



SEASON TICKET Q & A

2024/25

...LET'S ALL SING TOGETHER

#PUSB 

GENERAL:

What is the cost of a Premier League package for 2024/25, if I already had one last season?

This is £500 – you need to renew each year to continue to be part of the scheme.

What is the cost of a Premier League package 2.0?

This is £550.

What booking/processing fees apply?

There is a total processing fee of £8 – this applies to all purchases.

Will JSB Memberships be available this season?

Details regarding JSB Memberships will be confirmed soon.

Will I receive a new Season Ticket card?

If you are renewing from last year then no – you will use the same card.

If you are moving seat or changing age category then you will get a new card sent to you.

If you did not have a Season Ticket/Premier League Package last year, then you will be sent a new Season Ticket card.

No Season Ticket will be required or issued for supporters aged Under 3. Supporters aged Under 3 are not permitted to sit in the South Stand, or Singers Corner (Blocks 6-16).

How can I buy for family and friends?

Ensure that they are linked in your network when purchasing online – [details can be seen here.](#)

I need help when buying online – what should I do?

[Please visit our online ticketing guide here](#)

For any additional queries when purchasing, please call 0333 321 31 34 (Mon-Fri, 9am-5pm) or [complete this contact form.](#)

SEATING PLAN:

Are there any Zone changes?

Yes, there are!

The South Stand Blocks 10, 11 and 12 will be opened for Season Tickets sales for home supporters, as will Block 13 in the East Stand.

Blocks 27 and the back of Block 26 will also be available for Season Ticket sales.

Safe Standing areas will be as follows:

- Block 6 – Rows AA to XX (Away Supporters)
- Block 7 – Rows AA to XX (Away Supporters)
- Block 11 – Rows AA to XX
- Block 12 – Rows AA to XX
- Block 13 – Rows AA to XX
- Block 14 – Rows AA to XX

We recommend safe standing areas only for supporters aged 14+

Please note that for Emirates FA Cup fixtures, where Coventry City may be required to provide 15% of capacity to the away side, the Sky Blues are advising supporters in the South Stand that they would be required to purchase tickets in a different location for any affected game – however these fans would receive priority access to buy elsewhere.

Additionally, supporters should be aware that Blocks located in the South Stand are on a separate concourse to the rest of the home areas of the Arena.

2023/24 SEASON TICKET HOLDERS:

Will my seat be reserved?

Yes.

How long will seats be reserved for?

Seats will be reserved until Monday 3rd June at 10am.

I had a Half Season Ticket – will my seat still be reserved?

Yes it will be.

What happens if I buy a different seat?

If you buy in a different location, then your reserved seat will be released within 24 hours.

PAYMENT:

Can we pay via finance/direct debit?

Yes, you will be able to pay using the V12 Finance option – this will show as a payment option on checkout.

I want to pay by cash/cheque – can I do that?

The Ticket Office is cashless. We no longer accept cheque.

DISABLED SUPPORTERS:

How can I purchase?

Disabled fans can buy online or at the Ticket Office at the Coventry Building Society Arena.

Can the Personal Assistant attend without the disabled supporter?

No, the ticket is provided specifically for the Personal Assistant for Disabled Supporters – therefore they cannot attend games without the Disabled Supporter.

Who receives a Personal Assistant ticket?

Supporters must be aged 14 or over, and on the Enhanced rate of PIP or Higher Level Rate DLA to receive a free Personal Assistant ticket.

As per the Family Zone rules, Under 18's must be purchased with an adult/concession, therefore Under 18's will not receive a free Personal Assistant ticket if there is not another adult/concession in the group.

Do I need to provide new proof of disability to receive a Personal Assistant ticket?

Yes, this must be provided either in person at the Ticket Office, or by e-mailing ticketoffice@ccfc.co.uk.

Who do I contact for help?

If you are a disabled supporter who needs help/advice when purchasing, please contact ticketoffice@ccfc.co.uk

CONCESSIONS AND AGE GROUPS:

Which Concessions apply?

Concession age category prices now apply to fans aged 65 and over and young adults (Under 21s)

Do I need to provide proof?

When purchasing in person or online, proof of age for a Concession ticket may be requested at the point of purchase or a later date.

What date are Concessions based on?

All Concessions and Junior Season Tickets are based on supporter age as of 31st August 2024.

What is the Senior Concession age?

This is for fans aged 65 and over.

WHERE TO BUY:

Where do I buy from?

Season Tickets are available online at eticketing.co.uk/CCFC from Midday on Monday 13th May.

You can also purchase at the Ticket Office during regular opening hours, from Midday on Monday 13th May onwards.

