

# FREQUENTLY ASKED QUESTIONS

## 1. When will I receive my season ticket?

Our aim is to have all season ticket cards delivered **at least two weeks prior to the first home league game** of the 2023/24 season.

## 2. I am a 2022/23 season ticket holder. When do I have to renew by to make sure I keep the same seat for the next season?

You can renew your season ticket from **Friday, March 31<sup>st</sup>, 2023**. The deadline to renew and secure phase one pricing is **midnight on Friday, May 12<sup>th</sup>**. Your 2022/23 seat(s) will not be released until **Friday, June 2<sup>nd</sup>**.

## 3. 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 that 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.

## 4. 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 **03330 14 44 44**.

## 5. 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.

## 6. 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.

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## 7. 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.

## 8. 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 2023/24 season.

## 9. 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 2023/24 season ticket.

## 10. Can I upgrade to hospitality for an individual match?

Yes. You can purchase hospitality packages on a match-by-match basis from our selection of suites. Your ticket price for the game will be taken off the hospitality package price you pay.

## 11. Can I purchase additional tickets as a season ticket holder?

Yes. Please bear in mind that there might not be seats available next to your season ticket seat so please email [tickets@cafc.co.uk](mailto:tickets@cafc.co.uk) if you would like us to arrange a seat move so you can sit with your guests.

## 12. How do I apply on behalf of a junior to become a mascot?

Mascot packages can be purchased (subject to availability) online at [booking.cafc.co.uk](http://booking.cafc.co.uk) or by calling **03330 14 44 44**.

## 13. What is our Covid policy?

The club will contact season ticket holders to confirm the process in the event of home games being required to be played behind closed doors.