The FA Cup Final with Budweiser
Frequently Asked Questions

Q. How many tickets has the club received for The FA Cup Final?

A. The club received an allocation of 31,779 tickets located in the West End of Wembley Stadium which are split across four categories.

The ticket categories are:

Category	Price
Category One	£115 (£105 concession)
Category Two	£85 (£75 concession)
Category Three	£65 (£55 concession)
Category Four	£45 (£35 concession)
Disabled / Ambulant / Visually Impaired	£45 (with a free personal assistant)

In line with the Club's standard sales criteria, a concession ticket is that purchased by a supporter who is under 16 years or over 65 years. If you are 16-years or over, you are classed as an adult at Wembley Stadium and must purchase in your own right when you qualify.

Please note

- All supporters under 16 years must be accompanied by an adult (18 years or older).
- All supporters, regardless of age, must purchase a ticket to attend this match. For the avoidance of doubt, this includes babies in arms.

The following groups will receive an allocation of tickets for this match: Supporters, Seasonal Hospitality Supporters, Owner, Board of Directors, Football Management, Players, Club Officials and Staff, Former Players, Club Partners and the MCFC Supporters Club.

Please note: There are a limited number of restricted view tickets available for this fixture, which will qualify for a £10 reduction on the above prices. All restricted view seating will be sold last, and supporters will be advised at the point of sale if they are purchasing a restricted view seat.

2012-13 MEMBERSHIP HOLDERS

Q. When can I purchase my ticket?

A. Please see below for details of the sales schedule. Tickets will be made available to 2012/13 Platinum and Gold Members on the FA Cup Scheme based on loyalty point status as of 9am, Wednesday 24th April. Supporters can check their loyalty point status by logging into their online account via the website.

Tickets available to	Date
2012/13 Platinum & Gold members on the FA Cup Scheme with 8,000 loyalty points or more	From 9am, Wednesday 24th April
2012/13 Platinum & Gold members on the FA Cup Scheme with 7,000 loyalty points or more	From 9am, Thursday 25th April
2012/13 Platinum & Gold members on the FA Cup Scheme with 6,000 loyalty points or more	From 9am, Friday 26th April
2012/13 Platinum & Gold members on the FA Cup Scheme with 5,000 loyalty points or more	From 9am, Saturday 27th April
2012/13 Platinum & Gold members on the FA Cup Scheme with 4,000 loyalty points or more	From 9am, Monday 29th April
2012/13 Platinum & Gold members on the FA Cup Scheme with 2,500 loyalty points or more	From 9am, Tuesday 30th April
Any 2012/13 Platinum & Gold member on the FA Cup Scheme	From 9am, Wednesday 1st May
2012/13 Platinum & Gold members with 4,500 loyalty points or more	From 9am, Thursday 2nd May
2012/13 Platinum & Gold members with 4,000 loyalty points or more	From 9am, Friday 3rd May
2012/13 Platinum & Gold members with 3,500 loyalty points or more	From 1pm, Friday 3rd May

All tickets subject to availability. Should any tickets remain; further selling criteria will be announced on the website.

20 loyalty points will be awarded for this match. 40 loyalty points will be awarded to Platinum Members.

Q. How can I purchase my ticket?

A. Tickets are available to purchase via telephone on +44(0)161 444 1894 (option 1, option 1, option 2, lines are open 24-hours; £2.50 booking fee per ticket applies) or online at www.mcfc.co.uk/tickets.

Tickets will not be available to purchase or collect 'in-person' at the Ticket Office for this match.

With the exception of Disabled wheelchair and ambulant supporters who will be able to purchase and collect from the Ticket Office located on the first floor of the City Store. You can also call the disabled ticket line on +44 (0)161 444 1894 (option 1, option 1, option 1). We are open Monday to Saturday, 9am to 5:30pm, closed Sunday / Bank Holidays.

Postal applications will not be accepted for The FA Cup Final. All tickets will be despatched by first class post and sent to the registered address of the lead supporter.

Q. My child doesn't have as many loyalty points as I do, will I be able to purchase their ticket at the same time as mine?

A. Supporters are advised that the limited allocation of FA Cup Final tickets set aside for 2012/13 City Kicks Platinum and Gold Members for purchase with a qualifying Adult, regardless of their loyalty point status and enrolment on the FA Cup Scheme **SOLD OUT** at 5pm, Friday 26th April.

