



Manchester City F.C.

Seasoncard 2013/14

Frequently Asked

Questions



These frequently asked questions must be read in conjunction with the 2013/14 Seasoncard Terms & Conditions. Where applicable, Seasoncard holders should also refer to the Terms & Conditions associated with MCFC Home and Away Match Tickets and MCFC Ground Regulations.

All 2013/14 Seasoncards Terms and Conditions can be found on the club website (www.mcfc.co.uk).

2013/14 SEASONCARDS

What Seasoncards are available to me for the 2013/14 Season?

We believe in choice, so there are five great Seasoncards available to you.

- Superbia:** Every game, every goal, every shot, save, tackle and trip. That's the beauty of Superbia – you won't miss a minute of the action. Available by invitation only, Superbia is offered to an elite band of Citizens as a reward for their unwavering support over the years. As a thank you for your support, Superbia members now enjoy a 15% retail discount.
- Platinum:** If rewards are your thing, then Platinum's your card. It gives you all the great benefits of a Gold Seasoncard – with seats for all 19 home Premier League matches – but for an additional £50 you get double the loyalty points on the tickets you buy. The more points you have, the more chance you have of getting tickets to the big games. Simple as that. You can also take advantage of a special Metrolink Matchday Season Ticket. Platinum Seasoncard holders continue to have access to Ticket Exchange for those occasions when you can't get to a match.
- Gold:** Gold has always been popular. You get great seats, to great games, watching great players. And now we've made it even better. You still get your seat for 19 home Premier League games, plus the chance to spread your payments with Direct Debit. Take your pick from cup games, car parking, or a Matchday Season Ticket for Metrolink, whatever matters most to you – and take your seat for another amazing season.
- Value Gold:** We know you love City, but we also understand that times are tough. That's why we offer our Value Gold Seasoncard. Available from 9am, Monday 20th May, it gives you all the benefits of Gold for just £299. The only difference is that we allocate your seat once the renewal window has closed – it could be in any stand, on any level, but you can still choose from the same great range of add-ons. Value Gold is limited and is allocated on a first-come, first-served basis. We think it's the best value in the Premier League. But that's only what the best fans deserve.
- City Kicks:** Every football club knows the value of youth. We love seeing a new generation of City fans at the Etihad Stadium, which is why we have a scheme just for our younger members: City Kicks. All under 16* Platinum and Gold Seasoncard holders are automatically enrolled in City Kicks and can make full use of the dedicated website packed with games, competitions, player updates and exclusive behind-the-scenes footage. *Aged 15 years or under as at 1st August 2013.



RENEWALS

How do I renew my Seasoncard?

You can renew your Seasoncard in the following ways:

- Online at www.mcfc.co.uk/seasoncard. No booking fee applies.
- Over the telephone by calling +44 (0)161 444 1894 (option 1) (open 24-hours a day, 7 days a week). Please note a booking fee of **£2.50** will apply to each Seasoncard purchase.
- At the Stadium Ticket Office, open Monday to Saturday, 9:00am to 5:30pm, (closed Sunday/Bank Holidays). No booking fee applies.

Please note: there are event days on Saturday 25th May, Saturday 1st and Saturday 8th June and access to the Ticket Office will be extremely limited.

How much is a 2013/14 Seasoncard?

The price of 2013/14 Seasoncards varies dependent upon many factors; the location of your seat within the Etihad Stadium, the age that you are and whether you are an existing Seasoncard holder. For the 2013/14 Season, City Kicks (junior) are priced from just £115 and adults from £450 for a Gold Seasoncard. Go Platinum for an extra £50 per Seasoncard. You can view the pricing and further information at www.mcfc.co.uk/seasoncard.

Will there be a difference in price between existing Seasoncard renewals and first-time buyers?

Yes there will. Existing 2012/13 Seasoncard holders should renew by the end of the renewal window or relocation window. Any remaining 2013/14 Seasoncards will be offered to new supporters at an increased price (10% increase on the published prices), subject to availability. We cannot guarantee that any 2013/14 Seasoncards will be made available to 2012/13 Blue Members or non-members.

What are the categories (age bands) for 2013/14 Seasoncards?

Your age on 1st August 2013 determines which of the categories below applies to you.

- Junior (15 years and under)
- 16-17 years
- 18-21 years
- Adult (22 -64 years)
- Senior's (65 years and over)
- Disabled

Please note: on your birthday, should your age take you into a different price category (age band), for home Cup games and Away games, the price you pay will depend on your age at the time the game takes place. So, for example, a junior who turns 16-years of age during the season will pay the published price in the next category up (16-17-years).

When we play a neutral stadium (ie Wembley Stadium), the Club is contractually obligated to sell tickets in-line with the host venue's regulations. For example, an adult who turns 65-years of age during the course of the season, is classed as a senior (O65) at Wembley Stadium and would be required to pay the prevailing senior (O65) rate. For information, an adult at Wembley Stadium is 16-years and over. Any exceptions and/or qualifying sales criteria for matches at neutral stadia would be published on www.mcfc.co.uk.



If I purchase a Gold Seasoncard, do I have the option to upgrade to a Platinum Seasoncard during the season?

Unfortunately not. You will need to choose your preferred Seasoncard during the renewal process. Once the renewal window has closed you will not be able to change your Seasoncard during the season.

If I have a concessionary Seasoncard and I am unable to attend, can an adult friend or family member use my Seasoncard for the occasional match?

