

FAQS for 2019/20 Bristol City Season Cards

Contact Us – Supporter Services

Phone – 0117 963 0600 option 1

Email – supporterservices@bristol-sport.co.uk

Website – www.tickets.bristol-sport.co.uk

Opening Times – Supporter Services

Monday to Friday 9am to 5pm

Weekend matchdays – 10am until 1pm

(Please note, matchday hours may vary due to changes in kick-off times)

Purchasing Your Season Card

1. When can 2018/19 season card holders renew their season cards for the 2019/20 season?

Online – Monday, February 25th at 10am

Phone – Thursday, February 28th at 10am

Please note: disabled supporters will be able to renew during the online sales period over the phone.

2. When will 2018/19 season card holder reservations be released?

On Monday, March 18th at 12pm the reservations for season cards will be lifted and season card holders will be able to move into seats which have become available.

3. I have a 2018/19 season card but I want to choose a different seat for the 2019/20 season, when can I do this?

If you are 100% sure that you do not want the current seat that you occupy then we would recommend waiting until Monday, March 18th at 12pm when you will then be able to go online and pick a new seat from those that are not renewed by current season card holders, without having to wait in any kind of queue. If you would like to guarantee your current seat but wouldn't mind looking to move elsewhere once seats become available, we would recommend renewing in your current seat in the first instance. We would then suggest looking online for the seats you would like to move into once reservations are released on Monday, March 18th at 12pm and then calling Supporter Services on 0117 963 0600 as the move process can not be done online.

4. When can new season card holders purchase for the 2019/20 season?

- Forever Bristol Members Online – Tuesday, March 19th at 10am
- Forever Bristol Members Phone – Wednesday, March 20th at 10am (Including Bristol Bears, Bristol Flyers and Bristol City Women's season card holders)
- General Sale Online – Friday, March 22nd at 10am
- General Sale Phone – Monday, March 25th at 10am

5. How do I renew my season card?

Online

If you are buying your season card online you will need to ensure you have created your Bristol Sport Club Account. To set up this account, please visit <https://login.bristol-sport.co.uk>. Please have your supporter ID to hand as you will need to link your old ticketing account to your new Bristol Sport Club Account. Your Supporter ID number can be found on your current season card.

To view a step-by-step guide please click here - <https://www.bristol-sport.co.uk/about/guide-to-bristol-sport-club-accounts/>

From your given priority period, you can access your reserved season card seat by visiting <https://tickets.bristol-sport.co.uk> and logging in using your Bristol Sport Club Account. Once logged in and from your profile page, select the 'season cards' tab. From here, select your season card to renew and at the next screen you will be presented with everyone in your group. From there, you will have the below options for each individual:

1. Yes, I want to renew now – this will take you through the process to buy the same seat you had for the 2018/19 season.
2. Not sure, keep my seat for the time being – this will hold your seat until you either purchase it, release it or the reservation deadline is reached.

Supporters moving seats to new areas can access the stadium plan directly from the season card tab on the ticketing website and select a seat from there.

Phone

Season Card holders who do not have access to the internet can call Supporter Services on 0117 963 0600 (option 1) to buy during the phone sales process.

6. Can I renew more than one season card at a time?

Yes, you will be able to renew the season cards of members of your linked group on the Bristol Sport ticketing website. In most cases you will already be linked to the supporters you attend with. In the circumstances that you are not, then you are able to link yourselves together by calling supporter services with your supporter ID number as well as the supporter ID number of the person(s) you would like to be linked to.

7. How can I pay for my season card?

This can be done online or over the phone only, there will be no in person sales from Ashton Gate. You are able to pay for your season card either in one full payment via Debit or Credit Card or by spreading the cost over a number of months (please Note: we do not accept American Express). If you chose to spread the cost of your season card there will be a fee of £25 per application and payments will be split initially across ten months. There is a maximum of four season cards per pay monthly application. Further terms and conditions of our pay monthly scheme can be requested.