To purchase a ticket for the FA Cup Final, 2012/13 City Kicks Platinum and Gold Members must now qualify for a ticket in their own right in line with the qualifying sales criteria†. Qualifying adults are advised to purchase their tickets at the same time as the qualifying junior (subject to availability), to ensure that juniors are not separated from their parent/guardian. The decision of when to buy lies solely with the supporter.

†Should the 2012/13 Season City Kicks Platinum/Gold Members have turned 16 during the season, a ticket can still be purchased together with a qualifying adult, however the prevailing adult rate will be charged in line with the regulations of Wembley Stadium.

Q. I am a Superbia Member, do I need to apply for a ticket?

A. No. In line with your membership benefits, your ticket for this match is included and you will be contacted by the Club shortly regarding your ticket.

Q. I want to sit with people who will not qualify at the same time as me. When should I purchase my ticket?

A. If any supporters wish to sit together as a group, **all supporters** must meet the qualifying criteria at the time of purchase (ie when the supporter with the lowest points qualifies). The decision of when to buy lies solely with the supporter. All tickets are subject to availability and the club cannot guarantee that tickets will be available for the duration of the sales process advertised. The best way to make sure you can purchase online for other supporters in your group is to add them as ***'Friends & Family'***. You can do this by simply logging in to your online account at www.mcfc.co.uk, selecting **'my account'** and selecting **'add more friends and family'**. All you need is their supporter number and correct postcode. By doing this you will be able to purchase up to 6 tickets in your basket (subject to availability) and the supporters in your group meeting the qualifying sales criteria.

Q. I have registered for the 2012/13 Season FA Cup Scheme, am I guaranteed a ticket?

A. No supporter is guaranteed a ticket. If you are a 2012/13 Platinum or Gold Member then you may apply in line with the selling criteria.

Q. I am a Platinum/Gold Member, not on the FA Cup Scheme but have attended all FA Cup home matches and the FA Cup Semi-Final. Can I buy my ticket at the same time as supporter on the FA Cup Scheme?

A. No. The Cup Schemes were introduced from the 2011/12 Season. One of the benefits of joining was that members of the schemes would be at the front of the queue when it comes to Cup Final tickets, subject to availability and meeting the qualifying sales criteria. Should any tickets remain, further selling criteria will be announced on www.mcfc.co.uk.

Q. How do I know where each category of seat is located within Wembley Stadium?

A. The club have been allocated tickets in the West End of the Stadium. It is important to note that the club will not receive tickets in all blocks shown in this end. We do however, ensure that the seats we are allocated, are made available to all supporters. Get a view from the seats by clicking here.

PURCHASING TICKETS

Tickets for this match are issued subject to availability and sold subject to the acceptance of The Football Association Conditions of Issue, (available upon request), the Club's 2012/13 Membership Terms and Conditions and the Ground Regulations of Wembley Stadium.

All supporters are advised to confirm the location of their tickets prior to agreeing the transaction with the operator or ensuring they check the seat details in their basket before completing the transaction online. We are unable to amend any bookings or change seats, once the transaction has been processed.

Q. Can I choose where to sit?

A. Subject to availability, supporters will have the option to choose which category they wish to purchase a ticket from. The best available tickets will then be allocated from this category.

Q. I have already purchased a ticket, but now want to sit with friends, can I exchange?

A. No. In line with the Conditions of Issue, once a supporter has purchased their ticket, this is the only ticket that will be allocated to them. In line with above, **we are unable to exchange tickets once the transaction has been processed.**

Q. Can I upgrade a ticket?

A. No. In line with the Conditions of Issue, once a supporter has purchased their ticket, this is the only ticket that will be allocated to them.

Q. I am on a stadium ban at the Etihad Stadium, can I purchase a ticket?

A. If your stadium ban expires before the FA Cup Final is to be played, you will be eligible to purchase a ticket, however your stadium ban will remain in place for the duration of the ban. To purchase a ticket in line with the qualifying sales criteria, please call a member of the Supporter Services Team on +44 (0)161 444 1894 (option 1, option 3).

If your stadium ban will be in place when the FA Cup Final is played, unfortunately you are not eligible to purchase a ticket for this match.

Q. How will I receive my ticket(s)?

A. All tickets purchased in one transaction will be sent by first class post to the registered address of the purchasing supporter (lead supporter). Please note: there is a booking fee of £2.50 per ticket for all tickets purchased over the phone. **Under no circumstances will tickets be posted to any other address.**

We endeavour to post your tickets within 24-hours of purchase. If you have not received your tickets by Thursday 9 May, please contact the Supporter Services Team on +44 (0)161 444 1894 (option 1, option 3) who will be happy to assist.