Yes. You must contact a member of the Supporter Services Team and arrange an upgrade for the matches you are unable to attend. Your Seasoncard will be activated to allow the adult supporter access or we can provide a paper ticket, which will deactivate your Seasoncard. Failure to upgrade may result in you being refused entry to the Etihad Stadium or a stadium ban.

I am a 2012/13 Season Blue Member, when can I apply for a 2013/14 Seasoncard?

Once the 2013/14 Seasoncard renewals and relocations have been completed, 2012/13 Blue Members will have a priority window to purchase any remaining seasonal seats, subject to availability and any qualifying sales criteria. We cannot guarantee that any 2013/14 Seasoncards will be made available to 2012/13 Blue Members.

I do not hold any 2012/13 Season Membership with the club. I would like to purchase a 2013/14 Seasoncard, when can I do this?

Once the 2013/14 Seasoncard renewals and relocations have been completed, and after any remaining Seasoncards have been offered to 2012/13 Blue Members, should any seasonal seats remain, these will be offered to non-members, subject to availability and any qualifying sales criteria. We cannot guarantee that any Seasoncards will be made available to non-members. **Please note:** due to the launch of the 2012/13 Season City Kicks Membership, this also applies to juniors that do not hold a 2012/13 Season Membership with the club.

What happened to the “Junior Seasoncard Schemes” - Junior Blues & Live4City?

At the beginning of the 2012/13 season we launched our new Junior Seasoncard Scheme; City Kicks. This replaced the old schemes and supporters aged 15 or under as at 1st August 2012, were automatically enrolled on the scheme when purchasing a valid 2012/13 season Platinum, Gold or Blue Membership. All 2012/13 season City Kicks (junior) Seasoncard holders must now qualify in their own right in relation to renewals and the purchase of a new 2013/14 Seasoncard, subject to availability.

I have renewed my Adult 2013/14 Seasoncard but wish to purchase a Seasoncard for my 2012/13 Season City Kicks (under 16s) Blue Member, can I do this?

Should any 2013/14 Seasoncards be made available to 2012/13 Season Blue Members, you may at this time, subject to qualifying sales criteria and availability, purchase a Seasoncard for your junior. We are unable to reserve seats and cannot guarantee any Seasoncards will be made available for you to purchase for your junior.

I wish to transfer my Seasoncard (name change) to a friend or family member, can I do this?

Yes. Your request must be submitted in writing, advising of the following information:

- Your name, supporter number, address, contact details (email and contact telephone number) and date of birth
- The name, any existing supporter number, address, contact details (email and contact telephone number) and date of birth of the supporter to which the Seasoncard is to be transferred.

Upon receipt of this information, we will transfer the Seasoncard in to the new supporter's name. The new Seasoncard holder will be required to pay the new Seasoncard price (10% increase on the published prices). This



is due to the fact that they are a new 2013/14 Seasoncard holder and therefore must pay the new rate. Any loyalty points accrued on your supporter file will be retained by you, they are not transferable. Any loyalty points attributed to the new sale will be awarded to the new Seasoncard holder, as appropriate.

Your letter can be sent to Supporter Services, Manchester City Football Club, Etihad Stadium, Etihad Campus, Manchester M11 3FF, emailed to supporterservices@mcfc.co.uk or hand delivered to the Ticket Office located on the first floor of the City Store.

Please note: any supporter that transfers their Seasoncard in to another supporter's name, cannot claim another seat and will now have to qualify in line with any future qualifying sales criteria, subject to availability.

Unfortunately a friend or family member has passed away. We would like to retain the 2013/14 Seasoncard in the family or authorise a friend to purchase their 2013/14 Seasoncard, is this possible?

Yes. Your request must be submitted in writing advising of the following information:

- The name, supporter number, address and contact details (email and contact telephone number) of the deceased supporter.
- The name, any existing supporter number, address, contact details (email and contact telephone number) and date of birth of the supporter to which the Seasoncard is to be transferred.

Upon receipt of this information, we will transfer the Seasoncard in to the new supporter's name. The new Seasoncard holder will be required to pay the new Seasoncard holder price (10% increase on the published prices). The deceased supporters' file will then be deactivated. **Please note:** Any loyalty points accrued on the deceased supporter file are not transferable. Any loyalty points attributed to the new sale will be awarded to the new Seasoncard holder, as appropriate.

Your letter can be sent to Supporter Services, Manchester City Football Club, Etihad Stadium, Etihad Campus, Manchester M11 3FF, emailed to supporterservices@mcfc.co.uk or hand delivered to the Ticket Office located on the first floor of the City Store.

I am going to miss the 2013/14 Season due to work commitments but would like to retain my 2013/14 Seasoncard and allow a friend to use it. Is this possible?

Your 2013/14 Seasoncard is your responsibility. You must not sell your Seasoncard for a profit and ultimate responsibility lies with you, as the Seasoncard holder. Any sanctions applied as a result of any misbehaviour may result in your Seasoncard being banned or in some instances cancelled in its entirety. It is the responsibility of the Seasoncard holder to ensure that any trusted family member or friend that uses their card is made aware of the 2013/14 Seasoncard Terms and Conditions of Sale and the Ground Regulations.

I am on a stadium ban, can I renew my 2013/14 Seasoncard?

