Founder Member	£899 Ex VAT	£949 Ex VAT
Diamond Member	£999 Ex VAT	£1,099 Ex VAT



### ZONE 3

	Early Bird Ticket Price	Standard Ticket Price
Adult	£329	£379
Seniors 60+	£239	£289
16-21yrs	£159	£209
Juniors U16	£109	£139
Junior U16 with Full Pay Adult	£49	£79



### ZONE 4

	Early Bird Ticket Price	Standard Ticket Price
Adult	£279	£329
Seniors 60+	£209	£259
16-21yrs	£99	£149
Juniors U16	£69	£99
Junior U16 with Full Pay Adult	£49	£79



### PREMIER LOUNGE

	Early Bird Ticket Price	Standard Ticket Price
Adult	£749 Inc VAT	£799 Inc VAT
Senior 60+	£549 Inc VAT	£599 Inc VAT
16-21yrs	£489 Inc VAT	£499 Inc VAT
Juniors U16	£299 Inc VAT	£349 Inc VAT



### ZONE 4F

	Early Bird Ticket Price	Standard Ticket Price
Adult	£249	£299
Seniors 60+	£149	£199
16-21yrs	£99	£149
Juniors U16	£49	£79
Junior U16 with Full Pay Adult	£549	£599



### ZONE D

	Early Bird Ticket Price	Standard Ticket Price
Adult	£249	£299.00
Seniors 60+	£149	£199.00
16-21yrs	£99	£149.00
Juniors U16	£49	£79



### NINIAN LOUNGE

	Early Bird Ticket Price	Standard Ticket Price
Adult	£749 Inc VAT	£799 Inc VAT
Senior 60+	£549 Inc VAT	£599 Inc VAT
16-21yrs	£489 Inc VAT	£499 Inc VAT
Juniors U16	£299 Inc VAT	£349 Inc VAT

Not all areas are available for sale. Some areas may only be put on sale when the demand is sufficient.  
Junior (U16) with a full paying adult

When purchasing a Junior (U16) 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. The Club reserves the right to block Season Tickets from entry to the ground and demand an upgrade fee to the relevant price class should this price class not be purchased with in conjunction with a full paying adult ticket.

### 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
- Certificate of Visual Impairment (CVI)
- Or a personal letter from your GP

Other forms of proof may be accepted. Proof of eligibility may be required before tickets are issued.

### Additional information

- Personal Assistant Season Tickets are issued solely for the purpose of assisting Season Ticket holders with a disability.
- Personal assistant Season Tickets must be located next to the Disabled Season Ticket holder.
- Personal Assistant Season Ticket holders will not be able to purchase away league tickets unless purchased with the disabled supporter that they assist. Should a personal assistant wish to travel away without the person they assist, they will need to purchase a Club membership or a full priced Season Ticket to travel to away fixtures.

Season Tickets can be purchased in the following ways:

- 24 Hour Online Booking – [tickets.cardiffcityfc.co.uk](https://tickets.cardiffcityfc.co.uk)
- Telephone – 033 33 11 1920 (subject to advertised opening hours)

Please regularly check [cardiffcityfc.co.uk/tickets](https://cardiffcityfc.co.uk/tickets) for all ticketing information and on sale dates. For further information, please call the Ticket Office on 033 33 11 1920 or email [tickets@cardiffcityfc.co.uk](mailto: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 (subject to EFL Guidelines).

Season Ticket prices are subject to further price increases during the 2021/22 season, please see stadium pricing map above.

#### Returns and Refunds

Season Tickets are NON-REFUNDABLE. Season Tickets can be transferred to the name of another supporter on a seasonal basis for the fee of £5 + any additional upgrade charges (written authorisation is required from the current Season Ticket holder for this to be actioned).

#### COVID-19 Restrictions

The Club's decision on the management of COVID-19 restrictions, including management of social distancing measures and/or reduced spectator capacity at Cardiff City Stadium, shall be final.

#### Purchasing Away League Tickets

Season Ticket holders will have priority of purchase on away league tickets, over Club Members and Flex ticket holders (subject to availability, COVID-19 restrictions and pre-determined sales criteria.).

Concession categories for away league fixtures may vary to those at Cardiff City FC, as these are determined by the away club's ticketing policy.

