

# DISABLED SUPPORTERS BOOKING GUIDE

### **BEFORE YOU BOOK!**

If you have not registered as a disabled supporter with the ticket office, you will need to do so in order for us to activate your online account to allow you to purchase disabled tickets online.

Please email **tickets@cafc.co.uk** with your Personal Independent Payment letter or your DWP letter along with your FAN ID.

For all online ticket purchases, please visit **booking.cafc.co.uk** 



# LOG IN

Registered supporters must log in at **booking.cafc.co.uk** before selecting any tickets. This ensures the correct prices are displayed. Enter your FAN ID and password to login.



If you do not know your password, click **Reset Passward** after entering the email address that is linked to your Charlton account.

If you do not receive an email within five minutes we may not have an up to date email for you. In this instance, please contact the ticket office on **03330 14 44 44** or email **tickets@cafc.co.uk** 

	Season Ilic	keis ×		
RETURNING CLIENT	NEW CUSTOMER?	Sign In Io Get all discounts and benefits you are entitled to Vew offers made especially	TI-	
Fan ID / Email Address		for you • Track the progress of your previous activities		
Password				
SIGN IN	Reset Password	, À	R	





# **AMBULANT DISABLED SUPPORTER** HOW TO BOOK AWAY MATCH TICKETS

#### **STEP ONE:**

TICKETS	SEASON TICKETS	MEMBERSHIPS
HOME GAMES		
VALLEY EXPRESS		1.
AWAY GAMES		
VALLEY AWAY		Consern Ticket
CAR PARKING		Season licket
ST HOLDER'S RESERVED TICKETS		
GROUP BOOKINGS		Secure your seat in SE7 for the upcoming ca
WOMEN'S HOME GAMES		
		SELECT YOUR SEAT

After logging in, choose 'away games' from the tickets tab.

# STEEP TWO: Suppresented and you would like to attend and go through the purchase process. 16 Mar 2019 Rat 15:00 Bristol Rovers v Charlton Athletic Memorial Stadium - Bristol Rovers Suppresented attribution - Bristol Rovers



#### **STEP THREE:**

	Terracing Tickets 209 SEATS AVAILABLE Away 2 £20.00	SEE MORE AREAS -
	This is a General Admission area. Please enter the quantity of tickets you require. Seats will be allocated after purchase.	
	Price Level £7.00 to £20.00 •	
	Autor ( 10000)	
	Overbs ( x16.00 )	0 -
	Under 21 ( £16.00 )	0 -
	Under 16 ( £12.00 )	0 -
	Under 11 ( £7.00 )	0 🗘
	Total	£0.00
	Ambulant Disabled 4 SEATS AVAILABLE Away Ambulant Allocation £13.00	
	Ambulant Disabled 4 SEATS AVAILABLE Away Ambulant Allocation £13.00 Tavier/fillocation fillocation fil	SEE MORE AREAS 🔻
Т	Ambulant Disabled       4 SEATS AVAILABLE         Taxies/All price list dick here       Away Ambulant Allocation £13.00         Taxies/All price list dick here       In comparison area. Please enter the quantity of tickets you require. Seats will be allocated after purchase.	SEE MORE AREAS +
Т	Ambulant Disabled       4 SEATS AVAILABLE       Away Ambulant Allocation £13.00         Tavierful processed takthers       In the second secon	SEE MORE AREAS •
Т	Ambulant Disabled       4 SEATS AVAILABLE       Away Ambulant Allocation £13.00         Tavier full accellar disk here       Ambulant Allocation £13.00         Is is a General Admission area. Please enter the quantity of tickets you require. Seats will be allocated after purchase.	SEE MORE AREAS 🝷
т	Ambulant Disabled       4 SEATS AVAILABLE         Trainful more in dick hars	SEE MORE AREAS +
т	Ambulant Disabled       4 SEATS AVAILABLE       Away Ambulant Allocation £13.00         Textmerful processed takkness       Ambulant Allocation £13.00         Is is a General Admission area. Please enter the quantity of tickets you require. Seats will be allocated after purchase.         Price Level       £0.00 to £13.00 •	SEE MORE AREAS 🗢
т	Ambulant Disabled       4 SEATS XVXILABLE       Away Ambulant Allocation £13.00         Taxier full accellation there       In the second addition on the second addition on the second addition of the second additio	SEE MORE AREAS •
Т	Ambulant Disabled       4 SEATS AVAILABLE       Away Ambulant Allocation £13.00         Taxier/fullocitie distance       In Is a General Admission area. Please enter the quantity of tickets you require. Seats will be allocated after purchase.         Price Level       £0.00 to £13.00         Adult - Ambulant Disabled (£13.00)         Over 66 - Ambulant Disabled (£11.00)	SEE MORE AREAS ▼
Т	Ambulant Disabled       4 SEATS AVAILABLE       Away Ambulant Allocation £13.00         Texter/fulleore list dickters	SEE MORE AREAS •
T	Ambulant Disabled       4 SEATS AVAILABLE       Away Ambulant Allocation £13.00         Truterhalarcelistickhes       Ambulant Disabled ( £13.00         Price Level       £0.00 to £13.00 •         Adul - Ambulant Disabled ( £13.00)         Over 65 - Ambulant Disabled ( £11.00)         Under 21 - Ambulant Disabled ( £11.00)         Under 16 - Ambulant Disabled ( £11.00)	SEE MORE AREAS •
T	Ambulant Disabled       4 SEATS AVAILABLE       Away Ambulant Allocation £13.00         Texter-full acceleration area. Please enter the quantity of tickets you require. Seats will be allocated after purchase.         Price Level       £0.00 to £13.00         Adult - Ambulant Disabled ( £13.00)         Over 65 - Ambulant Disabled ( £11.00)         Under 21 - Ambulant Disabled ( £11.00)         Under 16 - Ambulant Disabled ( £11.00)         Heper ( £0.00)	SEE MORE AREAS •