Where a stadium ban will be in place for the 2013/14 Season, up to a maximum of the first 3 home matches of the 2013/14 Season, you may renew your Seasoncard in line with the process. You will need to contact a member of the Supporter Services team or visit the Ticket Office, located on the first floor of the City Store. The stadium ban will be lifted to allow you to purchase and be reapplied for the duration of the ban. There will be no reduction in price for matches that you will miss at the start of the 2013/14 Season.

Where a stadium ban will be in place for more than the first 3 home matches of the 2013/14 Season, you cannot renew your Seasoncard at this time. At the time the ban is served, you will need to contact a member of the Supporter Services team to discuss the next steps. Each supporter's case will be dealt with individually and



assessed on its own merit. The club will use its best endeavours to retain your seat. However, we cannot guarantee that it will be made available to you, even if the decision to purchase a 2013/14 Seasoncard outside of the renewals window, is allowed. The price will be prorated, subject to the number of home Premier League matches played at the respective time of purchase.

ACCESS INFORMATION FOR DISABLED SUPPORTERS

I am an existing disabled Seasoncard holder; do I need to provide proof of disability?

We are aware that all supporters, including those in receipt of an 'indefinite allowance award', receive an annual uprating letter from the Department of Work and Pensions, every February/March. A copy of this letter and/or one of the qualifying documents below must be provided to the club. This will not prevent you from renewing your Seasoncard, but failure to provide this proof may result in the club retaining your 2013/14 Seasoncard until such time as it is received. The club reserves the right to cancel the 2013/14 Seasoncard and/or make appropriate adjustments if the qualifying proof is not provided.

What proof is accepted by the club in relation to disabled supporters?

Proof of disability is required from disabled supporters wishing to purchase a 2013/14 Seasoncard and the club accept any of the following:

- Qualifying annual uprating letter; or
- A statement of high mobility/living allowance as issued by the Department of Work & Pensions; or
- Receipt of either the Severe Disablement Allowance or Attendance Allowance; or
- Blind or partially sighted registration certificate; or
- Enhanced Personal Independence Payment (PIP)

Please note: This list is not exhaustive and consideration will be given to any other evidence that can be provided. For guidance, the club advises supporters to refer to the [Level Playing Field website](#).

As a disabled supporter, am I entitled to a discount off my 2013/14 Seasoncard?

We do not offer a discount for disabled supporters. The Seasoncard price that qualifying disabled supporters pay is the rate set by the club for its disabled supporters. This rate will be paid by qualifying disabled supporters who provide the following qualifying proof;

- Qualifying annual uprating letter; or
- A statement of high mobility/living allowance as issued by the Department of Work & Pensions; or
- Receipt of either the Severe Disablement Allowance or Attendance Allowance; or
- Blind or partially sighted registration certificate; or
- Enhanced Personal Independence Payment (PIP)

The rate set by the club for its disabled supporters does not automatically entitle the disabled supporter to a free personal assistant. This is assessed on its own merit, on a case by case basis.

As a disabled supporter, am I entitled to a free personal assistant with my 2013/14 Seasoncard?

Where a supporter would find it unreasonably difficult or impossible to access the stadium or services offered, the club will allow the supporter to bring a personal assistant, free of charge. It is important to understand that the personal assistant ticket is not a concessionary ticket but is actually a reasonable adjustment made by the www.mcfc.co.uk/seasoncard



club to enable a disabled supporter to more easily access the full range of matchday services (in consideration of UK legislation as described in the Equality Act 2010).

In determining whether an assistant may be required, we will take account of whether the time, inconvenience, effort, discomfort, anxiety or loss of dignity entailed in using our services would be considered unreasonable by other people if they had to endure similar difficulties. Some examples of the kind of difficulties or activities which may require the use of a personal assistant include (but is not limited to):

- help in getting in to and around the stadium from car parks;
- assistance to seats and viewing areas;
- obtaining/carrying refreshments;
- assistance in using the toilet facilities;
- someone to act as interpreter;
- to provide for safety and wellbeing protection or way-finding assistance

The personal assistant should sit with the disabled supporter to assist him/her and whilst we accept that the personal assistant may be another disabled person or a young person (under 16-years), we would advise all supporters that you attend the match with a personal assistant who is at least 18-years of age and is fully capable of meeting your needs. It should also be noted that when entering the stadium, the personal assistant must enter at the same time as the disabled supporter.

Supporters under 14-years of age are not allowed to enter the stadium without a qualifying adult (age 18-years and over). As a result and in-line with reasonable adjustments, the 2013/14 City Kicks (under 16) Seasoncard holder, who is under 14-years of age and their parent/guardian are required to pay the prevailing rate for their seats. We are not required to provide the adult with a free 2013/14 Seasoncard.

All 2013/14 Seasoncard holders will be required to complete and return to the club a 'Personal Assistant Registration Form'. For the 2013/14 Season, copies of the 'Personal Assistant Registration Form' will be sent once all 2013/14 Seasoncards have been renewed. For all future seasons, this will be required at point of renewal and/or new application. **Please note:** The club reserves the right to retrospectively seek additional proof of disability where there is an element of reasonable doubt as to the need for a personal assistant. Where the need for a free personal assistant is removed (in consultation with the disabled supporter, the Manchester City Disabled Supporters Association and any external authorities), the disabled supporter will be advised of a reasonable timeframe to purchase the additional 2013/14 Seasoncard at the full prevailing rate.

