

# THERE'S NO PLACE LIKE **HOME**



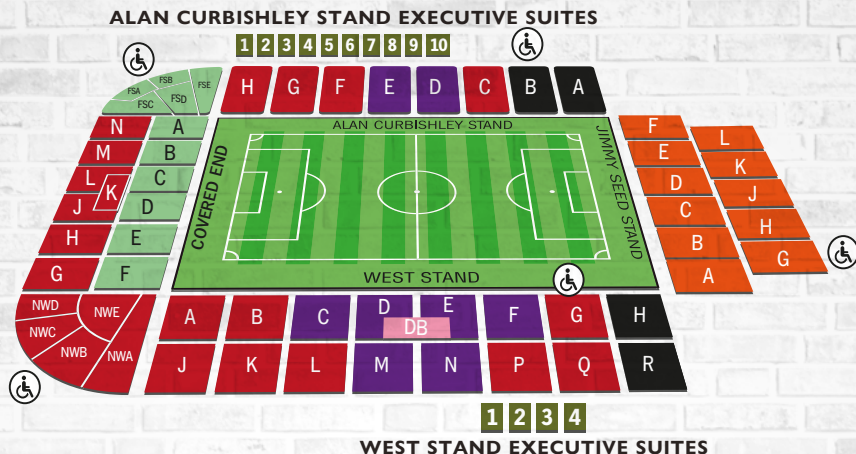
## SEASON TICKETS **2023/24**

ADULT PRICES FROM **£285**

# CONTENTS

- 02 |** Contents table
- 03 |** Season ticket pricing - phase one
- 04 |** How to renew online
- 05 |** How to buy online
- 06 |** Ways to pay
- 07 |** Spread the cost
- 08 |** How to link accounts
- 09 |** Season ticket benefits
- 10 |** Loyalty points
- 11 |** Seasonal hospitality
- 12 |** Valley Express season tickets
- 13 |** Valley Express routes
- 14 |** Women's season tickets
- 15 |** Valley Gold
- 16 |** Frequently asked questions
- 17 |** Frequently asked questions
- 18 |** Application form
- 19 |** Get in contact

# 2023/24 SEASON TICKET PRICING PHASE ONE



Zone 1   Zone 2   Zone 3/Family   Away Stand  

	Adult	Adult Disabled	Adult Wheelchair	Over 65s	Over 65s Disabled	Over 65s Wheelchair
Family	£285	£285	£285	£215	£215	£215
Zone 3	£285	£285	£285	£215	£215	£215
Zone 2	£425	£330	£330	£320	£235	£235
Zone 1	£625	£390	£390	£475	£275	£275

	Under 21s	Under 21s Disabled	Under 21s Wheelchair	Student	Under 18s	Under 11s
Family	£215	£215	£215	£190	£125	£30/ FREE*
Zone 3	£215	£215	£215	£190	£125	£60
Zone 2	£320	£235	£235	£205	£130	£60
Zone 1	£475	£275	£275	£235	£145	£60

\*Under 11s go free in the Family Stand with a full paying adult. Additional Under 11s will cost £30.

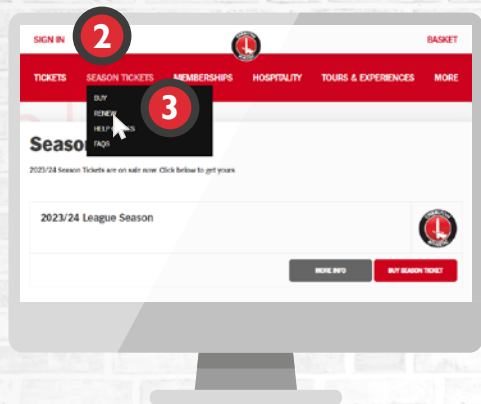
Please note that all disabled and wheelchair tickets come with a free carer ticket.

PHASE ONE PRICING ENDS AT MIDNIGHT ON FRIDAY, JUNE 2<sup>ND</sup>, 2023



# HOW TO RENEW ONLINE

The quickest and easiest way to renew your season ticket is to do so online. Firstly, you need to sign in to your account. If you haven't activated your online account before, insert your Fan ID and then click reset password. You'll then receive an email (to the email account registered to your season ticket account) containing a link to reset your password. Once this is done, sign in and begin the online renewal process.



