



## Membership 2021/22 - Frequently Asked Questions

### **Q. Why should I purchase a membership?**

A: Each membership package comes with its own benefits. For a full breakdown, please visit [www.memberships.cafc.co.uk](http://www.memberships.cafc.co.uk) All memberships come with a welcome gift and certificate, discounts, and invitations to exclusive member events. Junior, Teen, Adult and International members will also receive loyalty points. Adult members who do not have a Season Ticket will receive £2 off any home league match tickets they purchase for themselves.

### **Q: As an adult member, can I use my £2 ticket discount for my family and friends too?**

A: Members will only be able to use the benefits for the named individual on the membership. When purchasing tickets, only the named member will receive the discount. This cannot be used when purchasing tickets for other supporters. The ticket discount is for adult members only.

### **Q: How do I become a member?**

A: Supporters can visit [www.memberships.cafc.co.uk](http://www.memberships.cafc.co.uk) to find out more information about the different membership options. Once the membership type has been selected, click 'buy now' and you will be redirected through to the booking site to take payment. You will then receive a confirmation email to confirm your purchase.

### **Q: How much does a membership cost?**

A: A Newborn Addicks membership costs £10 and is for supporters aged 0-2 years old. A Junior Addicks membership is £20 and is for supporters between 3-12 years old. A Teen Addicks membership is for supporters between 13-17 years old and costs £20. An Addicks membership is for supporters aged 18+ and costs £35, or £25 for 2021/22 Season Ticket holders. An International Addicks membership costs £25 and is for supporters living outside the UK. An Animal Addicks membership costs £10 and is for any pet. Each membership lasts for the duration of the 2021/22 season.

### **Q: When will my membership become active?**

A: The membership will become active on the date of purchase and will be valid until 31<sup>st</sup> May 2022.

**Q: When will I receive my membership pack and card?**

A: The membership card and gift will be sent out mid-July for supporters who purchase before the beginning of July. We will endeavour to send membership packs out at the end of each week for fans who purchase after this date. If you think your pack should have arrived but has not, please email [fans@cafc.co.uk](mailto:fans@cafc.co.uk).

**Q: Will I be able to attend all member events as part of my membership?**

A: Where possible, we will endeavour to ensure all members have access to events. However, in some instances, events will have a maximum capacity and therefore attendance will be granted on a first-come, first-serve basis. Events will be dependent on restrictions and government guidelines at the time. Should an event have to be postponed, alternative events will be arranged where possible.

**Q: How do I change my personal details and inform the club of my change of address?**

A: Supporters will need to log onto their account at [www.booking.cafc.co.uk](http://www.booking.cafc.co.uk). Once logged in, click personal details and ensure that all information is up to date. If there are any issues, please email [tickets@cafc.co.uk](mailto:tickets@cafc.co.uk).

**Q: I need to purchase memberships for myself and family members – can I put them all against my FAN ID?**

A: Each membership will need to be assigned to the correct owner. Similar to any ticket purchases. Fans can set up new accounts for family members by visiting [www.booking.cafc.co.uk](http://www.booking.cafc.co.uk). Please see the 'how to buy' videos on the club's official website which will explain how to assign memberships to different owners.

**Q: Can I buy a membership as a gift?**

A: Yes, visit [www.memberships.cafc.co.uk](http://www.memberships.cafc.co.uk) and select the membership you would like. Then click 'gift'. It will then direct you through to the booking website to confirm the payment. You will then be sent a gift voucher which can be sent through to the recipient to activate.

**Q: Do I have to pay for postage?**

A: Yes, once your membership is in your basket, postage will be added. This is to cover the cost of the membership pack being sent out. Postage costs are set for all memberships. However, postage fees will be higher for international members.

**Q: When will you be running the events?**

A: The events will be run over the course of the season. Members will receive a schedule of the events in their membership pack. These are subject to change, dependent on the fixture schedule and government guidelines. Fans will be contacted via email with more details on each event, so please ensure your contact details are up to date.