I don't need a personal assistant for home matches, but I do for away matches. Should I therefore apply for a personal assistant with my 2013/14 Seasoncard at the Etihad Stadium?

No. It is important that the club is made aware of this to send you a 'Personal Assistant Registration Form' to complete and return. Notes will then be made in your supporter file in relation to your away match preferences. At the time you purchase away match tickets, subject to qualifying criteria and availability, the club will provide a ticket for a personal assistant. At the time you qualify, should the limited allocation of disabled tickets that the opposing club provide have sold out, we will still provide you with a ticket for you and your personal assistant (subject to availability and qualifying sales criteria), however the club cannot guarantee the suitability of the seat.

I don't need a personal assistant for away matches, but I do for home matches. Will this affect the renewal of my 2013/14 Seasoncard at the Etihad Stadium?



It is important that the club is made aware of this to send you a 'Personal Assistant Registration Form' to complete and return. As away stadia is visited, in the main only once in a season, and the Etihad Stadium is a familiar surrounding, the club would need to understand why this would be the case. We take the duty of care of all supporters seriously and if a personal assistant is required at a home match, we would ask that the disabled supporter gives due consideration to the challenges that visiting an away stadia may present. If a disabled supporter does not require a personal assistant for away matches, we would need to establish the reasons why and assess the need for a personal assistant at a home match. This will be done once the 'Personal Assistant Registration Form' is submitted.

I am an ambulant supporter, is there a specific area of the stadium I need to sit in when I renew my Seasoncard?

No. We do not allocate a specific area at the Etihad Stadium for ambulant supporters. We believe that any supporter should be able to choose where they sit. If, for any reason, any ambulant supporter feels they have more specific seating requirements (a certain area, block or row), they should contact the club's Disabled Liaison Officer on +44 (0)161 444 1894 (option 1, option 1, option 1) to discuss their requirements in more detail. Every effort will be made to accommodate such requests, subject to availability.

I'm a blind/partially sighted or deaf/hard of hearing supporter. Is there a specific area of the stadium I need to sit in, when I renew my Seasoncard?

No. We do not allocate a specific area at the Etihad Stadium for blind/partially sighted or deaf/hard of hearing supporters. We believe that any supporter should be able to choose where they sit. An induction loop system is available in all areas of the stadium to allow blind, partially sighted or deaf, hard of hearing supporters to enjoy the game, from any seat they choose. If, for any reason, any blind/partially sighted or deaf/hard of hearing supporter feels they have more specific seating requirements (a certain area, block or row), they should contact the club's Disabled Liaison Officer on +44 (0)161 444 1894 (option 1, option 1, option 1) to discuss their requirements in more detail. Every effort will be made to accommodate such requests, subject to availability.

I wish to relocate from my existing wheelchair bay to another within the stadium. Is this possible?

Of course. We would be more than happy to advise of the options available to you, subject to availability and the qualifying proof being provided. It's important to note that should you relocate, your existing wheelchair bay will be released and made available to sell to other qualifying supporters.

I'm a disabled supporter with a 2013/14 Seasoncard. On occasions, I am unable to attend a home match, can my personal assistant still attend?

Yes. You must contact a member of the Supporter Services Team and arrange an upgrade for your personal assistant, for the matches that you are unable to attend. We will provide your personal assistant with a paper ticket. Failure to upgrade may result in you being refused entry to the Etihad Stadium or a stadium ban being applied. Should you decide to attend the match after the upgrade has been processed, any refunds will fall in line with the club's refund policy. Your Seasoncard and that of your personal assistant, is your responsibility.

I am a disabled supporter with a 2012/13 Blue Membership, when can I apply for a 2013/14 Seasoncard?

Once the 2013/14 Seasoncard renewals and relocations have been completed, 2012/13 Blue Members will have a priority window to purchase any remaining seasonal seats, subject to availability and any qualifying sales criteria. We cannot guarantee that any 2013/14 Seasoncards will be made available to 2012/13 Blue Members.

I am a disabled supporter but do not hold any 2012/13 Membership with the club. I would like to purchase a 2013/14 Seasoncard, when can I do this?



Once 2013/14 Seasoncard renewals and relocations have been completed and after any remaining Seasoncards have been offered to 2012/13 Blue Members, should any seasonal seats remain, these will be offered to non-members, subject to availability and any qualifying sales criteria. We cannot guarantee that any Seasoncards will be made available to non-members. **Please note:** due to the launch of the 2012/13 Season City Kicks Membership Scheme, this also applies to juniors that do not hold a 2012/13 Season Membership with the club.

Does the club have a Disabled Liaison Officer that I can speak to for advice, when renewing my Seasoncard?

Yes. The club's Disabled Liaison Officer can be contacted on +44 (0)161 444 1894 (option 1, option 1, option 1) or by emailing disabledtickets@mcfc.co.uk. We are open Monday to Saturday 9am to 5:30pm (closed Sunday and Bank Holidays). **Please note:** there are event days on Saturday 25th May, Saturday 1st and Saturday 8th June and access to the Ticket Office will be extremely limited.

Why is it not yet possible to renew disabled 2013/14 Seasoncards online?

Due to the complexities around the disabled supporter providing the required proof and where a disabled supporter has a personal assistant, we are currently unable to offer online purchase. We are working closely with our system provider in relation to this issue. This may be a phased approach but we will not launch a new sales process without being certain that it works, it is affective and it provides the right solution both for the supporter and the club.