Q. I have a Blue Membership, will I be able to purchase a ticket?

A. If the Club's allocation is not taken up by Superbia, Platinum and Gold Members, they will be offered to Blue Members with 'Match Ticket Priority'. Further sales criteria will be published on the website - www.mcfc.co.uk.

Q. I am visiting the country and would like to attend this match, would I be able to get a ticket?

A. Only supporters that are current Membership holders and meet the qualifying sales criteria are eligible to purchase at this time. Should the sales criteria reach 'open sale' and subject to availability and qualifying sales criteria, you may be able to purchase a ticket for the match.

Q. What if I have an issue on the day with my ticket, or need assistance?

A. Supporter Services will be open from 9am until 5:30pm on the day of the match and can be contacted on +44(0)161 444 1894 (option 1, option 3). Members of the Supporter Service Team will also be located in the West Ticket Office located on B1, directly beneath the Bobby Moore Statue. The Ticket Office is on the right as you look at Wembley Stadium.

DISABLED TICKET INFORMATION

Q. How many wheelchair spaces will we receive?

A. 100 wheelchair spaces with provision for a free assistant. We will also receive 100 tickets for visually impaired and walking ambulant supporters with provision for a free, personal assistant. Once these tickets are sold, visually impaired and walking ambulant supporters who qualify and wish to purchase tickets will need to do so at the full prevailing rate for themselves and any assistants. **Please note:** we cannot guarantee the location of the carer seats at Wembley Stadium.

Q How do disabled supporters purchase tickets?

A. Disabled supporters who require a wheelchair bay and walking ambulant supporters who meet all the necessary qualifying criteria should telephone +44(0)161 444 1894 (option 1, option 1, option 1) and be connected to 'Disabled Tickets'. You may also purchase 'in-person' from the Ticket Office located on the first floor of the City Store.

Once the club's allocation of walking ambulant tickets has sold out, qualifying ambulant supporters are still able to purchase by calling the Disabled Ticket line +44(0)161 444 1894 (option 1, option 1, option 1) or 'in-person' from the Ticket Office located on the first floor of the City Store. **Tickets must be purchased at the full price for both themselves and their assistant.**

Q. How will tickets be allocated?

A. Tickets will be allocated to Disabled Platinum and Gold Members in line with the published sales schedule and the Club's loyalty points system, subject to availability.

Q. Is disabled parking available at Wembley Stadium?

A. Blue Badge Parking is available to purchase at a cost of £17.75 per space*. To book, please visit www.gotocsp.com/bookings or alternatively phone 0208 795 1758. In addition, there is a Shuttle Bus Service available from Wembley Park Station to the stadium. **price subject to change.*

Q. I am visually impaired, can I gain access to the match commentary?

A. Yes. Wembley Stadium operates a free of charge system for personal commentary receivers with either head-set or mini induction loop so that the commentary is available. These can be used anywhere within the seating bowl and need to be pre-booked by emailing: accessforall@wembleystadium.com.

Q. How do I access the stadium?

A. Access is across level plazas with no steps and no ramps steeper than 1:20. Wheelchair users and other disabled spectators enter the stadium with all other spectators, through the same turnstiles and through the same entrances.

- From the North, either up the pedway to the outer concourse or using the lift from the North entrance point up to the outer concourse.
- From Wembley Stadium Station and Wembley Central Station (South West) access is across the White Horse Bridge and onto the outer concourse.

Q. I am a disabled junior who has fewer points than my assistant, do I qualify at the same time as my assistant?

A. Yes, if you are under 16. If you are 16 or over, you are classed as an adult at Wembley Stadium and must purchase in your own right when the loyalty points reach your qualifying criteria.

Q. The disabled supporter for whom I am an assistant does not wish to attend the match. Am I able to purchase in my own right?

A. Yes, as long as you have the requisite loyalty points, you are able to purchase in your own right at the appropriate time. If you do not have your own qualifying supporter number (ie your supporter number prior to becoming a carer and for the avoidance of doubt, this is not the carer supporter number), you may purchase a ticket at the time the disabled supporter would have qualified. Please ensure the disabled supporter is aware as this may impact on their ability to attend the match.

Q. I am a walking ambulant supporter and wish to sit with friends outside of the designated area, am I able to do this?

A. Yes but only when the walking ambulant allocation has sold out.

Q. I am a wheelchair user and would like my family and/or friends to sit nearby or close to the area I have been allocated, is this possible?

