



Manchester City F.C.

Seasoncard Waiting List

Frequently Asked Questions



These Frequently Asked Questions must be read in conjunction with the Terms and Conditions associated with Manchester City Football Club's Seasoncard Waiting List, and the Etihad Stadium Ground Regulations. All Terms and Conditions can be found on the club website www.mcfc.co.uk/tickets-and-seasoncards/general-information.

SEASONCARD WAITING LIST

What is the Seasoncard Waiting List?

The Seasoncard Waiting List is a chronologically ordered list of supporters who want to purchase a Seasoncard at the Etihad Stadium. Seasoncards are sold out for the 2013/14 season. A supporter who holds a place on the Waiting List will be entitled to purchase a Seasoncard for the 2014/15 season subject to availability, or in the proposed, expanded Etihad Stadium from 2015/16. [Click here](#) to find out more about the chronological ordering of the list. **Existing Seasoncard holders are advised that they do not need to purchase a place on the Waiting List for themselves, even if they may look to move to an alternative seat in the future.**

PURCHASING

How much does it cost to secure a place on the Seasoncard Waiting List?

To secure a place on the Waiting List, a supporter is required to make a payment of £100 per seat. The £100 is a deposit against the price of a Seasoncard. When a Seasoncard is purchased, the £100 will be deducted **in full** from the respective Seasoncard price. For example, if a supporter purchases a Seasoncard which is priced at £550, £100 will be deducted from the price and the supporter will pay £450.

How much does a Seasoncard cost?

Seasoncard prices vary dependent on location within the stadium and the age band the supporter falls into. The **indicative** price range for the 2015/16 season, based on an adult age band is £299-£900.

Who can purchase a place on the Seasoncard Waiting List?

Any supporter can purchase a place on the Waiting List, including:

- Existing Seasoncard holders who wish to purchase **additional** Seasoncards for friends and family
- Existing Blue and Blue City Kicks members
- Any supporter who is not currently but wishes to become a Seasoncard holder

I am a current Seasoncard holder; do I need to join the Seasoncard Waiting List to have the opportunity to relocate to any alternative seat in the stadium, either for 2014/15 or in a potentially expanded stadium in 2015/16?

No. Existing Seasoncard holders do not need to purchase a place on the Waiting List for themselves. The relocation process ahead of 2014/15 will be the same as previous seasons. Providing you renew your Seasoncard for the 2014/15 season, you will be given first priority on any available seats within the stadium (including new seats made available via the proposed stadium expansion) for 2015/16, during the respective seat relocation window. 2014/15 Seasoncard holders will have priority over supporters who have joined the Waiting List. [Click here](#) for more information on the Seasoncard relocation process. Existing Seasoncard holders that do not renew for the 2014/15 season will be required to join the Seasoncard Waiting List if they wish to be considered for an available seat in the proposed expanded stadium for the 2015/16 season.



How many places can I purchase on the Seasoncard Waiting List?

Existing Seasoncard holders can purchase up to four places on the Seasoncard Waiting List for friends and/or family members. For the avoidance of doubt, existing Seasoncard holders are reminded that they do not need to purchase a place on the Waiting List for themselves.

Existing Blue and Blue City Kicks members can purchase a place for themselves and up to three friends and/or family members.

If you are buying online, you will need to ensure that the supporters you wish to purchase a place on the Waiting List for are linked via your 'Friends & Family'. For further information on adding supporters to your 'Friends & Family' list, [click here](#). If you are buying via the telephone or in-person at the Ticket Office, our team will be happy to do this for you.

My child is under 5, do I need to purchase a place on the Seasoncard Waiting List based on the Club's policy that allows children under 5 to enter the stadium without a ticket?

If your child will be over 5 at the time you are offered the opportunity to purchase a Seasoncard, the Club would advise that you purchase a place on the Waiting List for both you and/or your child.

If your child will be under 5 at the point you are offered the opportunity to purchase a Seasoncard, you can continue to bring your child to the Etihad Stadium and they will be allowed entry to sit on your knee (for the avoidance of doubt, they will not be provided with their own seat).

If your child is under 5 and you would like them to have their own seat irrespective of the policy, then you would need to purchase a place for them on the Waiting List.

Existing Seasoncard holders do not need to purchase a place on the Waiting List for themselves but will need to do so for any child that they wish to be offered the opportunity to purchase a Seasoncard.

Children under 14 who are not allowed to enter the stadium without an adult (over 18) will only be allocated a seat next to their parent or guardian, subject to availability.

When can I purchase a place on the Seasoncard Waiting List?

