

## **Coventry City Football Club – Ricoh Return Membership FAQs:**

### **General:**

#### **What is the total cost of a Membership?**

The total cost of a Membership, without Season Ticket, for an Adult is £210.

#### **What is the total cost of a Membership with Season Ticket/Seat?**

The total cost for Adults is £210 for your Membership, plus £89 for the Season Ticket/Seat – so a total of £299. This is the same as a Standard Zone Season Ticket was in our last season at the Ricoh Arena.

You pay no more money on top of this for your Season Ticket or for access to games.

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

There will be the usual Ticketmaster processing fee of £2, but the £6 booking fee will not apply for Ricoh Return Memberships.

#### **Who receives booking priority?**

2018/19 Season Ticket holders, 2019/20 Season Ticket holders and 2020/21 Championship Club Members will receive priority access to purchase.

The priority window opens on Thursday 18<sup>th</sup> March at 9am and will be open for over 2 weeks, until Friday 2<sup>nd</sup> April at 9am.

From Friday 2<sup>nd</sup> April at 9am, the Ricoh Return Membership will be on General Sale.

#### **What is the capacity of the Ricoh Return Membership?**

The Ricoh Return Membership will be initially limited to 8000 – this is 25% of the Ricoh Arena capacity. While the Prime Minister previously indicated all COVID restrictions would end on 21<sup>st</sup> June in his roadmap, further conversations with the EFL, following their dialogue with Government, have indicated that this may not be the case. Therefore, the Club will take a cautious approach and sell initially to this limit until the situation is made clearer by the Prime Minister and the Government and we can hopefully plan to welcome back more supporters.

#### **Will other areas be opened to purchase in?**

Currently only the areas indicated on the stadium plan are available. The North Stand will remain closed initially for Season Ticket sales, but this will be under review subject to demand once restrictions hopefully ease. If this is opened, fans will also have option to move their seats to there.

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

Yes they will be, at a later date. Under 16s and Under 13s Ricoh Return Members will receive a JSB Membership automatically.

#### **Are refunds available if matches do not happen or are played behind-closed-doors?**

The Membership is not related to matches being played, and is non-refundable.

Season Tickets provide access to any games that are open to supporters, but in the event of behind-closed-doors game or games not being played then there will be no refunds.

#### **What are the sale dates?**

On-sale to 2018/19 Season Ticket holders, 2019/20 Season Ticket Holders and 2020/21 Championship Club Members: Thursday 18<sup>th</sup> March at 9am

On General Sale: Friday 2<sup>nd</sup> April at 9am

Off-sale: Midnight on 31<sup>st</sup> May (Subject to availability)

### **Seating Plan**

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

The Premium Zone seating area for Ricoh Return Season Tickets is suspended for the 2021/22 season, due to the possibility of social distancing/limited capacity still. There will be a Standard Zone price only for Ricoh Return Season Tickets.

#### **Are there any other changes?**

Blocks 23/24 will no longer be designated as Family Zone areas. Blocks 33/34 will be opened, which was previously closed in 2018/19, and will be the new Family Zone area. This will increase availability in the East Stand, as well as overall capacity due to the opening of Blocks 33/34.

#### **What if social distancing/capacity reduction is in place?**

In this situation, fans may not sit in the seats that they purchased and would be designated an alternative in line with any requirements. This would be communicated once full information is known.

### **2018/19 Season Ticket Holders (Last season at the Ricoh Arena)**

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

Yes these seats will be reserved – we feel this is fair on those supporters, and also reflects what happened when the Sky Blues returned to the Ricoh from Northampton in 2014.

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

Due to the uncertainty around how fans will return and to what extent initially, seats will be reserved until at least 21<sup>st</sup> June, when we hope that there will be more clarity on the return of fans from the Government.

Even if fans do not purchase a Membership and the Membership also sells out, these seats will remain on reserve for you as above.

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

Yes it will be.

