

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 2026/27 season.

2. I AM A 2025/26 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 6th, 2026**.

The deadline to renew and secure phase one pricing is **11.59pm on Tuesday, April 28th, 2026**.

Your 2025/26 seat(s) will not be released until **Friday, June 5th, 2026**.

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 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 provide email confirmation from your school/college/university that you are in full-time education for the entirety of the 2026/27 season to tickets@cafc.co.uk.

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 2026/27 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 'BEHIND CLOSED DOORS' 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.

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14. WILL VALLEY EXPRESS CONTINUE NEXT SEASON?

The popular Valley Express service will continue, operating on similar routes and pricing to this season at a minimum.

The club are working with supporters to explore potential improvements, meaning Valley Express season tickets will go on sale in due course.

15. HOW WILL LOYALTY POINTS WORK NEXT SEASON?

Supporters who purchase a season ticket before 11.59pm on Friday, June 5th will receive additional loyalty points ahead of the 2026/27 campaign. The club is currently reviewing the loyalty points scheme, with the exact additional loyalty points season-ticket holders will receive to be confirmed in due course.

16. ARE THERE ANY BENEFITS FOR VALLEY GOLD MEMBERS?

In previous seasons, those with Valley Gold subscriptions have enjoyed a small discount on season tickets. Alongside the Charlton Advisory Board and the Valley Gold committee, we are engaging in a review of potential future membership scheme formats, including how Valley Gold – a much-loved and historic part of the Charlton Athletic family which provides excellent opportunities for our academy including in recent years numerous tours abroad and new academy mini-busses – might develop.

The programme will launch before the start of the 2026/27 season and include within it a rebate for season-ticket holders at least equal to previous discount levels.

17. WHY HAS THE ZONE MY SEAT IS IN CHANGED?

Based on the fan feedback and information coming from the supporter's survey, improvements have been made to the seating plan and pricing structure:

- Zone 1 seating removed from the Alan Curbishley Stand
- New zone introduced in the West Stand. Supporters in the newly created West Stand zone can renew at Zone 3 pricing for 2026/27, before moving to Zone 2 pricing in 2027/28

The changes reduce the sharp pricing differences between neighbouring seats across the stadium.

18. SEAT RELOCATIONS

A small number of West Stand Upper and Lower season-ticket holders will need to relocate due to summer stadium enhancements. Affected supporters have been contacted.

For queries, please email fans@cafc.co.uk.