1 Visit [booking.cafc.co.uk](https://booking.cafc.co.uk)

2 Sign in to your account.

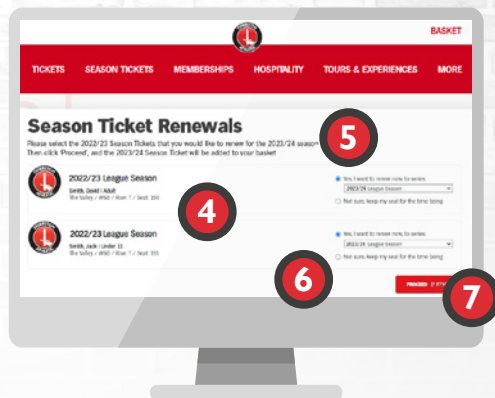
3 Once signed in, click on the season ticket tab, then 'RENEW'.

4 On the renew page your 2022/23 season ticket will be held for you.

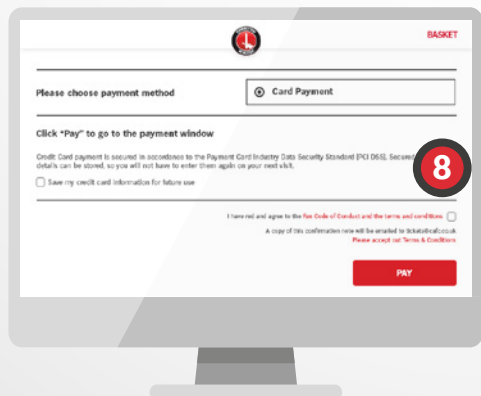
5 Select 'Yes' and this will convert into a 2023/24 season ticket.

6 Review your order.

7 Proceed to checkout.



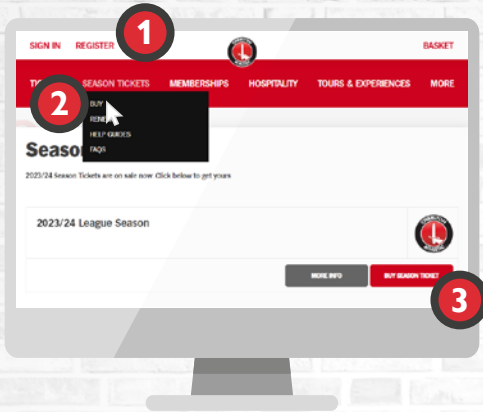
8 Agree to our T&Cs, then finally click 'PAY'.



Once payment has been taken, you'll receive a confirmation email and your renewal is complete ahead of the 2023/24 season.

# HOW TO BUY ONLINE

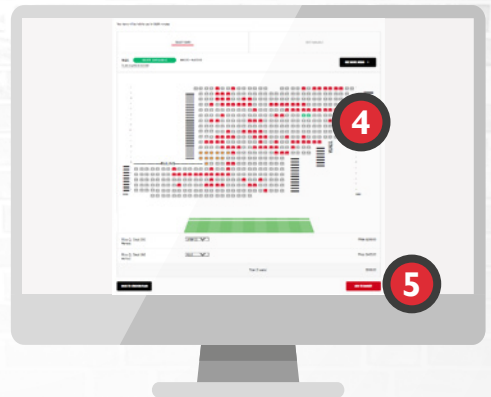
If you're not currently a season ticket holder and are interested in being here week in, week out to get behind the team at The Valley, please see below for some information to help you buy a season ticket online. Don't forget, if you'd prefer to speak to us about seat availability and purchase over the phone, you can call us on **03330 14 44 44**.



**1** Login to your account or register if you don't yet have an account.

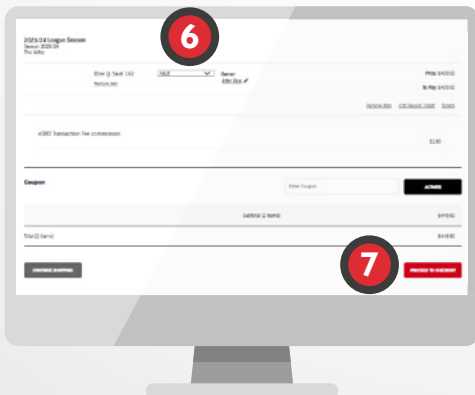
**2** Once logged in, click on the season ticket tab, then **'BUY'**.