Do you have a Disabled Ticketing Policy?

Yes. Manchester City Football Club channel all disability related issues through, and act in partnership with, Manchester City Disabled Supporters Association (MCDSA); be they practical, administrative or advisory. The MCDSA have assisted Manchester City FC in every aspect of producing the club's policy. A copy of the Disabled Ticketing Policy is available upon request.

PAYMENT

How can I pay for my 2013/14 Seasoncard?

We've made it as easy as possible. You can use all major debit and credit cards and we do not charge a fee for using these. You can also pay by cash or cheque, though we do not accept postal applications. New for 2013/14 is the facility for supporters to pay for their Superbia, Platinum or Gold* Seasoncards, by Direct Debit. No interest, no administration charge, no fuss, no problem. *Value Gold is not available on Direct Debit.

How does the Direct Debit scheme work?

Two Direct Debit schemes are available; one where full payment will be taken on 1st July, and one where four equal instalments will be taken in July, September, November and February. You even get to choose whether you want to pay on the 1st or 15th of each month. So, for example, if your seat costs £640, your four payments will be £160 each month in July, September, November and February. Just complete the details online to join the Direct Debit scheme, and make it even easier for you to renew for the 2014/15 Season.

What happens if my Direct Debit payment fails?

In the event of a failed payment, the club will contact the supporter to advise that the account needs to be brought up to date. At this time, the Seasoncard may be deactivated until such time as the payment is made and the account is brought up to date. Failure to pay at all will result in the Seasoncard being cancelled and any loyalty points applied from the purchase of the Seasoncard, Cup Scheme(s) and all subsequent benefits will be removed.



If my 2013/14 Seasoncard is cancelled as a result of the non-payment of my Direct Debit, can I purchase it later in the season?

No. Every attempt will be made by the club to work with the supporter to ensure that cancellation is the last option. Upon cancellation of the 2013/14 Seasoncard, the supporter may purchase match tickets and/or non-seasonal ticket/membership products, subject to availability and qualifying sales criteria. For the avoidance of doubt, the supporter will not be offered the opportunity to renew for the 2014/15 Season.

I would like to pay via Zebra Finance, is this option still available?

No. A supporter may choose to secure their own finance solution to purchase their 2013/14 Seasoncard, but the facility through Zebra Finance is no longer available. Should the supporter choose their own finance solution, the club will require full payment at point of sale, we do not offer any other payment plans for Seasoncards.

RELOCATES

When can I move or relocate my Seasoncard seat for the 2013/14 season?

Everyone likes a change occasionally, so we understand that you may wish to move your seat for the upcoming season. Here's how to do it:

We advise all supporters to renew their existing seasonal seat during the renewal window. **Please note:** There is no opportunity to relocate seats during the renewal window. Once the renewal window is closed, there will be an exclusive relocation period. This is when you will have the opportunity to select and relocate in to any remaining available seat in the stadium. Where there is a difference in price you will be notified at the point of sale. At the point you relocate, your existing seat may be made available for other supporters to purchase.

When does the relocation window open for the 2013/14 Season?

The relocation window will open at 9am, Thursday 6 June and close at 5:30pm, Monday 10 June.

DESPATCH

Once I've paid for my new 2013/14 Seasoncard, when will I receive it?

Your excitement is understandable, but it will take us a few weeks to process your Seasoncard. You will receive your Seasoncard in time for the start of the season. To ensure your Seasoncard is active for the start of the season, we carry out a number of checks in advance of despatch. As a result, we would expect to be in a position to post your 2013/14 Seasoncard to you mid to end of July, but most definitely in time for the start of the 2013/14 Season. If you have not received your Seasoncard by Monday 12 August 2013, please contact a member of the Supporter Services team on +44 (0)161 444 1894 (option 1, option 3) or email the team at supporterservices@mfc.co.uk

Please note: Your 2013/14 Seasoncard will be sent to the address we hold on the system as of Friday 21st June 2013. Supporters that have moved house on or after Saturday 22nd June 2013 must ensure that they have set up a mail redirect with Royal Mail.

Please ensure you amend your address details in your online account, or advise the club in writing of the change of address. Your letter can be sent to Supporter Services, Manchester City Football Club, Etihad Stadium, Etihad Campus, Manchester M11 3FF, emailed to supporterservices@mfc.co.uk or hand delivered to the Ticket Office, located on the first floor of the City Store.



ADDITIONAL BENEFITS

What additional benefits are available to me with my 2013/14 Seasoncard?

Depending on the Seasoncard you have purchased, there are a number of additional benefits available to you, to add-on and/or purchase.

Superbia:	Seasonal car parking Metrolink Matchday Season Ticket
Platinum:	Seasonal car parking Metrolink Matchday Season Ticket Cup Schemes
Gold:	Seasonal car parking Metrolink Matchday Season Ticket Cup Schemes Digital subscription to the official matchday programme

CAR PARKING

How much is seasonal car parking at the Etihad Stadium?

The cost for the 2013/14 Season is £150. You will have the opportunity to purchase a seasonal car park pass in Blue Car Park G, when you renew or purchase your Seasoncard, subject to availability. If purchasing online, you can select this option before you complete your purchase. If purchasing over the phone or in person, please ask one of our Service Advisors who will be happy to help.

As a disabled supporter, how do I purchase accessible car parking?

We have a limited number of perimeter bays and accessible car parking spaces in the Blue Car Park.

