



## 2021/22 SEASON MEMBERSHIPS - FREQUENTLY ASKED QUESTIONS

### GENERAL

#### When can I renew my Season Membership?

Season Membership will be available to Priority Members from the 12<sup>th</sup> May at 12pm and to 2019/20 Season Members from the 13<sup>th</sup> May at 12pm. All the remaining sales dates and prices can be found via our website.

#### Which games are included in the 2021/22 Season Membership?

Your Season Membership will include all home domestic league fixtures along with all home European pool games.

Any knockout fixtures are not included though you will have first refusal on your seat.

#### When will the 2021/22 Season start?

The season is expected to start in September 2021. We will confirm the exact dates along with dates of fixtures as soon as there are announced by the league organisation.

#### What are the benefits of a 2021/22 Season Membership?

With a 2021/22 Season Membership supporters will receive:

- Access to International Ticket Ballot
- Retail Discount
- Cardiff Rugby partner benefit and discounts
- Exclusive digital events and content
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#### 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.

#### Cardiff Athletic Club

For only £55 you can renew or add CAC membership onto your Season Membership package & benefit from the following:

Access to Cardiff Arms Park Club House on Cardiff Rugby, CRFC and International home fixtures.

Discounted drink prices

Discounted room hire at Cardiff Arms Park

### 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/cardiffblues/>

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

STEP 3 - Proceed with payment - the same seat you had in 2019/20 will be secured.

Should you wish to upgrade or relocate after purchasing please email [ticketoffice@cardiffblues.com](mailto:ticketoffice@cardiffblues.com) 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@cardiffblues.com](mailto:ticket.office@cardiffblues.com) with your requirements.

### **What age category do I fall into?**

There has been a change to categories this year following research and feedback, 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:** If you had purchased a senior membership in 2019/20 season and are between the ages of 60 and 65 the club will honor your category and will continue to receive a senior discount.

### **When will the Super Early and Early Bird end?**

This year to reward Priority Members and 2019/20 Season Members we have introduced a new sales window. Below you will find the roadmap to our sales window.

Wednesday 12<sup>th</sup> May - Super Early Bird open to all Priority Members.

Thursday 13<sup>th</sup> May - Super Early Bird open to all Priority Members and 2019/20 Season Members

Tuesday 1<sup>st</sup> June - Early Bird open to all Priority Members and 2019/20 Season Members and public.

Thursday 1<sup>st</sup> July - 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 selected to have credit on my 2019/20 Season Membership, what happens now?**

If you chose the option of credit and have not used this against a Priority Membership, this amount is in your account and you can choose to use this credit to purchase a 2021/22 Season Membership. Alternatively, you can leave the credit in your account to use towards future events.

### **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/cardiffblues/>

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.

**I purchased a Priority Membership do I receive any form of discount?**

As one of the benefits listed with purchasing a Priority Memberships a discount or value would be added when a full Season Membership becomes available. These amounts will be credited to your account and can be used following the steps above.

Priority Members £30

Junior Priority Members £15

**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 send a cheque.

**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 note: If we are unable to welcome Season Members due to COVID-19 restrictions credit will be offered to Season Members. Please read and accept our COVID-19 Terms and Conditions that can be found via Ticketing Information <https://www.eticketing.co.uk/cardiffblues/>

**Can I purchase additional memberships?**

Yes, you will be able to purchase additional Season Membership subject to availability from the general sale period starting Thursday 1<sup>st</sup> July.

**When will I receive my membership card?**

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

If you have lost your Season Membership card though the season and require a new, a £10 charge will be required to cover the cost.

**COVID-19 INFORMATION**

Our main aim is to welcome all Season Members back at Cardiff Arms Park for the 2021/22 Season.

We can appreciate some supporters may have doubts and may be hesitant to renew their Season Memberships due to a risk of the ongoing restrictions in place by the Welsh Government around coronavirus.

We can assure all Season Members can buy with confidence, in the knowledge that they will receive credit for any fixture they are unable to attend due to COVID-19 restrictions which can be used for future memberships or have the option to withdraw their credit at the end of the season.

## **RENEW WITH CONFIDENCE**

### **What is Cardiff Rugby doing to the Arms Park for safe return?**

Your safety is our absolute priority, relevant measures will be in place to ensure the health and welfare of all spectators when at Cardiff Arms Park. These measures will be subject to guidance by Welsh Government and Public Health Wales. Due to the ever-changing landscape further information will be provided closer to the fixtures.

### **What happens if games are postponed?**

If games are postponed, your season membership remains valid for the re-arranged date.

### **What happens if games are cancelled?**

Should any Domestic League or European Rugby be cancelled due to COVID-19 Season Members will receive a credit as detailed above.

### **What happens to games being played behind closed doors?**

If the Welsh Government suspends crowds from sporting events due to COVID-19 Season Members will receive credit on a month-by-month basis for any behind closed doors fixtures.

### **What happens if games are played with restricted crowd numbers?**

(1) In the circumstance where social distancing must be observed, and capacity is greater than Season Memberships sold all seats will be allocated by the club in accordance with social distancing and Government Guidelines. As such it will not be possible to reserve your regular seats.

(2) Should crowd capacity be reduced Season Members will be entered into a ballot as set out in clause 12(b) of COVID-19 Terms and Conditions. After the ballot is drawn, Season Members will be notified via the club.

Members who are unsuccessful in a ticket ballot will receive credit.

**Please note:** Season Members who are successful via a ticket ballot and decide not to attend shall not be entitled to any form of compensation/or refund.

## **FURTHER COVID-19 INFORMATION**

Please note, all information included is based on no COVID-19 restrictions in place. If COVID-19 restrictions must be adhered to, some of this information is subject to change.

In the circumstance where social distancing must be observed, Season Members are not guaranteed their seat they have purchased.

If due to COVID-19 restrictions we are unable to admit a Season Member to any given match which was originally included as part of the Season Membership, we will credit your account.

Should you have any further questions relating to COVID-19 please email [ticket.office@cardiffblues.com](mailto:ticket.office@cardiffblues.com)