**3** Select **'2023/24 League Season'** and click **'BUY SEASON TICKET'**.



**4** Select the stand, block, row and seat you would like.

**5** Select the basket to review your order.



**6** You can change your price class here.

**7** Proceed to checkout.

**8** Agree to our T&Cs, then finally click **'PAY'**.

Once payment has been taken, you'll receive a confirmation email of your booking, and you're done!

# WAYS TO PAY

Don't forget, renew your season ticket(s) before **midnight** on **Friday, May 12<sup>th</sup>** to secure phase one pricing.



## ONLINE

Visit **booking.cafc.co.uk**



## TELEPHONE

Call **03330 14 44 44**

Lines are open: 11am – 5pm (Monday – Friday)



## IN PERSON

Our **Ticket Office** is open from  
11am – 5pm (Monday – Friday)



## POST

Please complete the enclosed form and  
send it back to us at:

**Ticket Office, The Valley,  
Floyd Road, London, SE7 8BL**

# SPREAD THE COST

Did you know you have the option to spread the cost of your season ticket, using a four or 10 month payment plan with V12 Finance?

Please see below for two working examples showing how much you would pay each month over a four or 10 month period (the admin fee is added to the first monthly payment).

## Four Month Instalment Plan with V12 Finance

This example is based on a 2023/24 Adult Season Ticket in Zone 3 (E.g. Block D in the Covered End)

ST Price	Admin Fee	First Instalment	Instalments 2, 3 & 4	Total Repayable	Interest	APR Representative
£285	£27	£98.25 (inc. Admin Fee)	£71.25	£312	£0	58.43%

## 10 Month Instalment Plan with V12 Finance

This example is based on a 2023/24 Adult Season Ticket in Zone 3 (E.g. Block D in the Covered End)

ST Price	Admin Fee	First Instalment	Instalments 2 - 10	Total Repayable	Interest	APR Representative
£285	£40	£68.50 (inc. Admin Fee)	£28.50	£325	£0	38.40%

If this is of interest to you, simply add your season ticket(s) to your basket and then select 'Finance' (four or 10 month option) in the payment drop-down. You'll then be taken to V12's site where you can apply for your desired payment plan (and then sign digitally). You'll then be directed back to our site where you can complete your renewal/purchase.

Charlton Athletic Football Company Limited acts as an Introducer Appointed Representative, registration number no. 947724 and will introduce you to V12 Retail Finance Limited to complete your application for finance. Subject to status and affordability. Terms and conditions apply.

Charlton Athletic Football Company Limited, registration number 01788466, The Valley, Floyd Road, Charlton, SE7 8BL.

### To apply you'll need to provide:

- 3 years' address history
- Employment and income information
- Your bank account number and sort code



# HOW TO LINK ACCOUNTS

If you would like to be able to renew/pay for season tickets on behalf of other supporters, you'll need to ensure that the accounts you want to pay for are linked on our system. Linking accounts is also required for ticket applications where you want to sit with other supporters in your group e.g. at away games. Please see below for some steps to help explain how you can link your account with other supporters.



1 Login to your account.

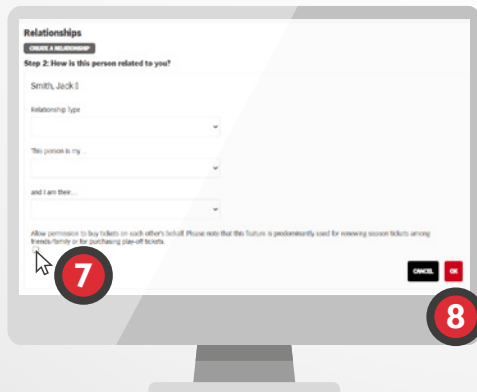
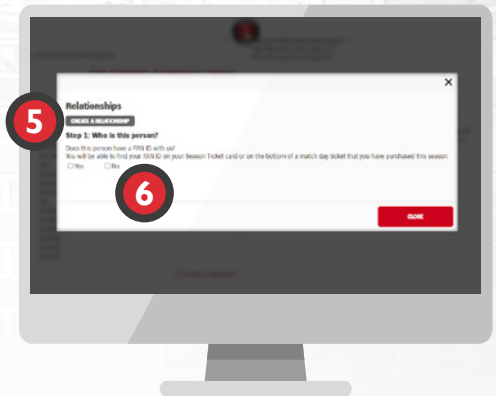
2 Click on your name in the top-left corner.

