

# **GENERAL**

## **What is the cost of a Premier League package/Season Ticket for 2023/24?**

Prices can be seen on the grid on our website

## **What booking/processing fees apply?**

There will be the usual Ticketmaster processing fee of £2

There is normally a £6 booking fee, but this has been waived during the Early Bird period.

## **Will JSB Memberships be available this season?**

Yes they will be. These will be priced at £50 for the 2023/24 campaign. They are included with Season Tickets for Under 14s, while they will also be available separately shortly.

## **Will I receive a new Season Ticket card?**

Yes, all fans will receive a new Season Ticket card. This will include all of your seating details, plus clearly displaying your Price Zone and Age Category.

However, no Season Ticket will be required or issued for supporters aged Under 3.

## **How can I buy for family and friends?**

Ensure that they are linked in your network when purchasing online – details can be seen here: <https://www.eticketing.co.uk/ccfc/Common/CustomPage/Index/3>

## **I need help when buying online – what should I do?**

Please visit our online ticketing guide here:

<https://www.eticketing.co.uk/ccfc/Common/CustomPage/Index/3>

For any additional queries when purchasing, please call 0333 321 31 34 (Mon-Fri, 9am-5pm) or complete this contact form: [https://tms-coventry.zendesk.com/hc/en-gb/requests/new?ticket\\_form\\_id=1900000514614](https://tms-coventry.zendesk.com/hc/en-gb/requests/new?ticket_form_id=1900000514614)

# **SEATING PLAN**

## **Are there any Zone changes?**

Yes – a Premium Zone will be located in Blocks 19, 20 and 21.

Family Zone packages will be available for Blocks 31, 32, 33 and 34.

Block A will become a corporate area, with package information confirmed shortly.

Block 31 will no longer be a social distancing block.

Seats in the rear half of Block 25 will now be available for Season Tickets.

Season Tickets will initially be unavailable in the central blocks in the North Stand, with these opening subject to demand.

## **2022/23 SEASON TICKET HOLDERS**

### **Will my seat be reserved?**

Yes – for Season Ticket holders from the 2022/23 campaign

### **How long will seats be reserved for?**

This will be confirmed once Standard, Family Zone and Premium Zone Season Tickets go on sale.

### **I had a Half Season Ticket – will my seat still be reserved?**

Yes it will be.

## **PAYMENT**

### **Can we pay via finance/direct debit?**

Yes, you will be able to pay using the V12 Finance option – this will show as a payment option.

### **I want to pay by cash/cheque – can I do that?**

The Ticket Office is cashless.

## **DISABLED SUPPORTERS**

### **How can I purchase?**

Disabled fans can buy online or at the Ticket Office at the Coventry Building Society Arena.

### **Do I need to provide new proof of disability?**

Yes – either in person at the Ticket Office, or by e-mailing [ticketoffice@ccfc.co.uk](mailto:ticketoffice@ccfc.co.uk)

### **Can the Carer attend without the disabled supporter?**

No, the ticket is provided specifically for the Carer/Personal Assistant for Disabled Supporters – therefore they cannot attend games without the Disabled Supporter.

### **Who do I contact for help?**

If you are a disabled supporter who needs help/advice when purchasing, please contact [ticketoffice@ccfc.co.uk](mailto:ticketoffice@ccfc.co.uk)

## **CONCESSIONS AND AGE GROUPS**

### **Which Concessions apply?**

Concession prices will now apply to fans aged 65 and over, as well as Armed Forces, Students and young adults (Under 21s)

### **Do I need to provide proof?**

When purchasing in person or online, proof of qualification for a Concession ticket may be requested at the point of purchase or a later date.

### **What date are Concessions based on?**

All Concessions and Junior Season Tickets are based on Supporter age as of 31<sup>st</sup> August 2023.

### **What is the Senior Concession age?**

This is now for fans aged 65 and over.

### **What changes are there to JSB ages?**

JSBs are now for Under 14s only – the age group now corresponds with the age which children must be accompanied by an adult, as per the ground regulations.

All Under 14s must be accompanied by a paying Adult/Concession – this being sat directly next to them, not in a different part of the stadium.

Fans aged 14 or over as of 31<sup>st</sup> August are no longer eligible to be Junior Sky Blues.

## **WHERE TO BUY:**

### **Where do I buy from?**

Season Tickets are available online at [eticketing.co.uk/CCFC](http://eticketing.co.uk/CCFC)

You can also purchase at the Ticket Office during regular opening hours – please note that Season Tickets will not be available to buy on home matchdays.

# **MATCHDAY ARRANGEMENTS:**

Details regarding matchday arrangements (e.g. parking etc) and other plans will be confirmed and communicated at a later date – please do not get in touch with questions at this stage.

# **PREMIER LEAGUE PACKAGE:**

## **How long is the price held until for Premier League Package holders?**

The Premier League price will be held for 5 years – or until the Sky Blues reach the Premier League... whichever one comes first.

## **When would I receive a free Season Ticket?**

You would receive a free Season Ticket for the Sky Blues first season in the Premier League, if this happens during the 5 year period.

## **What would happen after that first season?**

Premier League package holders would return to the normal pricing structure like everyone else.

## **Do I need to keep buying?**

Yes - Supporters must renew for all 5 seasons for their price to be frozen and for them to be eligible for a free Premier League Season Ticket in the first year of the Sky Blues being in the Premier League – if they do not keep renewing, they will no longer be eligible.

## **Is there a Concession/Junior price?**

The Premier League package price is the same for all supporters – there is no discount for any Concessions or Juniors/JSBs.

# **FAMILY ZONE PACKAGE:**

## **Where can I sit with this package?**

Seats purchased in this package must be located in the Family Zone blocks –32, 33 and 34.

## **What ticket combinations apply?**

An Adult/Concession aged over 18 must purchase a Season Ticket alongside at least 1 Junior Season Ticket. One additional Junior Season Ticket may be purchased and One additional Adult Season Ticket may be purchased.

**What other restrictions apply?**

Under 14 Season Tickets cannot be purchased online without an adult/concession

There is a ratio 1 adult per 3 juniors – fans wishing to purchase more than this must visit the Ticket Office should this be max of 2 juniors per 1 adult?

**Is proof of age required?**

Yes - proof of age is required for JSB's

If the dates of birth do not match the price paid, supporters will be contacted to pay the difference – Season Cards will be blocked until this is done.

## **GENERAL INFORMATION:**

- Please ensure your Date of Birth is correct when purchasing. Fans knowingly purchasing or seeking access to games with the incorrect age category will be subject to action, including club bans
- Fans who buy any 23/24 Season Ticket will receive 230 points in the Priority Point Scheme
- Maximum of 2 Junior Sky Blue Under 14s per adult/concession across all areas within Family Zone, Premium Zone and Standard Zone pricing.

## **FURTHER QUERIES or QUERIES WHEN BUYING**

For any additional queries or queries when purchasing, please call 0333 321 31 34 (Mon-Fri, 9am-5pm), complete this form: [https://tms-coventry.zendesk.com/hc/en-gb/requests/new?ticket\\_form\\_id=1900000514614](https://tms-coventry.zendesk.com/hc/en-gb/requests/new?ticket_form_id=1900000514614) or contact [TicketOffice@ccfc.co.uk](mailto:TicketOffice@ccfc.co.uk)

Please do not contact the Club via social media regarding individual ticket queries.

Due to high demand, responses may be slower when contacting the Club at this time.