



## 2021/22 BRISTOL CITY SEASON CARDS ESSENTIAL INFORMATION FOR ADVANCED SEASON CARD SALES PERIOD

### **When do Bristol City 2021/22 Season Cards go on sale?**

Bristol City 2021/22 Season Cards will be available to 2020/21 and 2019/20 Season Card holders from Monday, April 12th at 10am.

All the sales dates, pricing (see below) and full details can be found by clicking [here](#).

### **How do I contact the club?**

You can contact Supporter Services on:

Phone – 0117 963 0600

Email – [supporterservices@bristol-sport.co.uk](mailto:supporterservices@bristol-sport.co.uk)

Website – [tickets.bristol-sport.co.uk](http://tickets.bristol-sport.co.uk)

### **Opening Times – Supporter Services**

Monday to Friday - 9am to 5pm,

Good Friday - 10am to 2pm

Easter Monday and May Bank Holidays - closed

# 2021/22 SEASON CARD ADVANCED PRICES



BRISTOL CITY  
FOOTBALL CLUB

	SOUTH STAND	DOLMAN STAND WINGS	DOLMAN STAND CENTRE	FAMILY AREA LANSDOWN STAND UPPER	LANSDOWN STAND WINGS	LANSDOWN STAND CENTRE
ADULT	£366 (£16)*	£440 (£19)*	£529 (£23)*	£355 (£15)*	£529 (£23)*	£636 (£28)*
DISABLED ADULT	£366 (£16)*	£440 (£19)*	£529 (£23)*	£355 (£15)*	£529 (£23)*	£636 (£28)*
SENIOR 65+ /UNDER-25	£303 (£13)*	£366 (£16)*	£414 (£18)*	£294 (£13)*	£414 (£18)*	£497 (£22)*
UNDER-22	£160 (£7)*	£244 (£11)*	£271 (£12)*	£155 (£7)*	£271 (£12)*	£355 (£15)*
UNDER-19	£99 (£4)*	£150 (£7)*	£150 (£7)*	£99 (£4)*	£150 (£7)*	£199 (£9)*
UNDER-12	£55 (£2)*	£99 (£4)*	£99 (£4)*	£55 (£2)*	£99 (£4)*	£150 (£7)*

\*Price per game represents the cost of the 2021/22 Season Card for the 23 home league games, excluding any fees, rounded to the nearest pound. Disabled/ambulant supporters no longer receive a discount against the Season Card price.

## Covid-19 Information – Buy with confidence

Our number one priority is to welcome all Season Card holders back to watch Bristol City play at Ashton Gate as soon as possible. We understand some supporters may be hesitant to renew their Season Card due to a risk of ongoing restrictions being put in place.

We can reassure all supporters that should any further restrictions prohibit us from being able to welcome a Season Card holder back, a pro-rata refund will be one of the options available.

## QUESTIONS AND ANSWERS ON PURCHASING/RENEWING YOUR SEASON CARD

### 1. When can Season Card holders renew their Season Cards for the 2021/22 season?

Online – from Monday, April 12th (10am)

Phone – from Wednesday, April 21st (10am)

### 2. How long is my 2020/21 Season Card reserved for before being released?

2020/21 Season Card holders have until Tuesday, May 4th at 12pm to renew their current seat.

Supporters who have renewed for the 2021/22 season will then be able to move into seats which have become available. This can be done over the phone between 12pm on Tuesday, May 4th and 5pm on Wednesday, May 5th.

### 3. I have a 2020/21 Season Card but I want to choose a different seat for the 2021/22 season, when can I do this?

Initially you will only be able to renew your current seat for 2021/22. If you wish to move into a different seat, you will be able to contact Supporter Services during the seat move period between 12pm on Tuesday, May 4<sup>th</sup> and 5pm on Wednesday, May 5<sup>th</sup> when they can process this with you.

#### 4. When can new Season Card holders purchase for the 2021/22 season?

General sale for 2021/22 Season Cards starts at 10am on Thursday, May 6th. Supporters will be able to purchase online or over the phone.



#### 5. How do I renew my Season Card?

##### Online

Online is the quickest and easiest way to renew your Season Card. You will need to either create or login to your Bristol Sport Club Account and link it to your Supporter ID number. For a step-by-step guide to setting up your account please click [here](#).

Once logged in you can navigate to your renewal information via a personalised MySeat page. You will be redirected to your reservation, along with the reservations of any friends and family members you attend with. Select the seats which you wish to renew and proceed to checkout.

##### Phone

Season Card holders who do not have access to the internet can call Supporter Services on 0117 963 0600 from Wednesday, April 19th at 10am to renew their Season Card over the phone.