It is important that you check the 'see more areas' button to see if there is a specific recommended area for disabled supporters. Select the appropriate tickets for your requirements, plus one disabled companion ticket per disabled supporter.

If you require advice on your seating location, please call our ticket office on 03330 14 44 44.



#### **STEP FOUR:**

Review Your Your items will be I	Order eld for you for 19:48 minutes		Assign Owners
٢	Bristol Rovers v Charlton Athletic 16/03/0019 15:00 Memoral Stadium - Bristol Rovers	Owner:         Owner:           Adult - Ambulant Disal         Cowling, Katle ∉ Price: £13.00         To Pay: £13.00           G1 tickets         Owner:           Helper         Cowling, Katle ∉ Price: £0.00         To Pay: £0.00	× × s cancel tickets
eSRO Tra £1.50	ansaction Fee commission		
Coupon	Enter Coupon	ΑCTIVATE	
		Subto	tal (2 items): £14.50

You will then need to select your seats. You will need to allocate both tickets to yourself as the disabled supporter.

S	TEP FIVE:		
			Subtotal (2 items): £14.50
	Choose a delivery method We will deliver all your items together, by the me	hod selected below.	
10	O COLLECTION FROM THE VALLEY	No fee applies to collections	Free of charge
	O POST	Postage & Packaging Fee; please click here to check that we hold the correct postal address for you.	Free of charge
	O COLLECTION FROM AWAY GROUND	Collection from Away Ground	Free of charge
			Total (2 items): £14.50
	Bristol Rovers v Charlton Athletic 16/03/2019 15:00 Memorial Stadium - Bristol Rovers		<u>(</u>
	2 Tickets Adult - Wheelchair + Helper(Area Whe Fees	elchair Bays, general admission)	£13.00 +£0.00
	eSRO Transaction Fee commission		£1.50
	Delivery by Collection from The Valley		£0.00
			Total (2 items): £14.50
	I want to pay for this order	tions	

Once you are happy with your selections, choose your preferred delivery method and click on 'proceed to checkout' to complete your order. You will need to tick to agree with our terms and conditions before entering your payment details.





# **WHEELCHAIR USERS** HOW TO BOOK AWAY MATCH TICKETS

#### **STEP ONE:**

TICKETS	SEASON TICKETS	MEMBERSHIPS
HOME GAMES		
VALLEY EXPRESS		
AWAY GAMES		
VALLEY AWAY		Case on Tielest
CAR PARKING		Season licket
ST HOLDER'S RESERVED TICKETS		
GROUP BOOKINGS		Secure your seat in SE7 for the upcoming ca
WOMEN'S HOME GAMES		
		SELECT YOUR SEAT

After logging in, choose 'away games' from the tickets tab.





#### **STEP THREE:**

Terracing Tickets 219 SEATS AVAILABLE Away 2 £20.00	SEE MORE AREAS
This is a General Admission area. Please enter the quantity of tickets you require. Seats will be allocated after purchase.	W.
Price Level £7.00 to £20.00 •	
Adult ( £20.00 )	0
Over 65( £16.00 )	0 🗘
Under 21 ( £16.00 )	0
Under 16 ( £12.00 )	0
Under 11 ( £7.00 )	0
Total	£0.00

Before selecting seats, you will need to select the wheelchair bays area by clicking the 'SEE MORE AREAS' button.

#### **STEP FOUR:**

	Wheelchair Bays 8 SEATS AVAILABLE Away Wheelchair £13.00 Ta view full actual at club have	SEE MORE AREAS 🔻
1	This is a General Admission area. Please enter the quantity of tickets you require. Seats will be allocated after purchase.	
	Price Level         £0.00 to £13.00 •	
	Adult - Wheelchair ( £13.00 )	0 2
	Over 65 - Wheelchair ( £11.00 )	0 🗘
	Under 21 - Wheelchair ( £11.00 )	0 2
	Under 16 - Wheelchair ( £7.00 )	0 ‡
	Helper ( £0.00 )	0
	Total	£0.00

Select the appropriate tickets for your requirements, plus one wheelchair bay and helper ticket from the available area.



