

## **Coventry City Football Club - Championship Club Membership FAQs – Updated 28<sup>th</sup> August 2020:**

### **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 £50 for the Season Ticket/Seat – so a total of £260.

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

2019/20 Season Ticket holders will have the option of a discount, due to the cancellation of the Bury fixture last season.

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

There will be the usual Ticketmaster processing fee of £2, but not booking fee for Championship Club Memberships.

#### **What is the capacity of the Championship Club Membership?**

The number of Championship Club Members will be capped at 3,500 – this is in line with the expected capacity limits of the Kop Stand and Tilton Road Stand when fans are hopefully able to return to stadiums, and is in line with the amount of names that can be printed on the exclusive Membership shirt.

#### **Will other areas be opened to increase capacity?**

Currently this is the capacity, however subject to demand we may be able to make changes to operations on a matchday which would allow an increase.

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

Yes they will be, at a later date. These will remain the same price.

Under 16s and Under 13s Championship Club 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 19/20 Season Ticket holders: Tuesday 1<sup>st</sup> September at 10:30am

On-sale to 19/20 Members, JSBs and Match Package holders: Tuesday 15<sup>th</sup> September at 10:30am  
(Subject to availability)

On General Sale: Thursday 17<sup>th</sup> September at 10:30am (Subject to availability)

Off-sale: Midnight on 28<sup>th</sup> September (Subject to availability)

### **2019/20 Season Ticket Holders**

### **Can all 2019/20 Season Ticket Holders be accommodated?**

Yes, we have the capacity for all 2019/20 Season Ticket holders to buy in the priority window if they wish to.

### **Will I sit in the same seat at games as last season?**

Due to the social distancing required you will not and instead fans will be guided to their seat for each game.

Your 2019/20 seat will remain on reserve for you until we are able to return to 100% capacity and normal matchday operations.

### **I had a Half Season Ticket – do I still have access to the priority period?**

Yes you do.

## **Shirt**

### **Can the shirt be bought separately?**

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

### **What name will be shown on the shirt?**

Your name as it would appear on the ticketing system will appear on the shirt – therefore it is essential that this is correct before you buy your Membership.

### **Can I buy additional shirts?**

No – it is one per Member.

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

Fans will provide their shirt size on the ticketing website when they purchase their Membership

### **When will I receive the shirt?**

Shirts are expected to be delivered to supporters within three months of the closing of the Membership

### **What if I do not wish to have my name on the shirt?**

Please email [info@ccfc.co.uk](mailto:info@ccfc.co.uk)

## **Payment**

### **Can we pay via finance?**

The option to buy a Membership with Season Ticket via finance will be available shortly.

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

This can only be done via the Ticket Office, and you will need to make an appointment to visit.

## **iFollow for Championship Club Season Ticket holders**

**Will it be video and audio?**

Yes, for home league games played behind-closed-doors.

**How will I get access?**

Details will be sent to fans prior to the first home league game.

**Will it include away games?**

No it will include home games only – subject to any Sky selections. This is a temporary measure while there is behind closed doors games and/or reduced capacity.

**Disabled Supporters****How can I purchase?**

Disabled fans can buy online or over the phone. They can also buy at the Ticket Office, but this is appointment only and it is recommended to buy online or over the phone if possible.

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

19/20 Season Ticket holders 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.

**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 19/20 Season Ticket holder – 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 a 19/20 Season Ticket holder then yes you will need to.

**Matchday Arrangements**

Details regarding matchday arrangements (e.g. parking, travel, access etc) will be confirmed at a later date.

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

**Queries when buying a Championship Club 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)