A priority purchase window will be given to the following members:

- 2013/14 Seasoncard holders
- 2013/14 Blue and Blue City Kicks members

Any supporter, who is not currently but wishes to become a Seasoncard holder, can purchase following this priority window. Dates will be confirmed at www.mcfc.co.uk/waitinglist

How can I purchase a place on the Seasoncard Waiting List?

Purchasing a place on the Waiting List is easy and there is **no booking fee**. You can buy:

- Online at www.mcfc.co.uk/waitinglist
- Over the telephone by calling +44 (0)161 444 1894, open 24 hours, 7 days a week
- At the Ticket Office, located on the first floor of the City Store at the Etihad Stadium. Open Monday to Saturday, 9:00am to 5:30pm. Closed Sunday and Bank Holidays.



What methods of payment can I use?

You can use all major credit and debit cards and we do not charge a fee for using these. You can also pay by cash or cheque in person at the Ticket Office. To spread the cost, you can pay for your place on the Waiting List in four equal instalments, via our credit/debit card scheme, detailed below.

How does the credit/debit card scheme work?

The credit/debit card scheme allows you to spread the cost over four equal instalments of £25 per seat. At the time of purchase you will be required to pay the first £25 at the end of the transaction. You will need to register your credit/debit card details during the purchasing process, which will be used to take the three remaining payments of £25 on the last working day of each consecutive month following the date of purchase. For example, if you purchase a place on the Waiting List in October 2013, £25 is paid at the time you join the Waiting List. Then, £25 is taken automatically on the last working day of November 2013, December 2013 and January 2014, from your registered credit/debit card.

Can I choose a seat in a specific price band?

Yes. On joining the Waiting List you will be asked to specify your preferred price band. Price bands are as follows and are based on **indicative** pricing for future seasons, and on an adult age band:

- £299-£449
- £450-£599
- £600-£749
- £750-£900

Supporters who are on the Waiting List will be offered all available seating, whether it is within their preferred price band or not. Availability in specific price bands cannot be guaranteed. However, if the Club cannot offer you a seat within your specified price band and you decline all alternative seats offered, you can request a full refund of the deposit paid.

Can I choose a specific seat location?

No, not at this time. It is not possible to guarantee a specific seat location as availability for future seasons cannot yet be determined. At the point you are eligible to purchase a Seasoncard, you will have access to all available seats. [Click here](#) for more information on the Seasoncard seat selection and relocation process.

REFUNDS

My circumstances have changed and I no longer want to be on the Waiting List. Can I have a refund?

If your circumstances have changed and you no longer wish to be on the Waiting List please contact a member of the Supporter Services team on +44 (0)161 444 1894 (option 1, option 3), who will be happy to assist you with your refund. You also have the option to transfer the place on the Waiting List to another supporter should you wish to do so. [Click here](#) for full Terms and Conditions of Sale.



I am a current Seasoncard holder and have made a deposit payment for a friend/family member who no longer wishes to purchase a Seasoncard. Can I use the £100 deposit when renewing my own Seasoncard?

No. The deposit can only be used against the purchase of a new Seasoncard and is not redeemable when you renew your own, future Seasoncard. All deposits will be recorded against the supporter who has joined the Waiting List. If your friend/family member no longer wishes to be on the Waiting List they can contact a member of the Supporter Services team on +44 (0)161 444 1894 (option 1, option 3), who will be happy to assist them with their refund. They also have the option to transfer the place on the Waiting List to another supporter should they wish to do so. [Click here](#) for full Terms and Conditions of Sale.

SEASONCARD SALES PROCESS

How does the chronological ordering work?

Upon purchasing a place on the Seasoncard Waiting List, you will be allocated a Waiting List number. You will retain this number (place in the queue) until you are offered the opportunity to purchase a Seasoncard. When a seat becomes available, the supporter with the lowest Waiting List number will be given the opportunity to purchase first. The Club reserves the right to group supporters on the Waiting List, based on position. For example, numbers 1-50 may be offered the first window to purchase seats. Those numbered 51-100 may be offered the second window to purchase and so on. Dates for all sales windows will be communicated at www.mcfc.co.uk/waitinglist in due course.

I have purchased multiple places on the Seasoncard Waiting List for friends and family members; however their Waiting List numbers are not successive. How do I ensure that we are all sat together?

Supporters that wish to sit together, whether a current Seasoncard holder or a new Seasoncard holder, will need to wait until the lowest numbered supporter on the Waiting List is offered the opportunity to purchase. For example, an existing Seasoncard holder that wishes to sit with friends or family members whose numbers are 10, 87 and 209 on the Waiting List, will need to wait until the supporter who is number 209 on the Waiting List is offered the opportunity to purchase.

