

2022/23 SEASON MEMBERSHIPS - FREQUENTLY ASKED QUESTIONS

GENERAL

When can I renew my Season Membership?

Season Membership will be available to 2021/22 Season Members from the Wednesday, May 11, at 10am. All the remaining sales dates and prices can be found via our website.

Which games are included in the 2022/23 Season Membership?

Your Season Membership will include all home friendlies, United Rugby Championship and European pool stage fixtures. Any knockout fixtures are not included though you will have first refusal on your seat.

Also included in your membership are all home Cardiff RFC league fixtures (Cup games are not included) and Cardiff Rugby age-grade fixtures.

When will the 2022/23 Season start?

The season is expected to start in September 2022. We will confirm the exact dates along with dates of fixtures as soon as there are announced by the URC.

What are the benefits of a 2022/23 Season Membership?

With a 2022/23 Season Membership supporters will receive:

- Access to all regular season Cardiff Rugby home matches
- Access to all regular season Cardiff RFC home matches
- First access to any knockout fixtures
- Opportunities in the season to 'Bring a friend'
- Discount on additional match tickets
- Discount on hospitality upgrades
- Access to International Ticket Ballot
- Retail discount
- Cardiff Rugby partner benefit and discounts
- Exclusive Season Member events and offers.

What is Community Foundation Donation?

Cardiff Rugby Community Foundation are the charitable, not for profit community arm of Cardiff Rugby.

Covering five unitary authorities, 16 community first cluster areas, 76 community clubs, 61 secondary schools and 320 primary schools.

You can now donate £1 to Cardiff Rugby Community Foundation by opting to donate at the point of purchase.

RENEWING YOUR SEASON MEMBERSHIP

How do I renew my Season Membership?

Online is the quickest and easiest way to renew your Season Membership. To renew please follow the steps below.

STEP 1 - Log in into your e-ticketing account using your email address and password via <https://www.eticketing.co.uk/cardiffrugby/>

STEP 2 - Click on the notification in your inbox and add to basket.

STEP 3 - Proceed with payment - the same seat you had in 2021/22 will be secured.

Should you wish to upgrade or relocate after purchasing please email ticket.office@cardiffrugby.wales and we will process your request during general sale window.

Can I relocate or upgrade my current membership?

Subject to availability, we will do everything we can to accommodate relocation and upgrades during the general sale window.

Please email ticket.office@cardiffrugby.wales with your requirements.

What age category do I fall into?

Below will identify the category you will fall into.

Adults - Members aged 26-64

Seniors - Members aged 65+

Young Adult - Members aged 16-25

Juniors - Members aged 15 and under

Please note: Junior Memberships will require a full paying adult to attend.

When will the Super Early and Early Bird end?

Wednesday, May 11 - Super Early Bird open to all 2021/22 Season Members.

Monday, May 23 - Early Bird open to Season Members and General Public

Thursday, June 30 - General Sale - Please note any seats that have not been renewed will be released.

Can I spread my payments using finance?

Yes. Season Members will have the option to spread the cost of their Season Membership(s) over 6 months via V12 Finance.

I have credit on my account, what happens now?

Should you have credit on your account you can choose to use this credit to purchase a 2022/23 Season Membership. Alternatively, you can leave the credit in your account to use towards future events.

Please note: Any credit remaining on your account will expire 01/01/2023

Where can I view my credit?

You can view your credit by following the steps below:

Log-in to your E-Ticketing account <https://www.eticketing.co.uk/cardiffrugby/>

Once you have signed into your account, your balance will be displayed in the notification panel and can also be found under the 'My Account' menu.

How do I use my credit?

To use your credit, add your membership to the basket and then proceed to checkout. At the payment method stage, your credit will be shown. Select "Use Credit" and enter the amount you wish to use, then click "Apply Credit". At this stage you can still edit the

amount you wish to use by clicking “Edit Amount”. When you are happy with the amount of credit you have selected, you can complete your order. If there is still a balance to be paid you will be asked to pay the remainder by debit/credit card.

Do I have to use all my credit at the same time?

No, you can select the amount you wish to use and can leave the remaining credit in your account to use towards future events.

Please note: Any credit remaining on your account will expire 01/01/2023

Can I renew more than one membership?

Yes, you will be able to renew or purchase Season Memberships of friends/family by linking your accounts together via e-ticketing.

Once logged in online you will need to click on ‘My Account’ this will take you to a new screen where you will see on the right-hand side a link named ‘My Network’ once in this you will need to ‘Search For Existing Users’ enter the account number you are wanting to link along with their surname and click ‘Search’

After locating the account, click select to add them to your network.

How can I pay?

Online is the quickest and easiest way to renew your Season Membership and pay via debit or credit card.

Alternatively, you can either opt to apply to pay via our finance scheme or contact our ticket office on 02920 302030

Can I get a refund if I cancel my membership?

Season Memberships are non-refundable so there will be no refunds on Memberships should you choose to cancel.

Please read and accept Terms and Conditions that can be found via Ticketing Information <https://www.eticketing.co.uk/cardiffrugby/Common/CustomPage/Index/5>

Can I purchase additional memberships?

Yes, you will be able to purchase additional Season Membership subject to availability from the general sale period starting Monday 23rd May.

When will I receive my membership card?

If you are renewing your Season Membership our current 2021/22 Season Membership card will remain valid for the 2022/23 Season.

If you have lost your Season Membership card or discarded and require a new card, please email ticket.office@cardiffrugby.wales to request a new one.

New Membership cards will be sent before our first home competitive fixture.