#### Administration fees and charges

The following charges apply at the Ticket Office:

- Season Tickets purchased online via our ticketing platform will be subject to a £3 per Ticket administration fee.
- Season Tickets purchased in person or via our telephone system will be subject to a £5 per ticket administration fee.
- Lost Season Ticket Card: £5 replacement fee.
- Forgotten Season Ticket Card: £5 charge for a barcoded paper ticket issue. Digital Ticket reissue is free of charge providing your phone meets the necessary smartphone capability for a digital mobile ticket/NFC Mobile Ticket.
- 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 one-off event for a £5 fee. The ticket will be made available for collection on matchday only following the production of photographic identification (driver's licence or passport). Digital tickets can be forwarded via your online ticketing account free of charge providing your phone meets the necessary smartphone capability for a digital NFC Ticket/mobile ticket.
- Supporters in receipt of the forwarded Ticket will need to create an individual Bluebirds Club Account.

- Moving or upgrading Season Tickets will be subject to a £5 charge for a new Season Ticket Card, plus 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](mailto:peter.mota@cardiffcityfc.co.uk))

If a Season Ticket Access Card or Digital Season Ticket is deemed to be misused (e.g., an adult uses a concessionary Season Ticket), the Season Ticket Card will be confiscated upon entry to the ground. The card will only be returned upon receipt of payment for the relevant upgrade charge in addition to a penalty fee of £10. In the event of a Digital Season Ticket being misused, the ticket will be blocked from accessing the stadium until the upgrade fee and £10 penalty fee paid.

## 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 encourage future generations. On this basis, we must 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 Junior U16 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 Junior U16 permitted without adults and no adults permitted without Junior U16. Please be advised, you may be asked to provide documentation for proof of age.

If the ratio of adults to Junior U16 no longer meets the Club policy upon Season Ticket renewal, 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.

## Season ticket Discount Based on Multiple Purchase

### Family of 4 Ticket:

Family Tickets are available in the Zone 4F area only.

The Club reserves the right to block Family Season Tickets from entry to the ground and demand an upgrade fee to the relevant price classes should the price classes not be purchased as the ratio of:

2 x Family Adult

2 X Family Junior

All Season Ticket holder benefits will be stopped the upgrade fee is paid.

Junior U16 with a full paying adult Season Ticket

Junior U16 with a full paying adult Season Tickets are only available in Zones 3 and 4.

The Club reserves the right to block Junior U16 with a full paying adult Season Tickets from entry to the ground and demand an upgrade fee to the relevant price classes should the price classes not be purchased at the ratio of:

1 X Full paying Adult

1 X Junior U16 with a Full paying adult.

All Season Ticket holder benefits will be stopped the upgrade fee is paid.

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 Junior U16;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.

Behind Closed Doors/ Reduced Capacity Fixtures

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 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. Supporters 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) .

The order of the 'sale' will be as follows:

- Supporters who had a Season Ticket for the 2020/21 Season and have renewed their Season Ticket for the 2021/22 Season will be included in the first stage of sale for the first home league game and will have an equal opportunity to apply online for a ticket (subject to the time and date of the Season Ticket purchase). Supporters will be required to join the online queue at the advertised time of sale and will be randomly selected to enter the ticketing site and apply for a ticket. Supporters who are successful entering the site during the time of sale will also be able to select tickets for fellow Season Ticket Holders

within their pre-created family and friends' network (subject to government and governing body restrictions at the time of sale, current regulations at the time of this documents publication allow 6 households to sit together). Supporters are encouraged to purchase in groups to maximise the number of supporters allowed at the stadium.

- Supporters who are successful in pulling a ticket for the first reduced capacity Home League game will be excluded from the first stage of sale for the next reduced capacity home league fixture on sale.
- Supporters who missed out or were unsuccessful in applying for a ticket for the first game will have a priority window to apply for a ticket for the next game. Once this window has finished, the remaining renewed Season Ticket holders who were successful in applying for the first game will be able to enter the selection process for the next. This procedure will continue for the first stage of sale until fixtures resume at full capacity.
- Please be advised that supporters who purchase a new Season Ticket for the 2021/22 Season but did not have a full paid 2020/21 Season Ticket will not be able to apply for a ticket for a reduced capacity event until Government policy allows a distance of 1 metre between supporters within the stadium. Once a distance of Circa 1m is agreed, new Season Ticket holders will be able to enter the selection process. Subject to availability and application process.
- Should there be sufficient capacity remaining after the Season Ticket holder stage, the club may put remaining tickets on sale to Club members.
- Should there be sufficient capacity remaining after the Club member stage, the club may put tickets on general sale.

In the event of fixtures being played with reduced capacity restrictions as a result of the COVID-19 pandemic, we cannot guarantee that your renewed/purchased Season Ticket seat will be available. In such cases we will issue you ticket for an alternative seat, subject to availability and selection procedure in place.

Those who are unsuccessful in their application will be awarded 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; towards home league tickets during the 2022/23 season; and selected retail products during the 2022/23 Season. Credit amounts will be totalled periodically, with our intention to reconcile and confirm ahead of 2022/23 season renewals.