Every effort will be made by the Club to ensure that groups of supporter are sat together if requested. However, available seats cannot be held for supporters on the Waiting List and no seat is guaranteed. The Club cannot guarantee that all supporters on the Waiting List will be offered the opportunity to purchase within the same season. **The decision of when to purchase lies solely with the supporter.**

If I have joined the Seasoncard Waiting List do I have priority over all other supporters to seats within the stadium?

No. Seasoncard sales for the 2014/15 season will follow the same process as previous seasons.

1. 2013/14 Seasoncard holders – window to renew their existing seat
2. 2013/14 Seasoncard holders – window to relocate to any available seat
3. Seasoncard Waiting List – window(s) based on chronological/grouping order to purchase any available seat, subject to availability



Seasoncard sales for the 2015/16 season, including new seats made available via the proposed stadium expansion, will follow the sales process detailed below.

1. 2014/15 Seasoncard holders – window to renew their existing seat
2. 2014/15 Seasoncard holders located on Colin Bell Stand Level 2 & East Stand Level 2, impacted by proposed Premium Seating and who do not wish to renew in their existing location – window to relocate to any available seat, including new seats made available via the proposed stadium expansion
3. 2014/15 Seasoncard holders outside of Colin Bell Stand Level 2 & East Stand Level 2 – window to relocate to any available seat, including new seats made available via the proposed stadium expansion
4. 2014/15 Seasoncard holders located on Colin Bell Stand Level 2 & East Stand Level 2, impacted by proposed Premium Seating and who do not wish to renew in their existing location – window to relocate to any available seat vacated by relocations in phase 3 above
5. Seasoncard Waiting List – window(s) based on chronological/grouping order to purchase any available seat, including new seats made available via the proposed stadium expansion

Every effort will be made by the Club to ensure that groups of supporters are sat together if requested. However, available seats cannot be held for supporters on the Waiting List and no seat is guaranteed.

Once a seat becomes available, how will the Club contact me?

Supporters who hold a place on the Waiting List will be given a sales window to purchase any available seat within the stadium, including seats made available via the proposed stadium expansion. This will be after the window for current Seasoncard holders to renew and/or relocate. The Club reserves the right to group supporters on the Waiting List based on position. For example, numbers 1-50 may be offered the first window to purchase a Seasoncard. Those numbered 51-100 may be offered the second window to purchase and so on. Supporters on the Waiting List will be contacted via email when they qualify to purchase.

What happens if I am offered a seat but it is out of my preferred price range?

If the Club cannot offer you a seat within your preferred price band and you decline any alternatives offered, you can request a refund of the deposit paid.

Will I have the opportunity to purchase a Seasoncard for the 2014/15 season?

If seats are available following the Seasoncard renewal and seat relocation window for the 2014/15 season, they will be made available to supporters on the Waiting List, in a chronological order. If you are offered a seat for the 2014/15 season but do not wish to take this option you may defer to the following season and your current Waiting List number will remain (or your number will be recalculated if supporters with preceding numbers have purchased). For example, your original Waiting List number was 10, three supporters ahead of you have purchased Seasoncards for 2014/15, and therefore your recalculated number is seven. You will be advised of your new Waiting List number via e-mail.



What happens if I have paid my £100 deposit but you cannot offer me a seat for the 2015/16 season?
Seasoncard availability cannot be guaranteed. In the event that the Club cannot offer you a seat for the 2015/16 season, you will be given the option of remaining on the Waiting List or receiving a refund against the deposit. The Club reserves the right to withdraw the Seasoncard Waiting List at any time.

DISABLED SUPPORTERS

As a disabled supporter, can I purchase a place on the Seasoncard Waiting List online?

Yes. Whilst we are still working on a solution for purchasing Seasoncards and match tickets online, all supporters can purchase a place on the Waiting List online.

Purchasing online is easy. Simply [click here](#), enter your supporter number and password, check your record and update any details. If you have any problems registering online, please contact a member of the Supporter Services team on +44 (0)161 444 1894 (option 1, option 3), who will be happy to assist.

You will need to ensure that any supporters you wish to purchase a place on the Waiting List for are linked via your 'Friends & Family'. For further information on adding supporters to your 'Friends & Family' list [click here](#).

As a disabled supporter, I require a personal assistant to attend the matches with me; do I need to register two places on the Seasoncard Waiting List?

No. At the point you are offered the opportunity to purchase a Seasoncard, we will discuss your personal circumstances with you and ensure that your needs are met to your satisfaction. Please note supporters under 14 are not allowed to enter the stadium without a qualifying adult (age 18-years and over). As a result and in accordance with reasonable adjustments, for any Seasoncard holder who is under 14, their parent/guardian is required to pay the prevailing rate for their seat. The Club are not required to provide the parent/guardian with a free Seasoncard.