- Where a disabled supporter has provided us with the appropriate proof and is in possession of a 2013/14 Seasoncard, they will be entitled to free accessible car parking*
- Where a supporter is a Blue Badge holder, they will receive free accessible car parking* so long as a copy of the badge is provided to the club at the start of the 2013/14 Season.
- In instances where the club authorises and provides accessible parking for other reasons, supporters will pay £150 in line with the 2013/14 Season price.

**accessible car parking is limited and subject to availability.*

METROLINK MATCHDAY SEASON TICKET

Who can buy the Metrolink Matchday Season Ticket?

The Metrolink Matchday Season Ticket is only available to 2013/14 Seasoncard holders.

How much will the Metrolink Matchday Season Ticket cost?

The ticket costs just £70 for adults and £30 for children (aged 5-16).

Where can I buy a Metrolink Matchday Season Ticket?



The Metrolink Matchday Season ticket is only available for purchase through the club when you buy your 2013/14 Seasoncard.

What games can I use my Metrolink Matchday Season Ticket for?

You can use your Metrolink Matchday Season Ticket to travel to and from the Etihad Campus for all first team home matches at the Etihad Stadium during the 2013/14 Season. For the avoidance of doubt, this includes all Premier League, League Cup, FA Cup and UEFA competition (Champions League and Europa League) home games. For any other journeys, you must buy a separate Metrolink ticket. Make sure you have both your 2013/14 Seasoncard and Metrolink Matchday Season Ticket with you when you travel.

What times can I travel using my Metrolink Matchday Season Ticket?

You can use your Metrolink Matchday Season Ticket to travel between any Metrolink station and the Etihad Campus stop on valid match days. You can travel from 9.30am on weekdays and anytime on Saturdays, Sundays and Bank Holidays.

Do I have to travel direct to the Etihad Campus?

Your Metrolink Matchday Season Ticket must only be used for travel to the Etihad Campus stop on valid matchdays. However, you can stop along the way. So, if your direct journey to the Etihad Campus stop passes through Manchester city centre, feel free to stop and spend time in the centre before continuing to the match. However, you could not travel from Droylsden to Manchester city centre and then back to the Etihad Campus.

What savings can I make using my Metrolink Matchday Season Ticket?

This depends on where you are travelling from and how many matches are played in total during the 2013/14 season. The further away your journey start point is from the Etihad Campus, the greater the saving will be.

Can a friend or family member use my Metrolink Matchday Season Ticket if I can't make the game?

No. Your Metrolink Matchday Season Ticket is not transferable from one person to another and must be presented with your valid 2013/14 Seasoncard. The Metrolink Matchday Season Ticket remains the property of Transport for Greater Manchester (TfGM) and may be withdrawn if improperly used.

If I lose my Metrolink Matchday Season Ticket how do I get a replacement?

Applications for a replacement Metrolink Matchday Season Ticket should be made to the club. Replacements will only be issued at the discretion of both the club and TfGM. An administration fee will be payable if a replacement is issued.

Can I travel if I forget my Metrolink Matchday Season Ticket?

You must have both your 2013/14 Seasoncard and Metrolink Matchday Season Ticket with you when you travel to the match. Otherwise, you must purchase a valid Metrolink ticket for your journey. Travel without a valid Metrolink ticket incurs a Standard Fare of £100 and you may be liable to prosecution.

I don't have a 2013/14 Seasoncard but attend matches. Can I buy a Metrolink Matchday Season Ticket?

No. Only 2013/14 Seasoncard holders can buy the Metrolink Matchday Season Ticket. Please check www.metrolink.co.uk to find out what other tickets you could use to get to the Etihad Campus.



CUP SCHEMES

What are the Cup Schemes?

With a Platinum and Gold Seasoncard you get your seat for all 19 home Premier League games. To make sure you don't miss any of our domestic or European home cup games, we have created Cup Schemes for the FA Cup, League Cup and UEFA Competition. You can join any or all of the schemes free of charge but you must join the relevant scheme(s) by the following dates:

- a) Join all three Cup Schemes, by 31st August 2013.
- b) The UEFA Competition Scheme, by 31st August 2013.
- c) The League Cup Scheme, by 31st August 2013.
- d) The FA Cup Scheme, by 30th November 2013.

When you join the scheme(s) you provide us with debit/credit card details. We simply debit your card prior to the respective game and activate your Seasoncard to allow you entry for the fixture. It's as easy as that. You will automatically receive any loyalty points and capped ticket prices for the home domestic cup competitions up to, but not including, the quarter finals and priority for final tickets for the respective competition. They're great benefits, so make sure you don't miss out.

What are the benefits of joining the Cup Scheme(s)?

Joining the Cup Scheme(s) will provide you with:

- Ticket priority; be at the front of the queue for away cup matches and also the all-important cup final tickets, subject to qualifying sales criteria and availability.
- Additional loyalty points; earn 300 loyalty points if you join all 3 Cup Schemes, which will be doubled if you are a Platinum Seasoncard holder.
- Price cap; enjoy a £25 price cap on all home games in domestic cup competitions up to, but not including, the quarter finals.
- Ease of purchase; we will automatically process your payment and advise when this has been done. We will also ensure that if we do have to relocate your seat that this is in an area of the Stadium that you are happy to sit.

If I join the Cup Scheme, will I be able to keep my usual seat for all the home cup games?

