

CYMRU V GIBRALTAR – TICKETING INFORMATION

INTERNATIONAL CHALLENGE MATCH
CYMRU V GIBRALTAR
WEDNESDAY 11TH OCTOBER 2023
KICK OFF 7:45PM
Y CAE RAS, WREXHAM



TICKET PRICES

General admission tickets for this match cost the same regardless of their location.

Price Class	General Admission
Adult	£25.00
Young Adult (17-21)	£20.00
Senior Citizen (65+)	£20.00
Junior (16 & under)	£5.00

ON SALE DATES

	Requirements	Max. Tickets	On Sale Dates
Stage 1	2022-24 Red Wall Adult/Junior Membership	Up to 4 per member	Midday on Tuesday 5 th September
Stage 2	General Public Sale	Up to 4 per booking (subject to change)	Midday on Tuesday 19 th September

HOW TO BOOK

Tickets can be booked through the FAW website, www.faw.cymru/tickets. The FAW booking line is no longer in use.

HOSPITALITY

For information regarding the hospitality packages being offered for this match, email hospitality@faw.co.uk.

BOOKING FEES

£3 per ticket, no transaction fee

DISABLED SUPPORTERS

Disabled supporters can book through the FAW directly, by emailing tickets@faw.co.uk, or calling 02920 435830. Supporters who receive the enhanced level of Personal Independence Payment (PIP) will be eligible for a free companion ticket with their purchased ticket. If not already provided, supporting documents will be required. Copies of documentation can be emailed to tickets@faw.co.uk.

KICKBACK SCHEME

Application forms for this match have been sent to clubs and schools signed up to the FAW's kickback scheme.

The application deadline is midday on Friday 15th September. Subject to availability, applications will be accepted after this date, but availability will be more limited. It is possible tickets could sell out before the deadline. Enquiries should be directed to tickets@faw.co.uk.

CUSTOMER SERVICE

Customer service is available by emailing tickets@faw.co.uk. Queries will be responded to as soon as possible in the order in which they are received.

TICKET DELIVERY & CYMRU TICKETS APP

All tickets purchased online will be digital – a paper option is not in place for this match. Digital tickets will now be delivered via the Cymru Tickets app. Supporters opting for digital tickets will need to download the app from the App Store or Google Play and will need to ensure the mobile number on their FAW ticketing account matches the one used when setting up the app. Tickets will not be delivered if these do not match.

There are four main reasons why someone may not have received their digital tickets:

1. They have not purchased tickets. Tickets are sent to the lead booker, not the person they have been assigned to. If someone has not received their tickets, it may be because they are not the one who has purchased.
2. Tickets haven't yet been sent. Tickets will not appear on the app immediately after purchase but will be delivered no later than 48 hours before the match – in most cases this will be a lot earlier. Supporters will receive an email shortly before their tickets are sent to the app.
3. The mobile number on the supporter's FAW ticketing account (www.faw.cymru/tickets) at the time tickets were sent did not match the number used to set up the Cymru Tickets app. Note: If this is the case, the tickets will not be automatically resent if the supporter updates the mobile number on their FAW ticketing account. They will need to contact tickets@faw.co.uk to request that the tickets are resent to the new number.
4. There is no mobile number on the supporter's FAW ticketing account. If no mobile number is contained on the supporter's FAW ticketing account, they will just need to add one. Once they've done this, their tickets will automatically be sent when the next batch of tickets is distributed to the app. If they are having difficulty updating their account, they can email tickets@faw.co.uk with their full name, membership number, and their mobile number and it can be updated for them.

STADIUM INFORMATION

Stadium Address – The Racecourse Ground, Mold Road, Wrexham, LL11 2AH

Please check for planned roadworks/closures before you travel. Details on public transport will be shared by FAW closer to the date of the matches, through www.faw.cymru