As a disabled supporter; do I need to provide proof of disability to join the Seasoncard Waiting List?

No. At the point you are offered the opportunity to purchase a Seasoncard, you will be required to provide the Club with proof of disability. Failure to provide this proof may result in the Club retaining your Seasoncard until such time as it is received. The Club reserves the right to cancel the Seasoncard and/or make appropriate adjustments if the qualifying proof is not provided.

Full details of the proof required by the Club will be provided at the point you are eligible to purchase a Seasoncard. Access information for the 2013/14 season can be found [here](#).

What accessible seating options will be available in the proposed stadium expansion?

The Club prides itself on being fully inclusive and working with all supporters. 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. We will discuss any specific seating requirements with you at the point you are offered the opportunity to purchase a Seasoncard. Every effort will be made to accommodate such requests, subject to availability. It is part of the proposed stadium expansion plan to engage in a full consultation process with the Manchester City Disabled Supporters Association and other appropriate organisations.



ADDITIONAL INFORMATION

How do I add supporters to my Friends and Family list?

Adding supporters to your Friends and Family list enables you to purchase products on their behalf. To add friends and family simply log into your account at www.mcfc.co.uk/tickets. Click on 'My Account', then on 'Friends and Family' on the right hand side of the page.

There are two ways to add Friends and Family at this point:

- Adding a friend or family member who is an existing supporter:
If your friend or family member already has a supporter number, add them by inputting their supporter number and postcode. It is important to note that we will only recognise the data that we hold on the system. If your friend or family member has recently moved, you need to check that they have updated their supporter file with the Club to ensure you are imputing the correct information when adding to your Friends and Family list.
- Adding a friend or family member who is not an existing supporter:
If your friend or family member does not have a supporter number, you can create one for them and add them to your Friends and Family list at the same time in this section. You require their full name, email and date of birth to register. Please note new customers will be registered to the same address as you; however this can be amended at a later date.

To prevent duplicate files being set up, it is important you check with your friend or family member to establish whether they have a supporter number already.

Will the Seasoncard Waiting List be capped at a specific number?

The Club reserves the right to cap the Waiting List at any point. Should a decision be made to cap the Waiting List, this will be communicated on www.mcfc.co.uk.

What happens if the proposed stadium expansion does not go ahead?

The Seasoncard Waiting List is a list of supporters who want to purchase a Seasoncard at the Etihad Stadium in any season that availability arises. If the stadium expansion does not go ahead, the Waiting List will remain in place and you will be offered a Seasoncard based on availability and your position on the Waiting List.

I am on a stadium ban; can I join the Seasoncard Waiting List?

Yes. Where a stadium ban has been applied, at the point you wish to purchase a place on the Waiting List you will need to contact a member of the Supporter Services team or visit the Ticket Office, located on the first floor of the City Store. The stadium ban will be lifted to allow you to purchase and be reapplied for the duration of the ban. There will be no reduction in price for the Waiting List and where you have elected to pay by instalments, the payment schedule will apply whilst the stadium ban is in place.



If I am on a stadium ban at the point I am offered a Seasoncard, will I be able to purchase?

Where a stadium ban is in place for the season you are offered a Seasoncard, up to a maximum of the first three home matches of the season, you may purchase your Seasoncard in line with the sales process. You will need to contact a member of the Supporter Services team or visit the Ticket Office, located on the first floor of the City Store. The stadium ban will be lifted to allow you to purchase and be reapplied for the duration of the ban. There will be no reduction in price for matches that you will miss at the start of the season.

Where a stadium ban is in place for more than the first three home matches of the season that you are offered a Seasoncard, you cannot purchase at this time. At the time the ban is served, you will need to contact a member of the Supporter Services team to discuss the next steps. Each supporter's case will be dealt with individually and assessed on its own merit. The price will be prorated, subject to the number of home Premier League matches played at the respective time of purchase.

I am a seasonal hospitality member; can I purchase a place on the Seasoncard Waiting List?

Seasonal hospitality members who wish to purchase general admission Seasoncards are advised to call their hospitality account manager to discuss their requirements. You can contact the hospitality sales team on +44 (0)161 444 1894 (option 1, option 2) or email hospitality@mcfc.co.uk.

CONTACT US

If you have any questions in relation to the Seasoncard Waiting List, you can contact a member of the Supporter Services team on +44 (0)161 444 1894 (option 1, option 3) or by email at supporterservices@mcfc.co.uk. The Ticket Office and Supporter Services are open Monday to Saturday, 9.00am to 5:30pm. Closed Sunday and Bank Holidays.