We will try our best but unfortunately, due to certain stadium configuration changes deemed necessary by the Club, and the rules, regulations and requirements of the competitions in which the Club participates, we cannot guarantee that your usual seat will be available for every home cup game. If your seat isn't available, we will allocate you the best available alternative seat or give you a sales period to select an alternative seat before they go on sale to other Seasoncard holders who are not registered on the Cup Scheme.

I don't wish to join the Cup Scheme, but I am planning to attend as many home cup games as possible. As a Seasoncard holder, will I be able to keep my usual seat for all the home cup games?

Only if it is available, as your seasonal seat is not reserved or guaranteed and will be made available to Superbia, Platinum and Gold Seasoncard holders who joined the Cup Scheme(s) who need to select alternative seats. All non-Cup Scheme Platinum and Gold Seasoncard holders will then have a sales period to select their seasonal seat or an alternative seat before they go on sale.

If I choose not to join the Cup Scheme(s), will I still be able to purchase away cup match tickets and tickets for any cup finals?



Priority will be given to supporters that have joined the respective Cup Scheme. Should any tickets remain, the club will advise of the qualifying sales criteria and subject to availability, qualifying supporters may then purchase in line with the sales criteria.

I joined the Cup Scheme(s) last season, do I need to join again?

Yes. The Cup Schemes are not a continuous scheme and are valid for one season only. You need to select the schemes you wish to join as part of your renewal and/or relocate transaction, providing up to date credit/debit card details.

I forgot to select the Cup Scheme(s) when I renewed my Seasoncard, can I add these on?

Yes. You can join the schemes at any time before the final date for registration:

- a) Join all three Cup Schemes, by 31st August 2013.
- b) The UEFA Competition Scheme, by 31st August 2013.
- c) The League Cup Scheme, by 31st August 2013.
- d) The FA Cup Scheme, by 30th November 2013.

Simply log in to your account online, and select the scheme(s) you wish to join. Provide us with your valid credit/debit card details and you will then automatically receive any loyalty points, capped ticket prices for the home domestic cup competitions up to, but not including, the quarter finals and priority for final tickets in the respective competition.

TICKET EXCHANGE

What is the MCFC Ticket Exchange?

For the 2013/14 season, qualifying MCFC members will be given the opportunity to re-sell and purchase matchday tickets using the MCFC Ticket Exchange.

What tickets can be exchanged?

Only tickets for Premier League home matches may be bought and sold on the Ticket Exchange. Members should note that placing a ticket for sale on the exchange does not guarantee it will be sold.

Who can buy on the exchange?

All adult Superbia, Platinum, Gold and Value Gold Seasoncard holders can buy tickets on the exchange. Under 16s are not allowed to buy tickets on the exchange.

Who can sell on the exchange?

Only Superbia and Platinum members (including concessions and Under 16s) can sell home Premier League tickets through the Ticket Exchange. Superbia and Platinum disabled supporters cannot sell using the exchange but the Club will provide a service through Supporter Services (+44 (0)161 444 1894 option 1, option 3) to re-sell their tickets.

Supporters in the Family Stand can only sell their tickets in a bundle which must contain at least one Junior Platinum ticket and one qualifying adult ticket in an adjacent seat. Junior tickets outside of the Family Stand and concession tickets located anywhere in the stadium, can only be sold on the exchange at the price of an Adult



ticket. This ensures that Seasoncard holders who wish to sell tickets on the exchange are able to make their tickets available for purchase to the widest number of purchasers.

Is there a limit on how many times I can re-sell my ticket on the exchange?

Yes. A qualifying Superbia or Platinum Member may only re-sell their match ticket up to a maximum of six times during the 2013/14 season. We will contact all supporters as soon as they reach the maximum level to advise that they are no longer able to trade on the Ticket Exchange.

I have a concessionary Seasoncard; can I sell on Ticket Exchange?

Only if you have a Platinum Seasoncard. All tickets must be sold as Adult tickets, with the exception of Junior Platinum tickets in the Family Stand which must be sold as Junior tickets. Platinum Members who sell their concessionary tickets at Adult ticket prices will only receive the published matchday face value of the concessionary ticket (less any charges / fees payable to the operator of the Ticket Exchange).

Are there restrictions on selling Family Stand tickets?

Yes. Any Family Stand tickets placed for sale on the exchange have to be bundled together in accordance with the Family Stand policy (i.e. an Adult and a Junior ticket sold together). Junior tickets can be sold at a Junior price within the Family Stand.

Can a supporter on a stadium ban buy or sell on the Ticket Exchange?

No. Any supporter that is on a stadium ban at the Etihad Stadium will have their supporter file blocked and will not be able to buy or sell their ticket through the exchange.

Are there 'Price Caps' when selling tickets on the exchange?

Yes, the minimum value any ticket can be sold for is 90% of the respective published matchday face value (i.e. £40 ticket sells for £36), the maximum value any ticket can be exchanged for is 150% of the relevant published matchday face value (i.e. £40 ticket sells for £60).

When can I buy and/or sell tickets on the exchange?

Tickets can be listed for sale on the Ticket Exchange no earlier than 8 weeks prior to the respective match date and qualifying Seasoncard holders can buy tickets listed on the Ticket Exchange no earlier than 4 weeks prior to the match taking place.

Are there any fees or charges associated with using the Ticket Exchange?