8. Is there a renewal discount price for securing my seat early?

Yes, if supporters renew in the advanced sales period they will get the cheapest priced season card. Prices are likely to increase if purchased outside of the advanced ticket sales period which ends on Monday, March 18th.

9. What are the cut off dates for each age category and what proof is required?

The cut-off date for each age band is August 1st. For example, if you are 65 years old on August 1st 2019 you qualify for a senior ticket, whilst if you are 12 on August 1st 2019, you would not qualify for an Under-12 ticket. Concessionary applicants are required to show a proof of date of birth, such as a passport, driving licence or birth certificate. You will need to email a copy of a proof of date of birth to supporterservices@bristol-sport.co.uk. If you have previously provided us with this proof, you will not be required to provide it again.

10. What happens if my chosen payment method is declined?

If you have chosen to pay monthly for your season card and are declined, you will need to contact Supporter Services to discuss whether this payment option is available to you. If you have chosen to pay via Debit/Credit card and your payment is declined please ensure that you have enough funds in your account before attempting the payment again. If you are still unsuccessful, please contact Supporter Services.

11. Can I get a refund on my season card if I cancel it?

No. Season cards are non-refundable so there will be no refunds on season cards should you choose to cancel. (Please see terms and conditions).

12. Will I be able to purchase an additional season card?

Yes, you will be able purchase additional season cards, subject to availability. If the new season card holder is a 2018/19 Forever Bristol Member they will be able to purchase a season card from Tuesday, March 19th at 10am. If the new season card holder is not a 2018/19 Forever Bristol Member they will be able to purchase a season card from the general sale period of Friday, March 22nd at 10am.

13. Where is the Family Area at Ashton Gate? Do I qualify to purchase season cards in the Family Area?

For Bristol City, as of the 2018/19 season the Family Area was located in the Upper Lansdown Stand and this will remain for the 2019/20 season.

To be eligible for a season card in the Family Area, the group must contain a minimum of one Under-19 or Under-12.

14. I would like to sit in the Atyeo in 2019/20 but the website says I am unable to?

The Atyeo Stand is allocated to all away fans only.

15. Is there a discount for disabled supporters?

Ten per cent in 2019/20 season.

16. When will I receive my season card?

Supporters will all be sent a new season card for the 2019/20 season in the summer. Concessionary season cards will be sent once we have seen proof of age. You can send a copy of proof of age via email to supporterservices@bristol-sport.co.uk - this can be a birth certificate, driving licence or passport. We will accept high-quality photographs as well as scanned documents.

17. When will the weekly prize draws be announced?

Two prize draws will take place in the first week (Monday 25th – Wednesday 27th and Thursday 28th – Sunday, March 3rd). The first will be the chance to win your 2019/20 season card for free, followed by the chance to win a signed white 2018/19 away shirt. Details of future prize draws will be announced in due course.

Car Parking

18. How can I renew my parking for the season?

Supporters with current seasonal parking will be contacted during the closed season to renew their parking.

19. I would like to move to a different car park, how can I do this?

If you would like to express an interest in moving to a different car park then please email supporterservices@bristol-sport.co.uk. However, we would recommend that you renew in your current space, in order to secure your parking for the 2019/20 season and if a transfer to your desired car park becomes available then we will be in touch with you to arrange this.

20. How do I get parking for the season?

You can ask to be put on our waiting list should any parking become available by emailing supporterservices@bristol-sport.co.uk.

Disabled Enquiries

21. Do the season card renewal dates still apply to disabled supporters?

Yes, the renewal dates for disabled supporters still apply, however you will need to call Supporter Services on 0117 963 0600 as online renewals are currently unavailable for disabled supporters. This can be done during the online sales period.

22. Do disabled supporters get a discount on 2019/20 season cards?

Yes. The discounted rate is 10 per cent off the full price of advertised Adult 2019/20 season cards. This discount will drop to five per cent for the 2020/21 season.

23. Do disabled season card holders receive a free carer?

Yes, providing proof of eligibility is met, disabled season card holders can receive a complimentary carer's season card if required.

