The FA Community Shield – FAQ's

General Questions

Q. How many tickets has the club received for The FA Community Shield?

A. The club received an allocation of 13,700 tickets across the Trinity Road Stand and North Stand of Villa Park which are split across four categories. The categories are:

Category	**Price**
Category 1	£45 (£35 concession)
Category 2	£35 (£25 concession)
Category 3 (Limited Availability)	£25 (£15 concession)
Category 4	£20 (£10 concession)
Disabled	£20 (Assistant will be free)

Concession = Under 16 years and over 65 years. Please note that all children under 16 years must be accompanied by an adult (18 years or older).

N.B. There are a small number of restricted view tickets available in each category which will qualify for a £5 reduction on the above prices. Supporters will be advised at the point of sale if they are purchasing a restricted view seat.

Membership Holders 2012/13

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 based on loyalty point status as of Monday 16th July, by which time supporters who have renewed their membership for the 2012/13 season will have had all associated loyalty points applied to their account. Supporters can check their loyalty point status by logging into their account via the website.

Tickets available to Platinum/Gold Members with:	**Date**
8,500 loyalty points or more	From 9am Thursday 19th July
7,500 loyalty points or more	From 9am Friday 20th July
7,000 loyalty points or more	From 9am Saturday 21st July
6,500 loyalty points or more	From 9am Monday 23rd July
6,000 loyalty points or more	From 9am Tuesday 24th July
5,750 loyalty points or more	From 9am Wednesday 25th July

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

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 will be available to purchase via telephone on 0161 444 1894 - option 1 (lines open 24 hours - £2.50 booking fee per ticket applies) or online at www.mcfc.co.uk/tickets. Postal applications will not be accepted for The FA Community Shield. All tickets will be despatched by post and sent to the registered address of the lead supporter

Tickets will not be available to purchase(*) or collect 'In Person' at the Stadium Ticket Office for this match.

(*) With the exception of Disabled wheelchair users who will be able to purchase and collect from the ticket office (Open Mon – Sat, 9am to 5:30pm, closed Sunday/Bank Holiday)

Q. My child doesn't have as many points as I do. Will I be able to get them a ticket at the same time as mine?

A. We appreciate that there may be a significant difference in loyalty points between junior supporters (under the age of 16) and their parent(s) or guardian(s). **A limited allocation** of tickets will be made available to 2012/13 City Kicks Platinum/Gold Members for purchase together with a qualifying adult Membership holder. At the point where the adult qualifies, they can also purchase up to two junior tickets regardless of the junior's loyalty point status. **Please note, this option is only available to supporters purchasing over the phone and is not available online.** Once this allocation has been sold, no further tickets will be available and all junior members must then qualify in their own right to purchase a ticket.

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.

Q. I have registered for the 2012/13 Cup Scheme(s), am I guaranteed a ticket?

A. No supporter is guaranteed a ticket. Cup Scheme priority does not apply for The FA Community Shield. If you are a 2012/13 Platinum/Gold Membership holder then you may apply in line with the selling criteria.

Purchasing Tickets

Important Information.

Tickets for this match are sold subject to the acceptance of The Football Association 'Conditions of Issue', the Club's 2012/13 Membership 'Terms and Conditions' - www.mcfc.co.uk/Tickets-and-Membership/Terms-and-Conditions and the 'Ground Regulations' of Aston Villa Football Club – http://www.avfc.co.uk/page/NewsDetail/0,,10265~2642722,00.html

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.

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. How will I receive my ticket(s)?

A. All tickets will be sent by post to the registered address of the purchasing 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.**

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 Platinum/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

Disabled Supporter Information

Q. How many wheelchair spaces will we receive?

A. 15 wheelchair spaces with provision for a free assistant. We will also receive 18 visually impaired and walking ambulant spaces with provision for free assistants. 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.

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 0161 444 1894 (option 1, option

1, option 1) through to Disabled Tickets. Disabled supporters who require a wheelchair bay may purchase 'In Person' from the Stadium Ticket Office should they wish to do so.

Once the Clubs allocation of walking ambulant tickets has been sold, supporters will be re-directed to telephone 0161 444 1894 (option 1, option 1, option 2) through to Match Tickets.

Please note that disabled tickets are not available to purchase online

Q. How will tickets be allocated?

A. Tickets will be allocated to Disabled Platinum/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 Villa Park?

A. Very limited "Blue Badge" disabled parking is available on site at a cost of £6 per space. Supporters should request a car park space at the point of purchasing their ticket.

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

A. Yes. Ear pieces are available free of charge for Visually Impaired supporters, that will pick up commentary from anywhere within the Stadium bowl. Ear pieces for Visually Impaired supporters may be collected from "Villa Village Ticket Office" located behind the North Stand.

Q. How do I access the Stadium?

A. Aston Villa FC will be providing a number of trained stewards to help all disabled supporters on the day of the game In addition the MCFC Disabled Liaison Officer will also be on site to offer assistance.

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 over 16 you are classed as an adult at Villa Park 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.

Q. I am a walking ambulant supporter and wish to sit with friends outside of the designated area, am I allowed 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 near 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 are unable to guarantee tickets will be available at this time.

Travel Options

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

A Official coach travel is available from Thomas Cook Sport. You may register for this package. 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: http://www.thomascooksport.com/Football/Premier-League/Manchester-City/Manchester-City-Domestic-Travel