#### 6. Can I renew more than one Season Card at a time?

Yes, you will be able to renew the Season Cards of friends/family in 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 contacting 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 nine 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 across nine

months. The first payment will be due on July 1<sup>st</sup>, 2021. 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. Why is the Pay Monthly Scheme for 2021/22 split over nine months compared to 2020/21 when the Pay Monthly Scheme was split over 10 months?**

With the later than usual on-sale dates for 2021/22 Season Cards the pay monthly scheme has been condensed to nine months to give us the best possible chance to revert to a normal payment schedule for 2022/23 when it is expected we will be back to a more traditional football calendar, and more typical dates for Season Card renewals and payments.

**9. I have Ticket Credit that I would like to use against my 2021/22 Season Card purchase. How do I redeem it?**

If you have Ticket Credit to use towards a 2021/22 Season Card purchase you can do so at the checkout stage. There will be a "Deposit" section at the bottom of the page which will display the credit(s) you have available to use. By default the credit will automatically be applied and taken off the value of your Season Card. You can check this is the case as the deposit will be displaying a minus figure.

As the credit has now been applied, you will be shown the total left to pay (if any) and you can then complete the transaction by entering payment details.

If you do not wish to use your Ticket Credit when renewing your Season Card you can remove these manually by selecting the cross next to the credit amount.

The deadline for using any Ticket Credit has been extended until 5pm on December 31<sup>st</sup>, 2021.

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

The advanced sales period offers supporters the best possible price. Supporters should purchase their 2021/22 Season Card before Tuesday, June 1st at 5pm to get the cheapest priced Season Card. Prices will increase after this deadline.

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

The cut-off date for each age category is August 1<sup>st</sup>, 2021. For example, if you are 65 years old on August 1<sup>st</sup>, 2021 you qualify for a Senior 65+ Season Card, whilst if you are 12 years old on August 1<sup>st</sup>, 2021, you would not qualify for an Under-12 Season Card. 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](mailto:supporterservices@bristol-sport.co.uk). If you have previously provided us with this proof, you will not be required to provide it again.

**12. Can I get a refund on my Season Card if I cancel it?**

Season Cards are non-refundable so there will be no refunds on Season Cards should you choose to cancel (please see [terms and conditions](#))

If we are unable to welcome a Season Card holder back to a home game due to Covid restrictions, a pro-rata refund will be an option for fans. If you have purchased your 2021/22 Season Card via the Pay Monthly Scheme, payments will be required to be up-to-date to be eligible for any pro-rata refunds should they be issued due to Covid restrictions.

**13. Will I be able to purchase an additional Season Card?**

Yes, you will be able purchase additional Season Cards, subject to availability, from the general sale period starting Thursday, May 6th at 10am.

#### **14. How can I purchase VIP 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](mailto:hospitality@ashtongate.co.uk).

#### **15. Where is the Family Area at Ashton Gate? Do I qualify to purchase Season Cards in the Family Area?**

Our popular Family Area is located in the Upper Lansdown Stand in blocks W1, W2, W7, W8 & W9. To be eligible for a Season Card in the Family Area, the group must contain a minimum of one Under-19 or Under-12.

#### **16. When will I receive my Season Card?**

New Season Cards purchasers will receive their Season Card prior to the 2021/22 season commencing.

Supporters renewing their Season Card will be contacted regarding their Season Card in due course.

Concessionary Season Cards will only 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](mailto: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 prize draws be announced?**

Details of the prize draws for Season Card holders can be found below.

**Prize Draw 1:** Monday April 12th – Wednesday, April 14<sup>th</sup>

Win your Season Card for FREE

**Prize Draw 2:** Thursday, April 15th – Sunday, April 18th

Tour of the Robins High Performance Centre – date to be confirmed and subject to Covid-19 restrictions being lifted

**Prize Draw 3:** Monday, April 19th – Sunday, April 25th

A squad signed Bristol City 2021/22 home shirt

**Prize Draw 4:** Monday, April 26th – Tuesday, May 4th

FREE Hospitality upgrade to one City home league game in 2021/22 for you and a guest

Winners will be chosen at random shortly after each prize draw deadline. Please note the earlier you renew/purchase your Season Card the more prize draws you will be entered into. For example, if you renew/purchase on the first day (Monday, April 12th) you will be entered into all four prize draws.

#### **18. What COVID-19 measures will be in place?**

Please note all information is based on no Covid-19 restrictions being in place for 2021/22. Should any Covid-19 restrictions be in place at the start of the new season, we will communicate with supporters as soon as we understand what these restrictions are and how this will impact our ability to host games with supporters.