3 Click on 'Personal details'.

4 Click on 'Manage my relationships'.

5 Click on 'Create a relationship' tab.

6 Follow the steps to link your family or friends.



7 To purchase your friend's or family's ticket(s), you will need to tick the box for permission.

8 Click 'OK' and you will be linked together, ready to renew or purchase a season/match ticket.



# BENEFITS

Your season ticket also entitles you to a range of exclusive benefits including:



**10% off your ticket on any Valley Away coach service trip**  
(Please note, this discount applies on one ticket per journey only)



**Season ticket holders receive priority access on home cup matches and any potential home play-off match**



**Loyalty points – receiving loyalty points benefits you when attempting to purchase away tickets and cup tickets**



**Be entered into a prize draw to have a tour of the training ground**



**Get a free ticket to all U21s games at The Valley**



**Get a free ticket to three women's 2023/24 league games**



**Discounted ticket to any men's pre-season friendly match at The Valley**



**Hospitality discounts (to be revealed throughout the season)**



**£15 repayment when you join Valley Gold**



**15% off CACT football sessions**

# LOYALTY POINTS

The club operates a loyalty points scheme for fans purchasing both match and season tickets. Loyalty points reward Charlton fans for their support by providing them with ticket priority for away and cup matches.

Every time a fan purchases a ticket for a Charlton game, both home and away, they will earn loyalty points, providing they have assigned the tickets in advance using their Fan ID.

Please note, during the 2023/24 season, a supporters' loyalty points total will only consist of those accrued during the 2022/23 and 2023/24 seasons.

The below table explains how many loyalty points fans will earn for each match they attend if the tickets are registered to their Fan IDs.

Please note, as a season ticket holder you will not receive extra loyalty points for any additional home league tickets assigned to you as you have already received your full allocation of 230 points for home league fixtures.

<b>Season Ticket</b>	<b>230 Points</b>
<b>Half-Season Ticket</b>	<b>110 Points*</b>
<b>Home League Match</b> <i>(Match ticket)</i>	<b>10 Points</b>
<b>Home League Match</b> <i>(Match ticket purchased on a matchday prior to one hour before kick-off)</i>	<b>5 Points</b>
<b>Home Cup Match</b>	<b>5 Points</b>
<b>Away League Match</b>	<b>10 Points</b>
<b>Away Cup Match</b>	<b>5 Points</b>

*\*Dependent on how many games are included in the half-season ticket.  
You will accumulate 10 loyalty points for each game that your half-season ticket covers.*



PREMIUM SEATING  
ULTIMATE COMFORT  
LASTING MEMORIES

# ENJOY HOSPITALITY AT CHARLTON ATHLETIC

SEASONAL HOSPITALITY 2023/24  
**ON SALE NOW**



[BOOKING.CAFC.CO.UK](https://BOOKING.CAFC.CO.UK)



[SALES@CAFC.CO.UK](mailto:SALES@CAFC.CO.UK)



0208 333 4050





# TRAVEL WITH CHARLTON ATHLETIC



## VALLEY EXPRESS SEASON TICKETS 2023/24 ON SALE NOW

DOZENS OF PICK-UP POINTS ACROSS KENT AND SUSSEX

THIS SERVICE IS AVAILABLE FOR ALL HOME LEAGUE GAMES



[BOOKING.CAFC.CO.UK](https://BOOKING.CAFC.CO.UK)



[TICKETS@CAFC.CO.UK](mailto:TICKETS@CAFC.CO.UK)

