



# FREQUENTLY ASKED QUESTIONS

• **Do I have to log into separate accounts to use my CAFC cash if I'm linked to another season ticket holder?**

If your accounts are linked, you will not need to log into separate accounts. At the checkout stage, you will be asked which individual's account you would like to use the CAFC cash from.

• **When do I have to decide on what option I would like to choose?**

We understand that it can be difficult to decide what to do in this circumstance. We would, however, advise you to act as soon as you know due to the number of requests that we are likely to receive.

If you wish to claim a refund, you will have a deadline of midnight, 31st July 2020 to submit your form to our Ticket Office. After this time, if we have not heard from you across any form of correspondence, your remaining CAFC Cash will be converted into a gift voucher, which can be used across a range of products at the club. More details on this will be released in due course. Otherwise, there is no deadline for which you have to redeem against any of the other options.

• **I'm a season ticket holder, do I have access to all 9 games that are due to be played?**

2019/20 Season Ticket Holders will be given access to all 9 games through our Valley Pass Player. Season Ticket Holders will be able to use their CAFC Cash against the cost of the 9 games and will pay any excess on top of this. With each game being charged at £10, the total cost to watch all 9 games will come to £90.

Season Ticket Holders do not have to purchase all 9 games in one go. If they wish to, it is possible to purchase individual streams, using their CAFC cash to offset the cost.

2019/20 Match Ticket purchasers will only be able to purchase streams for games that are not being shown on Sky Sports. Again, they will be able to offset the cost of the stream with any CAFC cash that they have against their account. The cost for each of these individual streams will also be £10.

• **I do not have access to a computer how can I redeem my preferred option?**

Fans will be able to redeem their preferred option over the phone as well as online. Simply call our Ticket Office on 03330 14 44 44 to speak to a member of staff who will be able to assist you in choosing the option you wish to redeem. Please note that Ticket Office staff will not be able to issue refunds directly over the phone.

• **I purchased an away ticket, do I have to return this to the ticket office?**

You will not have to return any away tickets to our Ticket Office.

• **I have a seasonal Valley express pass, will I receive a refund for this?**

Like all other tickets, Seasonal Valley Express Holders have had their pro-rata return converted into CAFC Cash which is stored against their account with the club. If you wish to receive a refund for the remaining journeys, simply fill in the refund form, outlining that it is a Seasonal Valley Express pass that you are claiming for. A member of our Ticket Office will then be in contact to discuss refunding the money.

• **How will my donation be spent, if I choose this option?**

If you decide that you would like to donate your money back to Charlton Athletic, the funds will go back into operational costs, assisting the club to function in its day-to-day business. You will be able to choose this option both online and over the phone.

• **I purchased Hospitality for one of the home games behind closed doors, how do I claim a refund?**

If you wish to claim a refund for any hospitality package that has been booked, please email [sales@cafc.co.uk](mailto:sales@cafc.co.uk). On the email, please outline the package that you booked, the name of the individual that the booking is under and for which game it was for.

• **How long will I have to wait to receive my money back?**

Refunds will be processed as soon as is feasibly possible. We are expecting a high number of calls for a variety of reasons, so you may not receive a call back straight away. We will endeavour to contact you as soon as possible to process your refund, but we do ask for your patience in this matter.

• **How do I just claim my money back?**

All money that fans are owed has been converted into CAFC Cash, a digital currency that is stored against their account with the club. You can check how much CAFC cash is stored against your name by logging into your account on [booking.cafc.co.uk](http://booking.cafc.co.uk). Next to your name at the top of the screen will be a number which represents your amount of CAFC Cash.

To redeem this CAFC cash as a straight refund, you will need to fill in a form which will be submitted to our Ticket Office. From there, a member of staff will contact you to begin the process of returning the money to your account. On this form, you will need to fill out what you would like refunded and provide some basic information. Please have your FAN ID and Transaction Number ready to hand where possible. You will be able to find your FAN ID on your season ticket card or any confirmation email you have received from the club. You will also be able to find the transaction number on the confirmation email you received when you purchased the product.