MATCHDAY ARRANGEMENTS:

Details regarding matchday arrangements (e.g. parking etc) and other plans will be confirmed and communicated at a later date – please do not get in touch with questions at this stage.

TV SELECTIONS:

With the substantial increase in the number of live matches, Sky Sports and the EFL will introduce a new commitment for clubs and fans which will provide longer notice periods on TV selections.

The defined notice periods will enable clubs and fans to plan further in advance and this will include the placement of all live matches selected for broadcast for the period to FA Cup third round before the start of the season.

Greater parity in the number of times that clubs are selected for TV coverage is also guaranteed.

PREMIER LEAGUE PACKAGE:

How long is the price held until for Premier League Package holders?

The Premier League price will be held for 5 years (from 2023/24 to 2027/28) – or until the Sky Blues reach the Premier League... whichever one comes first.

When would I receive a free Season Ticket?

You would receive a free Season Ticket for the Sky Blues first season in the Premier League, if this happens during the 5 year period.

What would happen after that first season?

Premier League package holders would return to the normal pricing structure like everyone else.

Do I need to keep buying?

Yes - supporters must renew for all 5 seasons (starting last season) for their price to be frozen and for them to be eligible for a free Premier League Season Ticket in the first year of the Sky Blues being in the Premier League – if they do not keep renewing, they will no longer be eligible.

Is there a Concession/Junior price?

The Premier League package price is the same for all supporters – there is no discount for any Concessions or Juniors/JSBs.

PREMIER LEAGUE PACKAGE 2.0:

The following applies to fans buying the Premier League Package 2.0, launching in May 2024

How long is the price held until for Premier League Package 2.0 holders?

The Premier League 2.0 price will be held for the next 4 years (from 2024/25 to 2027/28) – or until the Sky Blues reach the Premier League... whichever one comes first.

When would I receive a free Season Ticket?

You would receive a free Season Ticket for the Sky Blues first season in the Premier League, if this happens during the 4 year period.

What would happen after that first season?

Premier League package 2.0 holders would return to the normal pricing structure like everyone else.

Do I need to keep buying?

Yes - supporters must renew for all 4 seasons for their price to be frozen and for them to be eligible for a free Premier League Season Ticket in the first year of the Sky Blues being in the Premier League – if they do not keep renewing, they will no longer be eligible.

Is there a Concession/Junior price?

The Premier League package price is the same for all supporters – there is no discount for any Concessions or Juniors/JSBs.

FAMILY ZONE PACKAGE:

Where can I sit with this package?

Seats purchased in this package must be located in the Family Zone blocks –31, 32, 33 and 34.

What ticket combinations apply?

An Adult/Concession aged over 18 must purchase a Season Ticket alongside at least 1 Junior Season Ticket. One additional Junior Season Ticket may be purchased and one additional Adult Season Ticket may be purchased.

What other restrictions apply?

Under 14 Season Tickets cannot be purchased online without an adult/concession

There is a ratio 1 adult per 2 juniors – fans wishing to purchase more than this must visit the Ticket Office.

Is proof of age required?

Yes, proof of age is required for junior Season Ticket holders.

If the dates of birth do not match the price paid, supporters will be contacted to pay the difference – Season Cards will be blocked until this is done.

What other Terms and Conditions apply to the Family Zone?

Fans should be aware of the attendance terms and conditions which apply now from 2024/25. These can be seen here.

Must I attend with a Junior?

Yes – Adult/Concession must attend matches with a Junior. If the Junior is not attending, then the adult should put their Family Zone ticket on the Ticket Exchange and buy a ticket for the Standard Zone or Premium Zone.

When will there be more details about the Ticket Exchange?

Further information about the Ticket Exchange will be confirmed during summer 2024.

GENERAL INFORMATION:

- Please ensure your Date of Birth is correct when purchasing. Fans knowingly purchasing or seeking access to games with the incorrect age category will be subject to action, including club bans.
- Fans who buy any 24/25 Season Ticket will receive 230 points in the Priority Point Scheme.

As per the Family Zone rules, Under 18's must be purchased with an adult/concession, therefore Under 18's will not receive a free Personal Assistant ticket if there is not another adult/concession in the group.

FURTHER QUERIES or QUERIES WHEN BUYING:

For any additional queries or queries when purchasing, please call 0333 321 31 34 (Mon-Fri, 9am-5pm), [complete this form](#) or contact TicketOffice@ccfc.co.uk.

Please do not contact the Club via social media regarding individual ticket queries.

Due to high demand, responses may be slower when contacting the Club at this time.