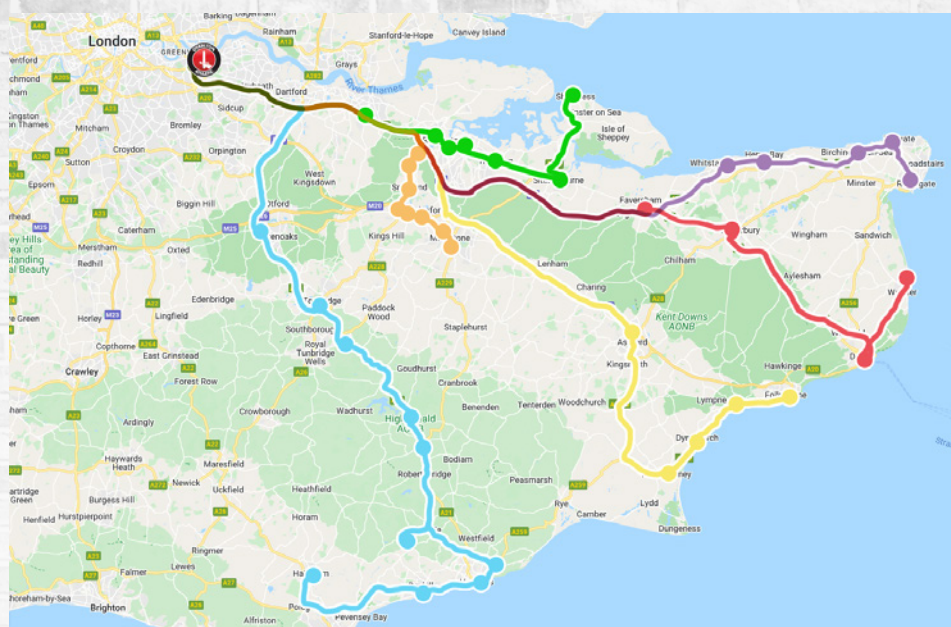


03330 14 44 44



# VALLEY EXPRESS ROUTES

Avoid the hassle of public transport, sit back and relax as you get taken to and from the home of Charlton Athletic for all of our home league matches. Take a look at all of our routes below and find the one which suits you!



## ROUTE 1

<b>DEAL</b>	CT14 6EY
<b>DOVER</b>	CT16 1LL
<b>CANTERBURY</b>	CT2 8JY
<b>FAVERSHAM</b>	ME13 8NG

## ROUTE 2

<b>SHEERNESS</b>	ME12 1HL
<b>SITTINGBOURNE</b>	ME10 3ED
<b>RAINHAM</b>	ME8 7JJ
<b>GILLINGHAM</b>	ME7 4LN
<b>CHATHAM</b>	ME4 6PS
<b>STROOD</b>	ME2 2AB
<b>GRAVESEND</b>	DA11 8AB

## ROUTE 3

<b>HAILSHAM</b>	BN27 1DL
<b>BEXHILL</b>	TN39 3JR
<b>HASTINGS</b>	TN34 3AA
<b>ORE</b>	TN34 2AA
<b>BATTLE</b>	TN33 0AE
<b>HURST GREEN</b>	TN19 7PN
<b>FLIMWELL</b>	TN5 7PJ
<b>PEMBURY</b>	TN2 4PH
<b>TONBRIDGE</b>	TN9 2BD
<b>BESSELS GREEN</b>	TN13 2QA

## ROUTE 4

<b>RAMSGATE</b>	CT11 7RE
<b>MARGATE</b>	CT9 5AD
<b>BIRCHINGTON</b>	CT7 9AE
<b>HERNE BAY</b>	CT6 5TS
<b>WHITSTABLE</b>	CT5 3QZ

## ROUTE 5

<b>FOLKESTONE</b>	CT20 1AZ
<b>HYPH</b>	CT21 6LB
<b>DYMCHURCH</b>	TN29 0NL
<b>NEW ROMNEY</b>	TN28 8AZ
<b>ASHFORD</b>	TN24 8XH

## ROUTE 6

<b>MAIDSTONE 1</b>	ME15 6TX
<b>MAIDSTONE 2</b>	ME16 0DT
<b>DITTON</b>	ME20 7QB
<b>LARKFIELD</b>	ME20 6QQ
<b>LEYBOURNE</b>	ME19 5HE
<b>SNODLAND</b>	ME6 5NL
<b>HALLING</b>	ME2 1AP
<b>CUXTON</b>	ME2 1AA

Valley Express is available seasonally or on a match-by-match basis and the routes shown are correct at the time of writing, but are subject to change.