Yes. Sellers will be required to pay a commission of 10% on the sum they receive in return for the sale of their ticket(s) plus any applicable VAT payable on such commission. Purchasers will (in addition to the price due for the tickets purchased) be required to pay a commission of 15% on the price they pay for any tickets bought on the exchange (plus any applicable VAT payable on such commission) in addition to a fulfilment fee.

What happens to my loyalty points if I exchange my ticket?

The seller on the exchange will retain the loyalty points associated with the purchase. The buyer will receive zero loyalty points in respect of any tickets purchased through the Ticket Exchange.

Visit the Ticket Exchange website for full details, www.viagogo.co.uk. MCFC and Official Ticket Exchange Partner Terms and Conditions apply to all purchases and sales conducted through the Ticket Exchange.



When will I receive my £25 voucher from viagogo?

viagogo, will email a voucher code to all 2013/14 Seasoncard holders no later than 30th June 2013. To redeem the voucher code, supporters simply log on to www.viagogo.co.uk, choose the concert or sports event they wish to purchase tickets for and enter the unique voucher code provided, at the checkout. The voucher code is valid until 31st December 2013 and can only be used once.

ETIHAD AIRWAYS

When will I receive my voucher for up to £150 from Etihad Airways?

Your voucher for a discount off Etihad Airways flights will be sent to you in late July, together with your Seasoncard for 2013/14. The voucher contains a unique code which can be redeemed when booking at www.etihad.com.

What flights can I use the Etihad Airways voucher for?

2013/14 Seasoncard holders will receive £50 off their flight to Abu Dhabi when booking in Coral Economy Class or £150 off Pearl Business Class. The discount voucher is valid for flights to Abu Dhabi booked between 1 July and 30 September 2013. Travel must be between 1 July and 10 December 2013. The City home shirt offer is limited to the first 500 supporters who book a trip using the voucher.

My 2013/14 City Kicks (under 16) Seasoncard holder has received an Etihad Airways voucher, can I use this even though they are not travelling?

No. Vouchers are not transferable and must be used by the named supporter. Only one voucher per person is redeemable.

When do I receive my 2013/14 Season Manchester City home shirt?

Upon use of your voucher and full payment of your booking, Etihad Airways will contact our retail partner Kitbag who will in turn contact you to discuss your requirements (size, personalisation*). Where a 2013/14 home shirt is not available in your chosen size, a 2013/14 Season away shirt will be provided, subject to availability. *Shirt personalisation is not included and you will be required to pay Kitbag direct prior to despatch. Any questions relating to your shirt despatch should be directed to the Kitbag Customer Services team on +44 (0)161 444 1894 (option 3, option 2).

CONTACT US

You can contact a member of the MCFC Supporter Services Team on +44 (0)161 444 1894 (option 1, option 3) or by email at supporterservices@mcfc.co.uk.

You can purchase disabled tickets on +44 (0)161 444 1894 (option 1, option 1, option 1), or for any queries or questions email disabledtickets@mcfc.co.uk.



The Ticket Office and Supporter Services are open Monday to Saturday, 9am to 5:30pm (closed Sunday & Bank Holiday). **Please note:** there are event days on Saturday 25th May, Saturday 1st and Saturday 8th June and access to the Ticket Office will be extremely limited.

You can contact the Manchester City Disabled Supporters Association (MCDSA) at mcdsa99@yahoo.co.uk or by calling +44 (0)7740 859216. Find out more on their website at www.mcdsa.co.uk.

TERMS AND CONDITIONS

All Seasoncards are sold subject to availability and issued subject to Manchester City Football Club's 2013/14 Seasoncard Terms and Conditions of Sale and the Club's Ground Regulations available upon request or at www.mcfc.co.uk/seasoncard.

The viagogo £25 voucher is subject to availability and issued subject to viagogo's Terms and Conditions of Sale, available at www.viagogo.co.uk/cityrenewalvoucher

Metrolink Matchday Season Ticket is subject to availability and issued subject to Metrolink Terms and Conditions of Sale available upon request.

The Etihad Airways flight voucher and free home shirt is subject to availability and issued subject to Etihad Airways Terms and Conditions of Sale available upon request.

IMPORTANT INFORMATION

Persistent Standing

To help continue improving the matchday experience for all supporters, we ask that you respect the club's request to avoid persistent standing at all games. This is one of our biggest sources of complaint from your fellow supporters in all sections of the stadium. We wish to make our matchdays as enjoyable an experience as possible for all of our supporters and, as such, we request that you and your fellow supporters remain in your seat for the majority of the match.

Supporters who breach these requests may be ejected from the stadium, and in some cases may have their Seasoncard withdrawn. Please help us to avoid such measures by co-operating with this request and help us to create an enjoyable experience for all of our fans. We thank you for your support in helping us ensure a visit to the Etihad Stadium is a great experience.

Prohibited Items

The following items are not allowed to be brought in to the Etihad Stadium:

- Golf umbrella or any article that may be used as a weapon and/or compromise public safety.
- Professional recording equipment (audio and visual).
- Bags larger than A4 size.
- Prams and pushchairs (leave at your own risk at the City@Home (Gate 11) for collection after the match).

Smoking

Manchester City F.C.

Seasoncard 2013/14 FAQs



Please note that the entire Etihad Campus, including roadways, car parks and concourses, is smoke free. The use of electronic cigarettes is also prohibited. Manchester City Football Club operates a strict, no re-admission policy and there will not be an opportunity to leave and re-enter the Stadium.