



Manchester City F.C.

Blue Membership 2013/14 Frequently Asked Questions



These frequently asked questions must be read in conjunction with the Terms and Conditions associated with Manchester City Football Club's 2013/14 Home and Away Match Tickets and Ground Regulations.

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

2013/14 Blue Membership

What membership is available to me for the 2013/14 Season?

Blue Blue Membership is available to supporters who wish to become a member of the Club for 13/14 without purchasing a Seasoncard (i.e. Superbia, Platinum or Gold). This includes:

- Membership card
- Match Ticket Priority
- 5% retail discount
- 25 loyalty points
- Digital subscription to the official matchday programme
- Buy tickets via our Ticket Exchange viagogo.co.uk.

City Kicks All under 16* Blue members are automatically enrolled in City Kicks which includes Match Ticket Priority, Membership pack and you 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. This includes:

- Membership card
- Match Ticket Priority
- 5% retail discount
- 25 loyalty points
- Access to City Kicks website
- Exclusive City Kicks Membership pack**

***despatched separately to your card, approx. 1 month after purchase*

How does the Home Match Ticket Priority scheme work for Blue Members?

Match Ticket Priority gives you a period of time to purchase a match ticket (subject to availability, any promotional offers from time to time and any additional qualifying sales criteria) for each match in which the club takes part. This sales period will be in advance of tickets going on general sale to non-members.

Am I automatically placed on the wait list for a 2014/15 Seasoncard?

No. It is important to note the Blue Membership is no longer the clubs wait list for Seasoncards. Further information on how to join our wait list will be announced on the official website.

How can I purchase/renew a 2013/14 Blue Membership?

- Online at www.mcfc.co.uk/blue. 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 Membership purchase.
- At the Stadium Ticket Office, open Monday to Saturday, 9:00am to 5:30pm, (closed Sunday and Bank Holidays). No booking fee applies.



How much is a 2013/14 Blue Membership?

The cost is £25 for an Adult and an Under 16s City Kicks Blue membership is £20. Book online or visit www.mcfc.co.uk/blue for further information.

How can I pay for my 2013/14 Blue Membership?

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 in person at the Stadium Ticket Office, though we do not accept postal applications.

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

13/14 Seasoncards went on sale to 2012/13 Blue Members in June and they are now sold out.

I do not hold any membership with the club. I would like to purchase a 2013/14 Blue Membership, when can I do this?

Now. Blue Membership is available to all City supporters so don't delay and make sure you use your Blue Membership to purchase as many match tickets as you can.

I am on a stadium ban; can I purchase/renew my 2013/14 Blue Membership?

Where a stadium is carried over from the 2012/13 Season, you may purchase/renew your Blue Membership. However, you will need to contact a member of the Supporter Services team on +44 (0)161 444 1894 (option 1, option 3) or visit the Stadium Ticket Office, located on the first floor of the City Store. The stadium ban will be lifted to allow you to purchase your Blue Membership and be reapplied for the duration of the ban. There will be no reduction in the membership price for the 2013/14 Season. For the avoidance of doubt you can purchase a Blue Membership but you will not be able to purchase match tickets until the ban has been served.

ACCESS INFORMATION FOR DISABLED SUPPORTERS

I am an existing disabled 2012/13 Blue Member; 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 if you wish to purchase match tickets.

This will not prevent you from renewing your Blue Membership but failure to provide this proof may result in the club deactivating your Blue Membership and/or retaining any match tickets until such time as it is received. The club reserves the right to cancel the 2013/14 Blue Membership 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 Blue Membership 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 Blue Membership?

No. We do not offer a discount for disabled supporters for the purchase of a Blue Membership. When you purchase match tickets the 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 ticket for 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 Blue Membership?

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 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, where the 2013/14 City Kicks (under 16) Blue Member is under 14-years of age, their parent/guardian are required to pay the prevailing rate when they purchase their match tickets. In line with club policy, we are not required to provide the adult with a free match ticket.

All 2013/14 Blue Members 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 Memberships 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 match ticket at the full prevailing rate.

I am an ambulant supporter, is there a specific area of the stadium I need to sit in when I purchase match tickets?

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 purchase match tickets?

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 and headsets are available upon request. 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.

Are there any wheelchair bays available for 13/14 Blue Members to purchase on a match by match basis?

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. Please call the Disabled Ticket Line on +44 (0)161 444 1894 (option 1, option 1, option 1) to discuss your requirements in more detail.



I'm a disabled supporter with a 2013/14 Blue Membership. I purchased match tickets but I am no longer able to attend, can my personal assistant still attend?

Yes. You must contact the Supporter Services Team on +44 (0)161 444 1894 (option 1, option 3) and pay for 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 13/14 Blue Membership 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?

13/14 Seasoncards went on sale to 2012/13 Blue Members in June and they are now sold out.

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

Now. Blue Membership is available to all City supporters so don't delay and make sure you use your Blue Membership to purchase as many tickets as you can

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

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).

Why is it not yet possible to renew disabled 2013/14 Blue Membership and match tickets 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.



DESPATCH

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

Your excitement is understandable, but it will take us a few weeks to process. To ensure your membership card is active, we carry out a number of checks in advance of despatch. As a result, if you purchase a Blue Membership before the start of the season we would expect to be in a position to post your 2013/14 Blue Membership card to you mid-August. If you have not received your membership card by Monday 26 August, please contact the Supporter Services team on +44 (0)161 444 1894 (option 1, 3) or email supporterservices@mcfc.co.uk. If you purchase a Blue Membership during the season, your membership card will be posted to you within 7 working days. **Please note:** if you purchase match tickets for the City v Newcastle United match, you will receive a paper ticket to access the Etihad Stadium.

Please note: Your 2013/14 Blue Membership will be sent to the address we hold on the system at point of purchase. Supporters that move house after this date and before they receive their Membership card 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@mcfc.co.uk or hand delivered to the Stadium Ticket Office, located on the first floor of the City Store.

ADDITIONAL BENEFITS

What is the MCFC Ticket Exchange?

For the 2013/14 season, Blue members will be given the opportunity to purchase matchday tickets using the Ticket Exchange.

What tickets can be exchanged?

Only tickets for Premier League home matches may be bought and sold on the Ticket Exchange.

Who can buy on the exchange?

All adult Superbia, Platinum, Gold and Value Gold Seasoncard holders and adult Blue Members 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. Blue Members cannot sell on the Ticket Exchange.

Can a supporter on a stadium ban buy 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.

When can I buy 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 and Blue Members 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. 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.

Do I receive loyalty points if buy a ticket on the Ticket Exchange?

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.

Can I join the cup schemes as a Blue Member?

Unfortunately not. You will be able to purchase tickets for all matches subject to availability and any qualifying sales criteria.

How much is car parking at the Etihad Stadium?

The cost for the 2013/14 Season is £10 per car, which is available on the day of the matches that you attend. We have a limited number of accessible car parking spaces in the Blue Car Park.

I will be attending matches as a 2013/14 Blue Member. 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.

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.

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.

The Ticket Office and Supporter Services are open Monday to Saturday, 9am to 5:30pm (closed Sunday & Bank Holiday).

TERMS AND CONDITIONS

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



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 Membership 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

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.