It is our intention to offer supporters who are unsuccessful in their reduced capacity event applications the opportunity to claim and redeem a streaming voucher to watch the event via Cardiff City TV subject to approval and operational requirements from the governing body. 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 for that event. Streaming prices for the 2021/22 Season are TBC.

In addition, to compensate for matches played behind closed doors, Season Ticket Holders applying for a streaming pass may also be entitled to a partial credit depending on the price of the stream and the value of the Season Ticket per game.

Applying for a streaming pass for reduced capacity fixtures or games behind closed doors is optional but please be advised that once a code has been redeemed, supporters do not have the opportunity to opt out (subject to operational guidelines for the stream package).

The Club commits to reviewing policy at regular intervals, in accordance with government or governing body policy.

Any Bluebirds Credit accumulated during the 2021/22 Season as a result of games being played behind closed doors or at reduced capacity will be accumulated and awarded at the end of the 2021/22 Season and can be used towards the renewal of a 2022/23 Season Ticket; towards home league tickets during the 2022/23 season; and selected retail products during the 2022/23 Season. Credit amounts will be totalled periodically, with our intention to reconcile and confirm ahead of the 2022/23 season.

Supporters attending reduced capacity fixtures or fixtures deemed as 'test events' by the Welsh/UK Government may be required to participate in COVID-19 testing prior to attending the game. A COVID-19 questionnaire may also need to be completed prior to downloading your ticket to attend such events. Cardiff City FC reserves the right to deem reduced capacity fixtures as 'Digital only' events where a digital NFC Mobile ticket/Mobile Ticket will be required to attend. Should a supporter successfully apply for a ticket via the proposed selection method and fail to attend the event for any reason, they will still be charged for the event from their Season Ticket balance. Refunds will not be provided should a supporter miss a game due to illness or a positive/inconclusive COVID-19 test.

#### Abandoned / Postponed Matches

In the case of an abandoned or postponed fixture, ticket holders are entitled to use their original ticket to access the re-arranged game. Match ticket refunds will only be considered if there are extenuating circumstances which are agreed by the Ticket Office. In the event of an away fixture, the ticket will need to be returned to the Ticket Office no later than 24 hours before the day of the event. The club does not provide refunds for any postponed or rearranged matches for Season Ticket holders. If a match is abandoned after spectators are admitted to the ground but before kick-off, ticket holders will be entitled to free admission to the rearranged match. If a match is abandoned after kick-off, the Club reserves the right to charge the full ticket price for the rearranged match; however, every effort will be made to avoid this.

#### Match Cancellations

If a match is cancelled and not rearranged, Season Ticket Holders are entitled to a pro-rata refund to the value of their Season Ticket for that event. A procedure will be put in place where supporters can select their preferred method of refund. Methods of refund include cash, credit, or a Cardiff City FC Academy donation. Supporters will have a time frame of approximately two weeks after the cancelled match to select their preferred method of refund.

#### Fixtures played at full capacity

Should the Club be allowed to operate a home league fixture at full capacity (Subject to Governing body/Welsh Government approval) all 2021/22 Season Ticket Holders will be able to attend the event and sit in their purchased Season Ticket seats as part of their Season Ticket package. No refund will be provided for those who do not attend.

#### Bluebirds Credit



- 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 £10-per-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 into one overall amount referred to as 'Bluebirds Credit'. Any outstanding Ticket Office credit balances will also be combined into the supporter's 'Bluebirds Credit' balance.

Bluebirds Credit can be redeemed against selected retail products, home league tickets (subject to availability and sales criteria) and 2021/22 Season Tickets.

Bluebirds Rewards retail redemptions can be made online and in store. In store redemption is subject to receiving your 2021/22 Season Ticket and presenting your Card at the time of purchase.

Bluebirds Credit is awarded on an individual basis and cannot be transferred between supporters.

Full Bluebirds credit terms and conditions can be found at [www.cardiffcityfc.co.uk](http://www.cardiffcityfc.co.uk).

#### Additional information

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

We ask supporters to ensure that all contact information including address details are up to date prior to confirming a booking.

The Club reserves the right to relocate a Season Ticket or matchday ticket at its own discretion if deemed necessary. There will be no compensation or refund issued in this instance. Supporters will be contacted in this circumstance.

#### Car Park Season Tickets 2021/22

Car Park Season Tickets will cover 23 home league fixtures during the 2021/22 Season if they are played at full capacity.

As per the 2021/22 Season Ticket terms and conditions, supporters may need to apply for tickets for reduced capacity events.

