

# FREQUENTLY ASKED QUESTIONS

## 1. WHEN CAN I BUY MY SEASON TICKET?

Season tickets will go on sale from 9:30 AM on Tuesday, May 4<sup>th</sup> 2021. They can be purchased by phone and by post. Please visit [booking.cafc.co.uk](http://booking.cafc.co.uk) to purchase yours online.

## 2. WHAT IS THE CHEAPEST SEASON TICKET I CAN BUY?

The cheapest season tickets at The Valley are located in the Covered End Lower and the Family Stand and are priced at:

- Adult – £260 (£11.30 per league game)
- Concessions – £195 (£8.48 per league game)
- Under 18s – £120 (£5.22 per league game)
- Under 11s – free with a full paying adult in the Family Stand

## 3. I CAN'T AFFORD TO PAY FOR A SEASON TICKET ALL IN ONE GO, IS THERE AN ALTERNATIVE OPTION?

Yes. The option to spread the cost of your season ticket over 4 or 10 months is available with V12 Finance. Subject to credit checks. You will be able to select this option when checking out through our booking website.

## 4. HOW DO I RENEW MY EXISTING SEASON TICKET SEAT?

The easiest way to renew your season ticket is to purchase online by visiting [booking.cafc.co.uk](http://booking.cafc.co.uk)

We have included help-to guides for you in this brochure. They can also be purchased in person, by phone and by post.

## 5. HOW DO I RENEW MORE THAN ONE SEASON TICKET IN THE SAME TRANSACTION?

Please see pages 16 - 17 for our guide on how to link your friends and family. Once you have linked your friends/family to your account you will have no problem renewing all season tickets in one transaction.

## 6. WHY DO I RECEIVE AN ERROR MESSAGE WHEN PURCHASING A CONCESSION/JUNIOR SEASON TICKET ONLINE?

Our system will be able to recognise which age category you qualify for and will only allow you to purchase that price category. Therefore, if you try to purchase an incorrect price class for the person that is allocated to that season ticket, you will receive an error. If your data is incorrect, please email [tickets@cafc.co.uk](mailto:tickets@cafc.co.uk) with your proof of age, and we will then be able to update your account.

## 7. WHEN WILL I RECEIVE MY SEASON TICKET CARD?

Our aim is to have all season ticket cards delivered at least two weeks prior to the first home league game of the 2021/22 season.

## 8. CAN I UPGRADE MY SEASON TICKET FOR INDIVIDUAL GAMES?

Yes. Fans who wish to upgrade a season ticket will need to come to the ticket office or call the ticket office on **03330 14 44 44**.

Please note fans are only able to upgrade their season ticket a maximum of three times per season.

*This is subject to COVID-19 restrictions.*

## 9. AS A SEASON TICKET HOLDER, CAN I MOVE MY SEAT FOR INDIVIDUAL GAMES?

Yes. Fans who wish to move a season ticket will need to come to the ticket office or call on **03330 14 44 44**.

Please note fans are only able to move their season ticket a maximum of three times per season and would be expected to pay the difference in price if they choose to sit in a more expensive area for any of those games. *This is subject to COVID-19 restrictions.*

## 10. WHEN WILL I RECEIVE MY LOYALTY POINTS FOR MY SEASON TICKET?

Loyalty points will be allocated before the start of the season after you have purchased your 2021/22 season ticket.

## 11. MY FRIEND WANTS TO USE MY SEASON TICKET FOR A MATCH, IS THIS POSSIBLE?

Yes, we would advise fans to contact the ticket office to have the matchday ticket assigned to your friend.

*This is subject to COVID-19 restrictions.*

## 12. I AM A 2020/21 SEASON TICKET HOLDER. WHEN DO I HAVE TO RENEW BY TO MAKE SURE I KEEP THE SAME SEAT FOR NEXT SEASON?

You can renew your season ticket from Tuesday, May 4<sup>th</sup> 2021. The exact date that existing season ticket holders seats will be reserved until will be published on [cafc.co.uk](http://cafc.co.uk) in the coming weeks.

## 13. WHY CAN'T I SEE MY SEASON TICKET UNDER MY ACCOUNT WHEN I HAVE LOGGED IN?

It is possible that you may have more than one active account on the club's ticketing system. To see your season ticket online, you need to check that the FAN ID number at the top of your online account is the same as the one on your season ticket card. If not, you have a 'double account'.

The best way to resolve this is to log out of the account and then log in again by entering the FAN ID that is printed on your season ticket card and clicking reset password. You will be sent a reset password email and can update your password and then log into your correct account, which will have your season ticket attached to it.

## 14. WHY CAN'T I PURCHASE A STUDENT SEASON TICKET?

This will be because you are not registered as a student on our system. To do this, please email a copy of your student ID (that includes an expiry date) to [tickets@cafc.co.uk](mailto:tickets@cafc.co.uk)

Please note that your student card will need to be valid for the entirety of the 2021/22 season.