A. When your family and/or friends qualify in their own right, please make the operator aware and we will endeavour to assist with your request. **Please note**: we will provide the best available seat, as close to the wheelchair bay as possible. We cannot guarantee the location of these tickets in relation to the wheelchair bay. Tickets in this area are limited and are subject to availability.

HOSPITALITY

Q. I am a seasonal hospitality member at the club, how do I purchase tickets?

A. A separate communication will have been sent to you, to the email address we hold on the system. This will provide you with all the details you need, including a link to the online booking form. If you have not received this, or would like to discuss this further, please contact your Hospitality Sales representative on +44(0)161 444 1894 (option 1, option 2) or email hospitality@mcfc.co.uk.

Q. Is the Club providing corporate hospitality for this match?

A. We have a limited number of packages in the Wembley Stadium Pitchview Restaurant available to our seasonal corporate members. Packages are allocated on a first-come, first-served basis and are subject to availability. Please contact a member of the Hospitality Sales Team on +44 (0) 161 444 1894 (option 1, option2). Other hospitality may be available on-site at Wembley Stadium and you can contact Florent Coulon on +44 (0) 208 795 9590 or email Florent.Coulon@wembleystadium.com.

Dress code is smart casual in the Pitchview Restaurant and guests should be mindful that if they wear any club shirts they could be refused entry and may be required to leave the stadium.

Q. I have purchased an executive seat with access to the Club Wembley Concourse facilities; can I wear my City shirt?

A. No. In-line with the Conditions of Issue, club colours are not permitted. Guests should be mindful that if they wear any club shirts in this area they may be refused entry to or be required to leave the stadium.

Q. If I have an outstanding debt with the club, can I apply for tickets?

A. All outstanding debt must be settled and brought up to date before you can apply for tickets. Please contact your Hospitality Sales representative on +44(0)161 444 1894 (option 1, option 2) should you need to discuss this further.

Q. I am not a seasonal hospitality member at the club, but purchase hospitality on a regular basis. Can I purchase tickets at this time?

A. No. Priority is given to seasonal hospitality members however we would be happy to add your name to a wait list and should the sales criteria change, we will contact you. Please contact a Hospitality Sales representative on +44(0)161 444 1894 (option 1, option 2) or email hospitality@mcfc.co.uk to discuss further.

TRAVEL OPTIONS

Q. Will the Club be providing transport to the game?

A. Official coach travel is available from Thomas Cook Sport. This package is available to all supporters. However, you should note that places will only be confirmed once you have qualified and purchased your match ticket through the Club. To register or find out more, please visit the Thomas Cook Sport website.

Q. Will there be a coach provided for disabled supporters?

A. Disabled supporters are advised to contact Thomas Cook Sport on 0844 800 9900 or you can book online on the Thomas Cook Sport website.

It is important that you advise the operator or confirm within the 'special request' box online that you are a disabled supporter. Please provide as much information as possible e.g. wheelchair user, able to transfer from wheelchair to seat on own merit, can/cannot manage steps, travelling with carer, etc

Q. Why are there no trains leaving London Euston to Manchester, past 9pm on Saturday 11 May?

A. The unpredictability of exactly when the match will end coupled with the earlier close down on Saturdays of the West Coast Main Line for essential maintenance and inspection mean that the planning of any additional services to the North West is extremely difficult given the high numbers of supporters that would attempt to travel that evening. Virgin Trains would much rather everyone understands the position well in advance so that they can make their plans accordingly.

You can read the full Virgin Trains Press Release here.

CONTACT US

You can contact a member of the MCFC Supporter Services Team on +44 161 444 1894 (option 1, option 3) or by email on supporterservices@mcfc.co.uk.

You can purchase disabled tickets on +44 161 444 1894 (option 1, option 1, option 1) or for any queries or questions email disabledtickets@mcfc.co.uk.

You can contact an MCFC Hospitality Sales Representative on +44 161 444 1894 (option 1, option 2) or by email on hospitality@mcfc.co.uk

You can also contact the Club's Supporter Liaison Officer on +44 7827 997817. **Please note:** this mobile number is in use for the 72-hour period surrounding the FA Cup Final only (day before, day of and day after the match). You can also email during this time to slo@mcfc.co.uk. Please include a contact telephone number within your email.

The Ticket Office and Supporter Services are open Monday to Saturday, 9am to 5:30pm (closed Sunday & Bank Holiday). The Hospitality Team are available from Monday to Friday, 8:30am to 5:30pm (closed Weekend & Bank Holiday). All facilities will open on the day of all scheduled First Team home fixtures and Supporter Services will open for all scheduled First Team away fixtures until kick-off.