Those who are unsuccessful in their reduced capacity fixture application will also be awarded Bluebirds Credit accumulated to the value of their Season Ticket car park price per game (rate of 23/1) which can be used towards the renewal of a 2022/23 Season Ticket; towards home league tickets during the 2022/23 season; and selected retail products during the 2022/23 Season. Credit amounts will be totalled periodically, with our intention to reconcile and confirm ahead of 2022/23 season.

Car Park Season Tickets do not cover Cardiff City FC home friendly fixtures.

Car Park Season Tickets can be used for Carabao Cup and FA Cup fixtures played at Cardiff City Stadium where the holder has purchased a ticket for the event.

## Match Tickets

Ticket purchase process for reduced capacity events

Purchasing Home Tickets

The order of the 'sale' will be as follows:

- Supporters who had a Season Ticket for the 2020/21 Season and have renewed their Season Ticket for the 2021/22 Season will be included in the first stage of sale for the first home league game and will have an equal opportunity to apply online for a ticket (subject to the time and date of the Season Ticket purchase). Supporters will be required to join the online queue at the advertised time of sale and will be randomly selected to enter the ticketing site and apply for a ticket. Supporters who are successful entering the site during the time of sale will also be able to select tickets for supporters within their pre-created family and friends' network (subject to government and governing body restrictions at the time of sale, current regulations at the time of this documents publication allow 6 households to sit together). Supporters are encouraged to purchase in groups to maximise the number of supporters allowed at the stadium.
- Supporters who are successful in pulling a ticket for the first reduced capacity Home League game will be excluded from the first stage of sale for the next.
- Supporters who missed out or were unsuccessful in applying for a ticket for the first game will have a priority window to apply for a ticket for the next game. Once this window has finished, the remaining renewed Season Ticket holders who were successful in applying for the first game will be able to join the queue. This procedure will continue for the first stage of sale until fixtures resume at full capacity.
- Should there be sufficient capacity remaining after the Season Ticket holder stage, the club may put remaining tickets on sale to Club members.
- Should there be sufficient capacity remaining after the Club member stage, the club may put tickets on general sale.

Tickets can be purchased in the following ways:

- 24 Hour Online Booking – [eticketing.co.uk/cardiffcity](https://eticketing.co.uk/cardiffcity)
- Telephone – 033 33 11 1920 (subject to advertised opening times)

For further details please ring the Ticket Office on 0 33 33 11 1920 or email [tickets@cardiffcityfc.co.uk](mailto: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.

### Returns and Refunds single 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 selected paper tickets a delivery method and 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, match 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.

Paper ticket refunds will only be considered if the 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.

### Purchasing Away League Tickets

Season Ticket holders will have priority of purchase on away league tickets, over Club Members and Flex ticket holders (subject to availability, COVID-19 restrictions and pre-determined sales criteria).

Concession categories for away league fixtures may vary to those at Cardiff City FC, as these are determined by the away club's ticketing policy.

Tickets are sold on a 'first come first served' basis subject to Government approval, (subject to availability, COVID-19 restrictions, and pre-determined sales criteria).

Tickets for away league fixtures are only available to Current Season Ticket holders and Current Official Cardiff City FC Club Members.

Away Tickets may only be used by the Season Ticket Holder or official Cardiff City FC 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.

Away Tickets may be cancelled 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 be sold and distributed by the Cardiff City FC Ticket Office on behalf of the Away Club.

If you have ordered an away 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.

Away match Tickets are not refundable (subject to Away Club ticketing policy).

Further Information

The following charges apply at the Ticket Office:

Online Match Ticket purchase

- Hardcopy barcoded paper match tickets purchased online will incur a £1 per ticket booking fee as well as a £1 per transaction charge.
- Match tickets purchased as digital tickets (NFC Mobile Ticket/ Mobile Ticket) will incur a £1 per transaction fee

Tickets purchased in person or via telephone

- Hardcopy barcoded paper match tickets purchased in person or via telephone will incur a £2 per ticket booking fee as well as a £1 per transaction charge.
- Match tickets purchased as digital tickets (NFC Mobile Ticket/ Mobile Ticket) will incur a £2 per ticket booking fee as well as a £1 per transaction charge.

Concession Definition:

A 'Junior U16' is defined as a person under 16 years of age at the time of purchase. A 'Senior' is defined as a person 60 years 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.

Family Stand Match Tickets

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 ensure that the family stand has the right mix of adults, concessions and Juniors U16. Please refer to the policy below.

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

- a. There must be at least one Junior U16 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 Junior U16 permitted without adults and no adults permitted without Junior U16. Please be advised, you may be asked to provide documentation for proof of age.

If the family stand ratio of adults to children is abused. 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.

Family of 4 ticket:

Family of 4 tickets are available in the Zone 4F area only.

