

Find all the answers to the key questions with 2019/20 season cards now back on sale.

Contact Us – Supporter Services

Phone – 0117 963 0600 option 1

Email – supporterservices@bristol-sport.co.uk

Website – 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 supporters purchase a season card for the 2019/20 season?

Season cards are currently on general sale until 12pm Friday, May 3rd. Season cards are available online and over the phone.

Please note: disabled supporters should call Supporter Services to purchase a season card.

2. I have a 2019/20 season card but I want to choose a different seat for next season, when can I do this?

Supporters who have already purchased a season card for 2019/20 but would like to move seat can do so by calling Supporter Services on 0117 963 0600.

3. When can new season card holders purchase for the 2019/20 season and what is the deadline?

- General sale: Online & Phone – Tuesday, April 16th at 10am
- Deadline: Friday, May 3rd at 12pm

4. How do I buy a 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/>

Phone:

Supporters can call Supporter Services on 0117 963 0600 (option 1) to buy their season card for 2019/20. Disabled season card holders who require a carer can call Supporter Services to purchase a season card.

5. 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. The option to spread the cost of your season card over ten monthly payments is no longer available – this was available only to supporters that purchased during the advanced sales period.

6. 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 2019. 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.

7. 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).

8. 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.

9. I would like a season card in the “Singing Section” (blocks S25, S26 and S27) but it was sold out in the 2018/19 season. Can I get one for the 2019/20 season?

Unfortunately, seats are sold out in this area currently for the 2019/20 season.

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

The Atyeo Stand is allocated to all away fans only.

11. Is there a discount for disabled supporters?

Ten per cent off on full Adult prices in the 2019/20 season.

12. 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.

Car Parking

13. 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.

14. 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.

15. 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

16. 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 only. This discount will drop to five per cent for the 2020/21 season.

17. 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.

18. Will I be required to provide proof of eligibility in order to receive the complimentary carer season card 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/mobility 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.

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

You can call Supporter Services on 0117 963 0600 option 1. Alternatively, you can email us at supporterservices@bristol-sport.co.uk.

General Enquiries

20. 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, friendlies, cup games and play-off matches are not included in the season card.

21. 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.

22. 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.

23. 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.

24. 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.

25. 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.

26. 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.

Sales Periods

General Sale from:

- Online: 10am, Tuesday, April 16th
- Phone: 10am, Tuesday, April 16th

Deadline

- 12pm, Friday, May 3rd

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 benefits -

*Benefits are subject to terms and conditions.

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

Bristol Sport Club Account

In order to renew your season card online, you will need to ensure you have set up your Bristol Sport Club Account. To do this, please visit **login.bristol-sport.co.uk** where you can also find an updated step-by-step user guide to help you through setting up your account. Designed to make life easier for you, the Bristol Sport Club Account allows you to use just one single login to purchase tickets (including your 2019/20 season card), merchandise, watch BCTV, access the Bristol City App and keep an eye on your City Rewards loyalty balance.

We anticipate phone lines being busy throughout the season card renewals period so would recommend supporters buying online.