Please note that as we are expecting a high number of calls for a variety of reasons, you may not receive a call back straight away. We will endeavour to contact you as soon as possible to process your refund, but we do ask for your patience in this matter.



# SEASON TICKET

## FREQUENTLY ASKED QUESTIONS

### • Why did the club decide to proceed with renewals despite the ongoing uncertainty with regards to the 2020-21 season?

The club was set to go on sale with 2020/21 season tickets following the scheduled game with Hull City on March 14<sup>th</sup>. Following the postponement of that game and the 2019/20 season, the decision was taken not to put season tickets on sale at that stage. With the 2019/20 season set to resume and with fans asking when season tickets will go on sale, the decision was taken to launch the 2020/21 season ticket campaign.

### • How does the two-stage plan work?

The two-stage, rolling season ticket allows fans to purchase their 2020/21 ticket in two stages. Fans pay half-price for their season ticket in stage one and then the remainder of the season ticket price in stage two on November 1<sup>st</sup>. If games are played behind closed doors, then the price to pay on November 1<sup>st</sup> will be recalculated based on the number of games that have been played behind closed doors.

So for example, if three games are played behind closed doors in the opening few months of the season, then on November 1<sup>st</sup>, when the second payment comes out, the price charged will factor in the cost of those three games missed on a pro-rata basis. There is a non-refundable administration fee of £20 for the two-stage rolling season ticket.

### • When can I buy my season ticket?

Season tickets will go on sale from 1:00PM on Monday, June 15<sup>th</sup> 2020. They can be purchased by phone and by post. Please visit [booking.cafc.co.uk](http://booking.cafc.co.uk) to purchase yours online.

### • 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 - Over 65 and Under 21s)
- Under 18s – £120 (£5.22 per league game)
- Under 11s – free with a full paying adult in the Family Stand

\*Please note this is early-bird pricing.

### • I can't afford to pay for a season ticket all in one go, is there an alternative option?

For the 2020/21 Season, supporters will be able to split the cost of their season ticket across two payments. The first payment will be due at the initial point of purchase, with a second payment taken in November.

Please note that the second payment in November will be automatically taken and you will not have to do anything further. If we are unable to receive the money from your chosen account in November, a member of staff will be in contact to arrange payment. No physical season ticket cards will be sent out until both payments have been received by the club.

### • How do I renew my existing season ticket seat?

The quickest and easiest way to renew your season ticket is online by visiting [booking.cafc.co.uk](http://booking.cafc.co.uk). You can login to your account and with a few clicks have your season ticket renewed. We have a number of handy how-to video guides which can be found under the Season Ticket tab. If you still require more information, please email [tickets@cafc.co.uk](mailto:tickets@cafc.co.uk) with your query.

### • How do I renew more than one season ticket in the same transaction?

Through our booking website, you can link friends and family accounts to your own, which will allow you to renew multiple season tickets in one go. You can find out how to do this by visiting our how-to guides under the Season Ticket tab on [booking.cafc.co.uk](http://booking.cafc.co.uk).

### • 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.

### • When will I receive my season ticket card?

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

### • 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.

### • 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.

### • When will I receive my loyalty points for my season ticket?

Loyalty points will be allocated before the start of the new season.

### • 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 a paper ticket printed.

### • I am a 2019/20 season ticket holder. When do I have to renew by to make sure I keep the same seat for next season?

Due to the events surrounding the 2019/20 season, Season Ticket holders will have an extended period in which they will be able to purchase their seat for the 2020/21 season. The club will release a specific date in due course.

To renew your seat at the best value, Season Ticket holders are encouraged to renew their seats before 31<sup>st</sup> July 2020. This is the end of the early-bird pricing period and after this time, new prices will take effect.

### • 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.

### • 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). We will then contact you once your account is active and you will then be able to purchase a student season ticket.