The Club reserves the right to block Family match Tickets from entry to the ground and demand an upgrade fee to the relevant price classes should the tickets not be purchased as the ratio of:

2 x Family Adult  
2 X Family Junior Under 16

All tickets will be blocked until the upgrade fee is paid.

Additional information

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.

Tickets are issued subject to the Ground Regulations of Cardiff City FC as displayed at the Ticket Office, and online at [www.cardiffcityfc.co.uk/tickets/stadium-plan/](http://www.cardiffcityfc.co.uk/tickets/stadium-plan/) Copies are also available on request.

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. Details of this policy can be found at [www.cardiffcityfc.co.uk/club/safeguarding-equality/](http://www.cardiffcityfc.co.uk/club/safeguarding-equality/)

Cardiff City FC reserves the right to eject from the ground any person, or persons, who fail to comply with the rules and regulations as set out above.

For all the latest news, tickets, and videos, download our official Club App – Free from the App Store (Apple), or Google Play Store (Android). Search “Cardiff City FC”

Ticket Office Phone line Opening Hours (Subject to change):

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

## Disabled Supporters

We take pride in the service and facilities we provide for disabled supporters. We are proud to promote inclusion and diversity within the stadium where all supporters can come to enjoy their day in a safe, secure and welcoming environment.

Details for Cardiff City Disabled Supporters Association can be found at the bottom of this page.

## 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 Ben Jones ([ben.jones@cardiffcityfc.co.uk](mailto:ben.jones@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
- Certificate of Visual Impairment (CVI)
- Or a personal letter from your GP

Other forms of proof may be accepted. Proof of eligibility may be required before tickets are issued.

Cardiff City Disabled Supporters Association

Cardiff City Football Club has a Disabled Supporters Association. We are pleased to work closely with them and ensure there is ongoing dialogue between us.

The association welcomes contact from disabled Bluebird fans and for further information please contact the DSA Chairperson Paul Corkrey via [ppaul69@aol.com](mailto:ppaul69@aol.com)

## 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 Gill at: adam.gill@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, this includes the use of electronic cigarettes and vaporisers

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 warnings and/or bans can also be issued for social media abuse where an individual is identified.

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 in previous seasons. To add your name to the waiting list for an accessible parking permit, please ring the Ticket Office or email Ben Jones ([ben.jones@cardiffcityfc.co.uk](mailto:ben.jones@cardiffcityfc.co.uk)). Details for the 2021/22 season are yet to be finalised but will be available on the website when finalised.

The Stadium car park closes 30 minutes before Kick Off. 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 Paul Corkrey ([Ppaul69@aol.com](mailto:Ppaul69@aol.com)).

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. This includes the use of electronic cigarettes and vaporisers.

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 reenter 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.

### 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

### Retail

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, currently offering a delivery service only.

The full range of merchandise is available online at [cardiffcityfcstore.com](http://cardiffcityfcstore.com).

Superstore Opening Hours:

Monday to Thursday: Closed

Friday: 10.00am – 4.00pm

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

### 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 Diamond Suite and Premier Lounge which allows us to host over 2,000 corporate guests on a matchday.

#### Diamond Suite Membership (from £899.00 plus VAT per person)

The 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.

#### Premier Lounge Membership (from £749.00 inc VAT per person)

Our Premier 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 (from £749.00 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](mailto:sales@cardiffcityfc.co.uk).

Cardiff City Football Club has a dedicated Commercial team working to ensure that purchasing tickets with us is as simple and easy as possible. Should you have any queries, please contact our Commercial team at [sales@cardiffcityfc.co.uk](mailto:sales@cardiffcityfc.co.uk).

### 2021/22 Corporate Ticket Holder Terms & Conditions

Becoming a 2021/22 Corporate Season Ticket Holder will allow you to take advantage of a range of exclusive benefits over the course of the campaign, namely:

- Personalised Season Ticket Access Card that can be loaded as a Digital Season Ticket Pass on your smartphone (Subject to compatibility).
- Reserved seat with entry to all 23 home league fixtures played at Cardiff City Stadium (subject to fixtures being played at full capacity).
- Access to our new loyalty rewards programme, *Bluebirds Rewards*
- Supporters who renew their Season Ticket in our early bird window, between Thursday July 1<sup>st</sup> 10:00am and Wednesday July 14<sup>th</sup> 11:59pm will be awarded a starting balance of 150 points for our new loyalty rewards programme, *Bluebirds Rewards*.
- Priority of purchase on away league tickets, over Club Members and Flex ticket holders (subject to availability, COVID-19 restrictions and/or pre-determined sales criteria)
- Preferential access to Cup fixtures (where applicable, subject to availability)
- 10% discount on Cardiff City Matchday Hospitality and non-matchday stadium room bookings. ➤ Exclusive birthday offers and more

Please be advised that all Season Ticket Holders for the 2021/22 Season will receive a Season Ticket Access card to access the stadium for the 23 home league fixtures included in their package. All Season Ticket Holders will have the option to download a digital NFC version of their Season Ticket via their online Ticketing Account. Subject to COVID-19 restrictions and device compatibility.