Please check our website for the most up-to-date information on our Valley Express service, visit [charltonafc.com/valley-express](http://charltonafc.com/valley-express)



WE'RE JUST GETTING STARTED...

# OUR TIME IS NOW

WOMEN'S  
SEASON TICKETS 2023/24  
ON SALE NOW



[BOOKING.CAFC.CO.UK](https://BOOKING.CAFC.CO.UK)



[TICKETS@CAFC.CO.UK](mailto:TICKETS@CAFC.CO.UK)



03330 14 44 44



JOIN TODAY

# VALLEY GOLD



CHANCE TO WIN A MATCHDAY  
IN THE VALLEY GOLD  
EXECUTIVE BOX

CHANCE TO TAKE PART IN THE  
HALF-TIME CROSSBAR  
CHALLENGE

MONEY OFF IN THE CLUB SHOP

12 DAYS OF CHIRSTMAS  
GRAND DRAW

MONETARY PRIZES AT ALL  
HOME LEAGUE GAMES

...AND MUCH, MUCH MORE!



[valleygold.org.uk](http://valleygold.org.uk)



0208 244 7771



@ValleyGold



ValleyGold

# 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, June 2<sup>nd</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.



# FREQUENTLY ASKED QUESTIONS

## 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** 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**. 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** 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** 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.



# 2023/24 APPLICATION FORM

For Season Ticket T&Cs please visit [www.cafc.co.uk](http://www.cafc.co.uk)

## YOUR DETAILS

FAN ID:

DATE OF BIRTH:

TITLE:

FIRST NAME:

SURNAME:

ADDRESS:

DAYTIME TEL NO:

HOME TEL NO:

MOBILE NO:

EMAIL ADDRESS:

PLEASE TICK APPROPRIATE BOX:

ADULT ☐ OVER 65 ☐ UNDER 21 ☐

UNDER 18 ☐ OVER 11 ☐ STUDENT ☐

AMBULANT DISABLED ☐ CARER ☐

WHEELCHAIR DISABLED ☐

ZONE:

STAND & BLOCK:

ROW:

SEAT:

## PAYMENT DETAILS

PLEASE TICK: ☐ CHEQUE (PAYABLE TO CAFCLTD)

OR PLEASE DEBIT MY: ☐ VISA ☐ MASTERCARD

Please note that we cannot accept payment by either American Express or Visa Electron

CARD NUMBER:

EXPIRY DATE:

ISSUE NO:

SECURITY CODE:

IF THE CARDHOLDER IS SOMEONE OTHER THAN THE APPLICANT PLEASE PROVIDE THAT PERSON'S DETAILS BELOW:

NAME ON CARD:

ADDRESS:

POSTCODE:

SIGNED:

DATE:

## ADDITIONAL OPTIONS

☐ VALLEY EXPRESS £230 ☐ CAR PARK £690 ☐ VALLEY GOLD DISCOUNT -£15

TOTAL: £ VALLEY GOLD NO:

Please check [cafc.co.uk](http://cafc.co.uk) for updates to this price for the period after May 12<sup>th</sup>.

DESIRED VALLEY EXPRESS PICK-UP POINT:

WOULD YOU LIKE TO RECEIVE MARKETING MESSAGES AND INFORMATION FROM CHARLTON ATHLETIC?

☐ YES

☐ NO

PRINT THIS PAGE OUT

# GET IN CONTACT



## ONLINE

Visit **booking.cafc.co.uk**



## TELEPHONE

Call **03330 14 44 44**

Lines are open: 11am – 5pm (Monday – Friday)



## IN PERSON

Our **Ticket Office** is open from  
11am – 5pm (Monday – Friday)



## POST

Please complete the enclosed form and  
send it back to us at:

**Ticket Office, The Valley,  
Floyd Road, London, SE7 8BL**