In the event that social distancing is introduced, it may be necessary to welcome Season Card holders back in a different seat to the one purchased.

If due to Covid-19 restrictions we are unable to admit a Season Card holder to any given match which was originally included as part of the Season Card, we will make a pro-rata refund available alongside other options to choose from.

Safety is our highest priority, and we will continue to follow all Government guidelines to ensure the safe return of supporters to the stadium. We will therefore kindly ask that fans follow all safety measures that may be required in order for us to maintain a safe environment for all Season Card holders.

#### **19. What about rail/ barrier seating in the Singing Section?**

The club hopes to have rail seating for the 2021/22 season just as we had planned for the 2020/21 season, however due to the pandemic this was put on hold.

With this in mind all seats in the designated rail/barrier seating area (S25/S26/S27) are no longer unreserved and a seat must be renewed or selected.

2020/21 Season Card holders in this area should renew their reserved seat, whilst 2019/20 Season Card holders should select where they would like to sit.

The rails will be installed as soon as possible, and we will update fans once restrictions are lifted, and they will be informed once it is safe to stand.

Please note persistent standing will not be permitted in any other part of the stadium.

#### **20. How can I renew my parking for the season?**

Season Card holders with a 2019/20 parking space will be contacted directly regarding their parking options in due course. You do not need to contact Supporter Services.

#### **21. I paid for parking in 2019/20 but the end of the season was played behind closed doors, will I get a discount on 2021/22 parking?**

More information will be provided when we contact Season Card holders with a 2019/20 parking space regarding 2021/22 renewals.

#### **22. I've not had parking before, how do I get parking for the 2021/22 season?**

You can ask to be put on our waiting list should any parking become available by emailing our Supporter Services team - [supporterservices@bristol-sport.co.uk](mailto:supporterservices@bristol-sport.co.uk).

#### **23. Can disabled supporters purchase their 2021/22 Season Card online?**

Yes, supporters who have held a disabled Season Card for either 2019/20 or 2020/21 will be able to purchase their 2021/22 Season Card online providing their details and the details of their Carer (if applicable) remain the same as before. Please ensure the correct price category is associated to each Season Card, i.e. Adult and Carer are assigned correctly.

If you wish to purchase a disabled Season Card and you didn't purchase in 2019/20 or 2020/21, please contact Supporter Services on 0117 963 0600 and we can assist you with your booking.

#### **24. Do the Season Card renewal dates still apply to disabled supporters?**

Yes, the renewal/purchase dates are the same for all.

#### **25. Do disabled supporters get a discount on 2021/22 Season Cards?**

The 2020/21 season was the last season where a discount for disabled supporters was applied. Disabled supporters are entitled to a complimentary carer ticket to accompany them to matches.

In March 2018, in keeping with guidelines set out by Level Playing Field, the club moved to offer disabled supporters pricing in line with the age categories for all supporters. It was agreed to phase in this pricing over the course of three seasons. Disabled adult supporters received a 15% discount on their 2018/19 Season Card, 10% discount on their 2019/20 Season Card and 5% discount on their 2020/21 Season Card. For 2021/22 disabled pricing has been brought in line with full adults and current matchday pricing.

**26. Will I be required to provide proof of eligibility in order to receive the complimentary carer Season Card for the 2021/22 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](mailto:supporterservices@bristol-sport.co.uk) along with your Supporter ID Number.

**27. Who can I speak to with regards to disabled Season Cards or purchasing matchday tickets?**

You can call Supporter Services on 0117 963 0600. Alternatively, you can email us at [supporterservices@bristol-sport.co.uk](mailto:supporterservices@bristol-sport.co.uk).

**GENERAL ENQUIRIES**

**28. Will matches still be streamed on Robins TV?**

We will update fans as soon as we have clarity on the broadcast regulations for the 2021/22 season. At this stage we are working off the premise that streaming will revert to pre-covid regulations i.e. mid-week matches (subject to the necessary EFL/club approvals)

**29. What matches are included in the 2021/22 Season Card?**

All home league matches are included in the 2021/22 Season Card. Cup games are not included.

**30. 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 administration charge. Tickets will only be reprinted on production of the ticket owner's ID.

**31. 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.

**32. During the 2021/22 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 - £10 per Season Card
- Seat move administration fee - £10 per Season Card
- Supporters will also pay the difference between the current seat and the seat they are moving to. If their current seat is more expensive then no refund will be offered by the club.

**33. 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](mailto:supporterservices@bristol-sport.co.uk). If they cannot deal with your query directly they will pass it on to the relevant department.

**34. 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 Winterstoke Road ticket office (behind the John Atyeo statue) then a member of the Supporter Services team will be able to assist you, prior to kick-off.