## V12 Finance Ltd

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.**

- All season ticket finance applications are subject to status and availability.
- All season ticket finance applications are subject to an arrangement fee.
- Please be advised that 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 seven days, that 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 seven 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.

## Junior (U16) with a full paying adult

When purchasing a Junior (U16) 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. The Club reserves the right to block Season Tickets from entry to the ground and demand an upgrade fee to the relevant price class should this price class not be purchased with in conjunction with a full paying adult ticket.

## 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
- Certificate of Visual Impairment (CVI)
- Or a personal letter from your GP

Other forms of proof may be accepted. Proof of eligibility may be required before tickets are issued.

#### Additional information

- Personal Assistant Season Tickets are issued solely for the purpose of assisting Season Ticket holders with a disability.
- Personal assistant Season Tickets must be located next to the Disabled Season Ticket holder.
- Personal Assistant Season Ticket holders will not be able to purchase away league tickets unless purchased with the disabled supporter that they assist. Should a personal assistant wish to travel away without the person they assist, they will need to purchase a Club membership or a full priced Season Ticket to travel to away fixtures.

Season Tickets can be purchased in the following ways:

- 24 Hour Online Booking – [tickets.cardiffcityfc.co.uk](https://tickets.cardiffcityfc.co.uk)

Please regularly check [cardiffcityfc.co.uk/tickets](https://cardiffcityfc.co.uk/tickets) for all ticketing information and on sale dates. For further information, please email [sales@cardiffcityfc.co.uk](mailto:sales@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 (subject to EFL Guidelines).

Season Ticket prices are subject to further price increases during the 2021/22 season, please see stadium pricing map above.

#### Returns and Refunds

Season Tickets are NON-REFUNDABLE. Season Tickets can be transferred to the name of another supporter on a seasonal basis for the fee of £5 + any additional upgrade charges (written authorisation is required from the current Season Ticket holder for this to be actioned).

#### COVID-19 Restrictions

The Club's decision on the management of COVID-19 restrictions, including management of social distancing measures and/or reduced spectator capacity at Cardiff City Stadium, shall be final.

#### Purchasing Away League Tickets

Season Ticket holders will have priority of purchase on away league tickets, over Club Members and Flex ticket holders (subject to availability, COVID-19 restrictions and pre-determined sales criteria.).

Concession categories for away league fixtures may vary to those at Cardiff City FC, as these are determined by the away club's ticketing policy.

#### Administration fees and charges

The following charges apply at the Ticket Office:

- Season Tickets purchased online via our ticketing platform will be subject to a £3 per Ticket administration fee.
- Season Tickets purchased in person or via our telephone system will be subject to a £5 per ticket administration fee.
- Lost Season Ticket Card: £5 replacement fee.
- Forgotten Season Ticket Card: £5 charge for a barcoded paper ticket issue. Digital Ticket reissue is free of charge providing your phone meets the necessary smartphone capability for a digital mobile ticket/NFC Mobile Ticket.
- 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 one-off event for a £5 fee. The ticket will be made available for collection on matchday only following the production of photographic identification (driver's licence or passport). Digital tickets can be forwarded via your online ticketing account free of charge providing your phone meets the necessary smartphone capability for a digital NFC Ticket/mobile ticket.
- Supporters in receipt of the forwarded Ticket will need to create an individual Bluebirds Club Account.
- Moving or upgrading Season Tickets will be subject to a £5 charge for a new Season Ticket Card, plus 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](mailto:peter.mota@cardiffcityfc.co.uk))

If a Season Ticket Access Card or Digital Season Ticket is deemed to be misused (e.g., an adult uses a concessionary Season Ticket), the Season Ticket Card will be confiscated upon entry to the ground. The card will only be returned upon receipt of payment for the relevant upgrade charge in addition to a penalty fee of £10. In the event of a Digital Season Ticket being misused, the ticket will be blocked from accessing the stadium until the upgrade fee and £10 penalty fee paid.

#### 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 Junior U16;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.

#### Behind Closed Doors/Reduced Capacity Fixtures

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 your chance to secure a ticket for a reduced capacity home league match.

The Club aims to announce individual on-sale dates for these events. Supporters 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).

