

CYMRU V CROATIA – TICKETING INFORMATION

EURO 2024 QUALIFYING MATCH
CYMRU V CROATIA
SUNDAY 15TH OCTOBER
KICK OFF 7:45PM
CARDIFF CITY STADIUM



TICKET PRICES

Category / Location	Adult	Senior Citizen (65+)	Young Adult (17-21)	Junior (16 and under)
Level 3 Hospitality	£149.00	n/a	n/a	£75.00
Level 3 GS Ticket Only	£65.00	£50.00	£50.00	£35.00
Level 4 Grandstand	£55.00	£40.00	£40.00	£25.00
Category 1	£40.00	£30.00	£30.00	£15.00
Category 2	£35.00	£25.00	£25.00	£10.00
Category 3	£30.00	£20.00	£20.00	£5.00

ON SALE DATES

	Requirements	Max. Tickets	On Sale Dates
Stage 1	Red Wall Adult/Junior Membership	4 Per Eligible Member	Midday on Monday 4 th September
Stage 2	General Public Sale	Up to 10 per booking (subject to change)	Midday on Monday 18 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

Hospitality packages include a two-course pre-match meal on Level 3 of the Grandstand. For more information email hospitality@faw.co.uk.

BOOKING FEES

£3 per ticket

£3 per paper ticket per match (digital tickets do not incur this charge)

AWAY FANS

Away fans should book through the visiting association. Any away fans found to have purchased tickets in the home sections will have their tickets cancelled.

DISABLED SUPPORTERS

Disabled supporters can book through the Cardiff City Stadium ticket office on 03333 111920.

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 22nd September. Applications will be accepted after this date, but availability will be more limited. It is possible tickets could sell out before the deadline.

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

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 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.

Paper tickets will be sent by first class post approx. 7-10 days before the match.

Paper tickets will not be available online after midday on Friday 6th October.

STADIUM INFORMATION

Stadium Address - Cardiff City Stadium, Leckwith Road, Cardiff, CF11 8AZ

Parking - Limited spaces at stadium, sold on a first come first served basis on matchday. £10 per vehicle.

Coach Parking - Free if booked in advance through Cardiff City Stadium. £50 on the night if not pre-booked. To book coaches/minibuses in advance, email tickets@faw.co.uk to request a form.

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