



## HOW TO BUY

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.**

**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 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 (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 Ticket Purchase Guides**

#### **Season Ticket (Renewals)**

- Visit [www.dcfco.co.uk](http://www.dcfco.co.uk)
- Log into your account
- Select the 'Tickets & Hospitality' Tab
- Select 'Tickets'
- Select 'Season Tickets'
- Click 'RENEW'
- Select the check box for the Season Ticket(s) reservations you wish to be processed
- Select 'Proceed'
- Select 'Proceed to Checkout'
- Select delivery method and click 'Next'
- Agree to the Terms & Conditions
- Click 'PAY/SUBMIT'

- **Your 23/24 Personal Assistant Season Ticket will be renewed automatically, providing this has been approved by the Disability Access Officer. If your 23/24 Personal Assistant Season Ticket has not been approved, please inform the Disability Access Officer prior to renewing your 23/24 Season Ticket. (contact details above).**
- **Once your Season Tickets have been renewed, please use existing Season Ticket Cards. However, If you have changed seats or age band, a new Season Ticket Card will be sent to you.**

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

- Login to your account (please ensure your contact information is up to date).
- Select the **'Ticket Tab'**.
- 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'**.

\*Transaction Complete\*

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

- Login into your account (please ensure your contact information is up to date).
- Select the **'Tickets'** tab.
- 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'**.

\*Transaction Complete\*

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

- Login into your account (please ensure your contact information is up to date).
- Select the **'Tickets'** tab.
- 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'**.

\*Transaction Complete\*

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

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

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 from 10am-4pm between Monday and Saturday 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\*