The order of the 'sale' will be as follows:

- Supporters who had a Season Ticket for the 2020/21 Season and have renewed their Season Ticket for the 2021/22 Season will be included in the first stage of sale for the first home league game and will have an equal opportunity to apply online for a ticket (subject to the time and date of the Season Ticket purchase). Supporters will be required to join the online queue at the advertised time of sale and will be randomly selected to enter the ticketing site and apply for a ticket. Supporters who are successful entering the site during the time of sale will also be able to select tickets for fellow Season Ticket Holders within their pre-created family and friends' network (subject to government and governing body restrictions at the time of sale, current regulations at the time of this documents publication allow 6 households to sit together). Supporters are encouraged to purchase in groups to maximise the number of supporters allowed at the stadium.
- Supporters who are successful in pulling a ticket for the first reduced capacity Home League game will be excluded from the first stage of sale for the next reduced capacity home league fixture on sale.
- Supporters who missed out or were unsuccessful in applying for a ticket for the first game will have a priority window to apply for a ticket for the next game. Once this window has finished, the remaining renewed Season Ticket holders who were successful in applying for the first game will be able to enter the selection process for the next. This procedure will continue for the first stage of sale until fixtures resume at full capacity.
- Please be advised that supporters who purchase a new Season Ticket for the 2021/22 Season but did not have a full paid 2020/21 Season Ticket will not be able to apply for a ticket for a reduced capacity event until Government policy allows a distance of 1 metre between supporters within the stadium. Once a distance of Circa 1m is agreed, new Season Ticket holders will be able to enter the selection process. Subject to availability and application process.
- Should there be sufficient capacity remaining after the Season Ticket holder stage, the club may put remaining tickets on sale to Club members.
- Should there be sufficient capacity remaining after the Club member stage, the club may put tickets on general sale.

In the event of fixtures being played with reduced capacity restrictions as a result of the COVID-19 pandemic, we cannot guarantee that your renewed/purchased Season Ticket seat will be available. In such cases we will issue you ticket for an alternative seat, subject to availability and selection procedure in place.

Those who are unsuccessful in their application will be awarded 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; towards home league tickets during the 2022/23 season; and selected retail products during the 2022/23 Season. Credit amounts will be totalled periodically, with our intention to reconcile and confirm ahead of 2022/23 season renewals.

It is our intention to offer supporters who are unsuccessful in their reduced capacity event applications the opportunity to claim and redeem a streaming voucher to watch the event via Cardiff City TV subject to approval and operational requirements from the governing body. 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 for that event. Streaming prices for the 2021/22 Season are TBC.

In addition, to compensate for matches played behind closed doors, Season Ticket Holders applying for a streaming pass may also be entitled to a partial credit depending on the price of the stream and the value of the Season Ticket per game.

Applying for a streaming pass for reduced capacity fixtures or games behind closed doors is optional but please be advised that once a code has been redeemed, supporters do not have the opportunity to opt out (subject to operational guidelines for the stream package).

The Club commits to reviewing policy at regular intervals, in accordance with government or governing body policy.

Any Bluebirds Credit accumulated during the 2021/22 Season as a result of games being played behind closed doors or at reduced capacity will be accumulated and awarded at the end of the 2021/22 Season and can be used towards the renewal of a 2022/23 Season Ticket; towards home league tickets during the 2022/23 season; and selected retail products during the 2022/23 Season. Credit amounts will be totalled periodically, with our intention to reconcile and confirm ahead of the 2022/23 season.

Supporters attending reduced capacity fixtures or fixtures deemed as 'test events' by the Welsh/UK Government may be required to participate in COVID-19 testing prior to attending the game. A COVID-19 questionnaire may also need to be completed prior to downloading your ticket to attend such events. Cardiff City FC reserves the right to deem reduced capacity fixtures as 'Digital only' events where a digital NFC Mobile ticket/Mobile Ticket will be required to attend. Should a supporter successfully apply for a ticket via the proposed selection method and fail to attend the event for any reason, they will still be charged for the event from their Season Ticket balance. Refunds will not be provided should a supporter miss a game due to illness or a positive/inconclusive COVID-19 test.

#### Abandoned / Postponed Matches

In the case of an abandoned or postponed fixture, ticket holders are entitled to use their original ticket to access the re-arranged game. Match ticket refunds will only be considered if there are extenuating circumstances which are agreed by the Ticket Office. In the event of an away fixture, the ticket will need to

be returned to the Ticket Office no later than 24 hours before the day of the event. The club does not provide refunds for any postponed or rearranged matches for Season Ticket holders. If a match is abandoned after spectators are admitted to the ground but before kick-off, ticket holders will be entitled to free admission to the rearranged match. If a match is abandoned after kick-off, the Club reserves the right to charge the full ticket price for the rearranged match; however, every effort will be made to avoid this.

