

## HOW DOES THIS VOUCHER WORK?

You will have received this voucher as a result of purchasing your 2021/22 season ticket in our early bird window. It will allow you to redeem one ticket to a Charlton Athletic silver category home league fixture in the 2021/22 Season for a friend or family member. Instructions on how to redeem this ticket are below.

## HOW TO REDEEM YOUR TICKET

**STEP 1:** Visit [booking.cafc.co.uk](http://booking.cafc.co.uk)

**STEP 2:** Please click sign-in/register in the top left hand corner (top right hand corner if you are using a mobile phone). You will need to log in using your FAN ID that is highlighted on your season ticket card and your password.

**STEP 3:** Once logged in, please select tickets, home games and then click the add button under the match for which you wish to redeem your free ticket against.

**STEP 4:** You can redeem a seat in any Zone 1 area around the ground. For reference, Zone 1 is any block that is coloured in **purple** on the stadium map. Select your seats and click 'add to basket'.

**STEP 5:** You will need to assign the ticket to the supporter that you wish to attend the fixture. If the supporter is already linked to your account you will be able to select their name by clicking on the pencil icon and assigning the ticket to them. If the supporter has not purchased with Charlton Athletic before, you will need to click on the pencil icon and select 'add new friend' and register their full details before assigning the ticket.

**STEP 6:** Enter the promotional code on the reverse of this card in the 'enter coupon' box and then click 'Activate'.

**STEP 7:** Select whether you want to print the ticket yourself at home or have it sent to your mobile phone, then 'Proceed to Checkout'.

**STEP 8:** Finally, tick the box to accept the terms and conditions before selecting 'submit' to complete the order.

**Please Note:** *There is a limit of 500 free tickets that can be redeemed for each fixture. If the fixture you are trying to redeem against has hit this limit, you will need to select another fixture. If this is the case, you will see the error message 'The promotional code you have entered is not valid for this product'.*

## WHAT IF I HAVE QUESTIONS?

If you have any questions about this process, you can find out more by contacting our Ticket Office by emailing [tickets@cafc.co.uk](mailto:tickets@cafc.co.uk)