### **19/20 ST Holders or Championship Club Members who didn't have a 18/19 Season Ticket**

#### **Will I have seats reserved for me?**

As your seats were at St Andrew's, only seats from the last season at the Ricoh Arena have been reserved.

#### **What seats can I purchase?**

You can buy any available seat that is not reserved for a 18/19 Season Ticket holder

**Can I move seats if others become available later?**

Yes, 19/20 ST Holders and Championship Club Members will be able to move at a later date if they wish to.

**Shirt**

**Can the shirt be bought separately?**

No – this is an exclusive, limited edition item and only available to Ricoh Return Members.

**Can I buy additional shirts?**

No – it is one per Member.

**How do I specify the size I want?**

Fans will be sent a link after they have purchased – please follow this link to then selected your size for each Member.

**When will I receive the shirt?**

Shirt are expected to be delivered to supporters around 3-4 months from the closing of the Membership.

**Will my name be on the shirt?**

No, unlike last season this is a limited-edition shirt rather than a personalised shirt.

**Shop Voucher for 19/20 Season Ticket holders and Championship Club Members**

**Who receives a Shop Voucher?**

In reflection of the Coronavirus affected seasons and as thanks for the support of fans during that time, 2019/20 Season Ticket holders and 2020/21 Championship Club Members will receive a shop voucher (one per person)

**What amount will it be for?**

£25 for fans aged 16 or over, £10 for under 16s

**How long do I have to use this voucher and how can I use this?**

Vouchers will be sent to supporters with Season Tickets – they will have until 31<sup>st</sup> December 2021 to use their voucher.

**Payment**

**Can we pay via finance?**

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

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

Unfortunately this option is not available because the Ticket Office remains closed due to the Government's Coronavirus regulations. You will therefore have to currently purchase and pay online.

### **iFollow for Ricoh Return Season Ticket holders**

#### **Will this be available?**

If games are played behind closed doors or with restrictions, we expect this would be likely be available. We are awaiting further confirmation from the EFL generally regarding the iFollow service in the UK next season.

### **Disabled Supporters**

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

Disabled fans can buy online. The Ticket Office remains closed currently due to the Government's Coronavirus lockdown.

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

18/19 and 19/20 Season Ticket holders, and 20/21 Championship Club Members will not be required to provide new proof of disability, due to the exceptional circumstances around this season.

#### **Does the carer receive a free Membership?**

No, because the carer attendance is directly related to matches and the disabled supporter attending. If the disabled supporter purchases a Membership with Season Ticket, then the carer will receive a free Season Ticket only.

#### **I'm a 18/19 Season Ticket holder – will my previous place at the Ricoh Arena be reserved?**

Yes it will be

#### **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**

#### **Which Concessions apply?**

There is no change compared to last season's Season Tickets concessions – so Armed Forces, Students, young adults (Under 21s) and seniors (over 60s)

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

Not if you were a 18/19, 19/20 Season Ticket holder or 20/21 Championship Club Member – due to the exceptional circumstances around this season, we are not asking you to provide new proof of eligibility. This also means you can buy online or over the phone.

If you were not any of the above then yes you will need to – please contact [ccftickets@ticketmaster.co.uk](mailto:ccftickets@ticketmaster.co.uk)

**Where to buy:****Where do I buy from?**

Ricoh Return Memberships and Season Tickets are available only at [eticketing.co.uk/CCFC](https://eticketing.co.uk/CCFC)

They are not available in person at the Ticket Office or via the Call Centre, which is now closed.

**Is the Ticket Office open?**

The Ticket Office at Butts Park Arena remains closed, in line with the Coronavirus lockdown regulations in England.

**Matchday Arrangements**

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

We ask that fans please bear with us while the details and arrangements for the new season and our return to the Ricoh Arena are confirmed and communicated, and we thank you for your patience.

**Queries when buying a Ricoh Return Membership**

For any additional queries you may have please call 0333 321 31 34 or e-mail [ccftickets@ticketmaster.co.uk](mailto:ccftickets@ticketmaster.co.uk)