#### Match Cancellations

If a match is cancelled and not rearranged, Season Ticket Holders are entitled to a pro-rata refund to the value of their Season Ticket for that event. A procedure will be put in place where supporters can select their preferred method of refund. Methods of refund include cash, credit, or a Cardiff City FC Academy donation. Supporters will have a time frame of approximately two weeks after the cancelled match to select their preferred method of refund.

#### Fixtures played at full capacity

Should the Club be allowed to operate a home league fixture at full capacity (Subject to Governing body/Welsh Government approval) all 2021/22 Season Ticket Holders will be able to attend the event and sit in their purchased Season Ticket seats as part of their Season Ticket package. No refund will be provided for those who do not attend.

#### Bluebirds Credit

- 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 £10-per-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 into one overall amount referred to as 'Bluebirds Credit'. Any outstanding Ticket Office credit balances will also be combined into the supporter's 'Bluebirds Credit' balance.

Bluebirds Credit can be redeemed against selected retail products, home league tickets (subject to availability and sales criteria) and 2021/22 Season Tickets.

Bluebirds Rewards retail redemptions can be made online and in store. In store redemption is subject to receiving your 2021/22 Season Ticket and presenting your Card at the time of purchase.

Bluebirds Credit is awarded on an individual basis and cannot be transferred between supporters.

Full Bluebirds credit terms and conditions can be found at [www.cardiffcityfc.co.uk](http://www.cardiffcityfc.co.uk).

#### Additional information

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

We ask supporters to ensure that all contact information including address details are up to date prior to confirming a booking.

The Club reserves the right to relocate a Season Ticket or matchday ticket at its own discretion if deemed necessary. There will be no compensation or refund issued in this instance. Supporters will be contacted in this circumstance.

#### 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 2021/22 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 Ben Jones.

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 [ben.jones@cardiffcityfc.co.uk](mailto:ben.jones@cardiffcityfc.co.uk) or by post to: Ben Jones, Cardiff City Football Club, Cardiff City Stadium, Leckwith Road, Cardiff, CF11 8AZ.

## Safeguarding

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 Government Guidance, Premier League Rules, The English Football League's guidance on Safeguarding Children and Young People and 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. The Club's Safeguarding policies can be accessed using this link [www.cardiffcityfc.co.uk/club/safeguarding](http://www.cardiffcityfc.co.uk/club/safeguarding)

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](mailto:safeguarding@cardiffcityfc.co.uk)

T: 02920 643609

M: 07872 147351

Safeguarding Officers

Matthew Griffiths (Academy Player Care Manager)

E: [matt.griffiths@cardiffcityfc.co.uk](mailto:matt.griffiths@cardiffcityfc.co.uk)

M: 07872 147436

Ben Jones (Disability Access Officer)

E: [ben.jones@cardiffcityfc.co.uk](mailto:ben.jones@cardiffcityfc.co.uk)

T: 029 2064 3652

Roxanne Williams (Safeguarding Development Manager at Cardiff City Community Foundation)

E: [roxanne.williams@cardiffcityfc.org.uk](mailto:roxanne.williams@cardiffcityfc.org.uk)

T: 07487 846778

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 (MASH) – 02920 536400 (office hours)

Cardiff Adult Safeguarding Team – 02922 330888 (office hours)

Emergency Duty Team – 02920 788570 (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](mailto:dpo@cardiffcityfc.co.uk).

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](mailto: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. We tackle inequality and overcome barriers by helping people to lead healthier more active lives, improving education and employment opportunities and reducing offending and reoffending.

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

1. Disadvantaged communities.
2. At risk children, young people and adults.
3. Underrepresented groups.

The Foundation's team of teachers, youth workers and football coaches offer five core programmes:

### Early Years and Primary Development (Primary Stars)

Primary Stars is a primary school programme that supports children to learn, be active and develop important life skills, in the classroom, in the playground and on the sports field.

### Secondary Education & Training (Inspires)

Inspires is a secondary education and training programme that supports children and young people who are at risk of not achieving their full potential, as they move through the education system and early adulthood. This is complemented by a transition offer that support 'at risk' children to transition from primary to secondary school.

#### Post 16 Education & Training (Future Pathways)

Future Pathways is a post-16 education programme which combines educational studies with sport in a unique environment and supports young people to progress into education

#### Youth Outreach (Kicks)

Kicks is a youth outreach programme that aims to create safer more inclusive communities and reduce offending.

#### Bluebirds Experiences

A range of unique Cardiff City inspired experiences for children, young people and families.

For further information please visit / contact via:

Email: [info@cardiffcityfc.org.uk](mailto: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

Just Giving: <https://www.justgiving.com/cardiffcityfcfoundation>