



HOW TO BUY GUIDE

Please find below the different options available for disabled supporters to purchase their tickets.

To avoid queuing at the Ticket Office and on the phone, supporters are strongly advised to purchase their tickets online and select the Print at Home option.

Season Tickets

Key Dates

- Monday 26th February (10am) – 2024/25 Season Tickets on sale (Phase One)
- Friday 26th April (4pm) – 2024/25 Season Tickets off sale (Phase One)

HOW TO RENEW ONLINE – From Monday 26th February 2024 (No booking fee)

- Visit www.dfc.co.uk
- Select the '**Tickets & Hospitality**' tab
- Log into your account
- Select '**Renew Your Season Ticket**' located under the '**Season Tickets**' tab.
- On your 'Personal Assistant' Season Ticket, select "**Not sure, keep my seat for the time being**".
- On your own Season Ticket, select "**Yes, I want to renew now, to series:**"
- From the drop-down box, select '**Season Ticket 2024/2025**'
- Select '**Proceed (1 Items)**'
- Select '**Proceed to Checkout**'
- Select delivery method and click '**Next**'
- Select payment method
- Agree to the Terms & Conditions
- Click '**Pay**'

PHONE (*£2 per ticket booking fee)

Please call our disability phonenumber on 01332 667528 (between 10am-4pm on Monday-Saturday).

**You will not be charged a booking fee for your Carer/ Personal Assistant Ticket (subject to qualification).*

IN-PERSON (No booking fee)

The DCFC Ticket Office (located on the west side of the stadium) is open from 10am-4pm between Monday and Saturday and at least THREE hours before kick-off and up to half-time on home matchdays

For more information, please refer to our 24/25 Season Ticket FAQ's -

<https://www.dcfc.co.uk/page/season-ticket-faqs>

**** Your 2024/25 Personal Assistant Season Ticket will be renewed automatically, providing this has been approved by the Disability Access Officer. If your 2024/25 Personal Assistant Season Ticket has not been approved, please inform the Disability Access Officer prior to renewing your 2024/25 Season Ticket.**

Match Tickets

Online (available up to TWO hours before kick-off)

Ticket delivery options available:

- **Post** – Season Tickets/Match Tickets can be posted up to 72 hours before matchday (£2 per transaction postage fee).
- **Collection** - Season Tickets/Match Tickets can be collected from the Ticket Office (open Monday to Saturday between 10am - 4pm); if collecting on a 'home' matchday, you can collect your tickets from at least THREE hours before kick-off (up to half-time).
- **Print at Home (match ticket purchase only)** Please note that you will be charged £1.00 per ticket booking fee, however, you will not be charged a booking fee for your Carer/Personal Assistant Ticket (subject to qualification).

Online Match Ticket Purchase Guides

Season Ticket Holders purchasing Cup fixture tickets (during the reservation period of sales).

- Visit www.dcfc.co.uk
- Select the '**Tickets & Hospitality tab**'.
- Login to your account
- Select '**Tickets**' in the drop-down menu.
- Select '**Season Ticket Holder Cup Reservation**'.
- Select the relevant reserved tickets for yourself and Carer/Personal Assistant Ticket and then select '**Proceed**'.
- Review your order and select '**Proceed to Checkout**'
- Choose delivery method and select '**Next**'.
- Agree to Terms & Conditions at the bottom of the page and click '**Pay**'.
- Enter payment details and click '**Pay Now**'.

General Sale – Home Match Tickets for Cup or League fixtures.

- Visit www.dcfco.co.uk
- Select the '**Tickets & Hospitality tab**'.
- Login to your account
- Select '**Tickets**'.
- Select '**Home Tickets**'.
- Select the event and the required seating block.
- Select two tickets from the seating plan and the required age band for the disabled supporter (leave the Personal Assistant age band and owner as it is) and then select '**add to basket**'.
- One ticket will now default to a complimentary '**Home Personal Assistant**' ticket.
- Select '**proceed to checkout**'
- Select delivery method and '**click 'Next**'
- Agree to Terms & Conditions and select '**Pay**'.
- Enter payment details and click '**Pay Now**'.

Away Match Tickets for Cup or League fixtures (please check that you are eligible to purchase)

- Visit www.dcfco.co.uk
- Select the '**Tickets & Hospitality tab**'.
- Login to your account
- Select '**Tickets**'.
- Select '**Away Tickets**'.
- Select the event and the required seating block.
- Select two tickets from the seating plan and the required age band for the disabled supporter (leave the Personal Assistant age band and owner as it is) and then select '**add to basket**'.
- One ticket will now default to a complimentary '**Away Personal Assistant**' ticket.
- Select '**proceed to checkout**'
- Select delivery method and '**click 'Next**'
- Agree to Terms & Conditions and select '**Pay**'.
- Enter payment details and click '**Pay Now**'.

Phone (available up to **ONE** hour before kick-off)

Please call our disability phonenumber on 01332 667528 (open Monday – Saturday between 10am-4pm).

Please ensure your contact details are readily available, including Fan ID, full name, full address, and date of birth.

Ticket delivery options available:

- **Post** - Tickets can be posted up to 72 hours before matchday (£2 per transaction postage fee).

- **Collection** - Tickets can be collected from the Ticket Office (open 10am-4pm from Monday to Saturday); if collecting on a 'home' matchday, you can collect your tickets from at least **THREE** hours before kick-off (up to half-time).
- **Print at Home** - Please note that you will be charged £1.00 per ticket booking fee, however, you will not be charged a booking fee for your Carer/ Personal Assistant Ticket (subject to qualification).

In Person (No Booking Fee)

- The Ticket Office is open Monday and Saturday between 10am – 4pm and at least **THREE** hours before kick-off and up to half-time on home matchdays.

Please note that Carer/Personal Assistant Tickets are subject to qualification