#### **STEP FIVE:**

ľ	Review Your four items will be I	Order Nete for you for 19:46 minutes		Assign Owners
	6	Bristol Rovers v Charlton Athletic 1603/2019 15:00 Memorial Stadum - Bristol Rovers	Area Wheelchair Bays           G1 tickets         Owner:           Adult - Wheelchair         Smith. David ⊉         Price: £13.00         Fees: +£0.00         To Pay: £13.00           G1 tickets         Owner:         Itickets         Owner:         Smith. David ⊉         Price: £0.00         To Pay: £13.00           Helper         Smith. David ⊉         Price: £0.00         Fees: +£0.00         To Pay: £0.00	X EDIT TICKETS CANCEL TICKETS
	eSRO Tr £1.50	ansaction Fee commission		
	Coupon	Enter Coupon	ΑCTIVATE	Subtatal /0 itoms): 514 50

You will need to allocate both tickets to yourself as the disabled supporter.

S	STEP SIX:	
		Subtotal (2 items): £14.50
	Choose a delivery method We will deliver all your items together, by the method selected below.	
1	O COLLECTION FROM THE VALLEY No fee applies to collections	Free of charge
	O POST Postage & Packaging Fee; please click here to check that we hold the com	ect postal address for you. Free of charge
	COLLECTION FROM AWAY GROUND Collection from Away Ground	Free of charge
		Total (2 items): £14.50
	Bristol Rovers v Charlton Athletic 16/03/2019 15:00 Memorial Stadium - Bristol Rovers	<u>(</u>
	2 Tickets Adult - Wheelchair + Helper(Area Wheelchair Bays, general admission) Fees	£13.00 +£0.00
	eSRO Transaction Fee commission	£1.50
	Delivery by Collection from The Valley	60.00
		Total (2 items): £14.50
	I want to pay for this order I have read and agree to the terms and conditions	

Once you are happy with your selections, choose your preferred delivery method and click on 'proceed to checkout' to complete your order. You will need to tick to agree with our terms and conditions before entering your payment details.





# **AMBULANT DISABLED SUPPORTER** HOW TO BOOK HOME MATCH TICKETS

#### **STEP ONE:**

TICKETS	SEASON TICKETS	MEMBERSHIPS
HOME GAMES		
VALLEY EXPRESS		4.
AWAY GAMES		
VALLEY AWAY		Seecon Ticket
CAR PARKING		Season licket
ST HOLDER'S RESERVED TICKETS		
GROUP BOOKINGS		Secure your seat in SE7 for the upcoming ca
WOMEN'S HOME GAMES		
A A A A A A A A A A A A A A A A A A A		SELECT YOUR SEAT

After logging in, choose 'home games' from the tickets tab.

#### **STEP TWO:**

9 Mar 2019 Sat 17:30	Charlton Athletic v Portsmouth SkyBet League One The Valley		۲
		А	DD
12 Mar 2019 Tue 19:45	Charlton Athletic v Burton Albion SkyBet League One The Valley		
		A	ad



#### **STEP THREE:**

ļ	Review Your Order Four Items vill be held for you for 19-44 minutes				
		Chariton Athletic v Burton Albion 12/03/2019 19.45 The valley	Area WSB	To Pay: £0.00 To Pay: £21.00 CANCEL TICKETS	
	Packag Ambula Online -	i benefitis: nt Seating Home			

You will then need to select your seats and below, allocate both tickets as ambulant disabled and one will change to a free companion ticket.

If you require advice on your seating location, please call our ticket office on 03330 14 44 44.



Once you are happy with your selections, choose your preferred delivery method and click on proceed to checkout to complete your order. You will need to tick to agree with our terms and conditions before entering your payment details.





# **WHEELCHAIR DISABLED SUPPORTER** HOW TO BOOK HOME MATCH TICKETS

#### **STEP ONE:**

TICKETS	SEASON TICKETS	MEMBERSHIPS
HOME GAMES		
VALLEY EXPRESS		
AWAY GAMES		
VALLEY AWAY		Season Ticket
CAR PARKING		Season licker
ST HOLDER'S RESERVED TICKETS		
GROUP BOOKINGS		Secure your seat in SE7 for the upcoming ca
WOMEN'S HOME GAMES		
TE UNC		SELECT YOUR SEAT

After logging in, choose 'home games' from the tickets tab.

#### **STEP TWO:**

9 Mar 2019 Sat 17:30	Charlton Athletic v Portsmouth SkyGel League One The Valley	۲
		ADD
<b>12 Mar 2019</b> Tue 19:45	Charlton Athletic v Burton Albion SkyBet League One The Valley	
		ADD





You will then need to select a wheelchair bay by clicking the relevant area from the dropdown options.

These are located in the East Stand behind blocks A & B, the West Lower at the front of blocks A-E and also block H, the Family Stand behind blocks A & B and the North-West Quadrant blocks A-D.

You will need to allocate both tickets as wheelchair disabled and one will change to a free companion ticket.

If you require advice on your seating location, please call our ticket office on 03330 14 44 44.



Once you are happy with your selections, choose your preferred delivery method and click on proceed to checkout to complete your order. You will need to tick to agree with our terms and conditions before entering your payment details.