24. Will I be required to provide proof of eligibility in order to receive the complimentary personal assistant for the 2019/20 season?

Yes, you will need to provide us with a copy of your DLA letter stating you are in receipt of medium to high rate care or your PIP entitlement letter stating you are in receipt of the enhanced rate. This can be emailed into supporterservices@bristol-sport.co.uk along with your Supporter ID.

25. Who can I speak to in regards to disabled season cards or purchasing matchday tickets?

You can call our disability liaison officer, Gareth Torpy, on 0117 963 0600 option 1. Alternatively you can email him on gareth.torpy@bristol-sport.co.uk

General Enquiries

26. What matches are included in the 2019/20 season card?

For Bristol City, all home league matches are included in the 2019/20 season card. For the avoidance of doubt, cup games or play-off matches are not included in the season card.

27. I have forgotten my season card for a match. Will I be able to watch the match?

Yes. Match tickets can be printed at the South Stand ticket office for a £5 charge. Ticket will only be reprinted on production of the ticket owner's ID.

28. I have a concession Season Card. What happens if I cannot attend a home game?

If you can't attend a game and wish a friend of the same age category to use your season card you must let the club know (see terms and conditions). If the season card needs to be upgraded, e.g. from an Under-12 to an Adult, you must contact the club and pay for the upgrade prior to the fixture. The upgrade cost will be calculated as the full price ticket minus the pro-rata rate of the season card. Please be advised that we will need to create a ticketing account for all supporters that wish to attend a game in place of the Season Card holder.

29. I want to bring a friend to a game and would like to sit with them, can I move my seat for a match?

Yes, each season card holder can have three free seat moves per season to accommodate a friend they bring along. Seat moves for matches over and above the three free moves will be charged at the rate of a full price ticket minus the pro-rata price of the season card. To move seats for a particular match you will need to contact the Supporter Services team.

30. During the 2019/20 season I decide I would like to move seats, what do I have to do?

You must contact the Supporter Services team to discuss options. Permanent seat transfers made during the season will incur the following fees:

- Reprint fee - this costs £10 per season card and applies to all season cards which need to be reprinted.
- Seat Move Admin Fee - This costs £10.

Supporters are entitled to one move per season without incurring the above Seat Move Admin Fee. Supporters will also pay the difference between the current seat and the seat they are moving to, if their current seat is more expensive than the seat being moved into then no refund will be offered by the club.

31. What happens if I have an issue and want to complain?

If you have any issues that you wish to discuss, you can either call Supporter Services on 0117 963 0600 or email supporterservices@bristol-sport.co.uk. If they cannot deal with your query directly they will pass it on to the relevant department.

32. Who do I speak to if I have a problem on matchday?

There are plenty of stewards at the stadium who will be able to assist. Alternatively, if you go to the South Stand ticket office then a member of the Supporter Services team will be able to assist you, prior to kick-off.

Advanced Priority Sales Periods

Renew your seat from

Online: 10am, Monday, February 25th

Phone: 10am, Thursday, February 28th

Lose your seat deadline

12pm, Monday, March 18th

Move your seat

Phone: 12-8pm, Monday, March 18th

Members purchase

Online: 10am, Tuesday, March 19th

Phone: 10am, Wednesday, March 20th

General sale

Online: 10am, Friday, March 22nd

Phone: 10am, Monday, March 25th

Deadline: 5pm, Friday, April 5th

VIP seasonal hospitality

If you are interested in VIP seasonal hospitality, our Lansdown Restaurant offers the ultimate hospitality experience. For all queries please speak to one of the team on 0117 963 0630 or email hospitality@ashtongate.co.uk.

2019/20 season card holder benefits

Benefits	2019/20 season card holder
Away & cup ticket priority (subject to availability)	Level 1
City Rewards	£10 start-up balance
Concessions discount	10%
Hospitality discount	10%
Under-23 matches	Free entry to home games
CATS coaches discount	£5 off
Bristol Bears discount	£5 off home league tickets
Bristol Flyers discount	Member price for home league tickets