

Emirates FA Cup Final
Manchester City v Brighton and Hove Albion
Saturday 6th April, 5.30pm kick-off

Manchester City v Brighton and Hove Albion, The Emirates FA Cup Semi Final **Saturday 6th April, 5.30pm kick-off, Wembley Stadium**

Frequently Asked Questions

When is the 2018/19 FA Cup Semi Final against Brighton?

Wembley will host the 2018/19 FA Cup Semi Final on Saturday 6th April, 5.30pm kick-off.

For full tickets details, please visit www.mancity.com

Tickets for this match are issued subject to availability and sold subject to the acceptance of The Football League Conditions of Issue, (available upon request), the Club's 2018/19 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

How many tickets has the Club received for the 2018/19 FA Cup Semi Final?

The Club received an allocation of 33,345 tickets located in the East side of Wembley Stadium which are split across six categories.

The ticket categories are:

Category	*Price (Adult)	*Price (Under 18 & Over65)
Level 2 – Ticket Only	£120	£110
Category One	£80.00	£70
Category Two	£65.00	£55
Category Three	£45.00	£25
Category Four	£30.00	£20

*Disabled supporters will pay the Category 4 pricing regardless of the position of seating

In line with the Club's standard sales criteria, a concession ticket is that purchased by a supporter who is 18 years and under or over 65 years.

Please note: If the supporter number used is that of an adult, then only an adult ticket may be purchased. This also applies to under 18s and over 65s. All concession tickets will have stubs removed at point of sale and cannot be used by adults. Children under 2 years will be permitted into the stadium without a valid match ticket. All children aged 2 years and over are required to be in possession of a valid match ticket.

Please note

One ticket per qualifying member.

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All supporters under 18 years must be accompanied by an adult (18 years or older).

All supporters, regardless of age, must purchase a ticket to attend this match. For the avoidance of doubt, this includes all children aged 2 years or over.

Tickets will not be available to purchase or collect 'in person' at the Ticket Office for this match.

The following groups will receive an allocation of tickets for this match: Supporters, Seasonal Hospitality Supporters, Owner, Board of Directors, Football Management, Players, Club Officials and Staff, Former Players, Club Partners and the MCFC Supporters Club.

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2018/19 SEASONCARD HOLDERS

When can I purchase my 2018/19 FA Cup Semi Final tickets?

Please see below for details of the sales schedule. Tickets will be made available to Cityzens with a 2018/19 Platinum, Gold or 93:20 Seasoncard on the FA Cup Scheme based on loyalty point status as of 10am, Thursday 21st March. Supporters can check their loyalty point status by logging into their online account via the [website](#) or calling **0161 444 1894 (option 1, 1, 1)**.

- Cityzens with a 2018/19 Platinum, Gold or 93:20 Seasoncard registered on the FA Cup Scheme with 15,000 or more ticket points – Thursday 21st March at 10am
- Cityzens with a 2018/19 Platinum, Gold or 93:20 Seasoncard registered on the FA Cup Scheme with 10,000 or more ticket points – Thursday 21st March at 12 noon
- Cityzens with a 2018/19 Platinum, Gold or 93:20 Seasoncard registered on the FA Cup Scheme with 5,000 or more ticket points – Thursday 21st March at 3pm
- All Cityzens with a 2018/19 Platinum, Gold or 93:20 Seasoncard registered on the FA Cup Scheme – Friday 22nd March at 9am
- Cityzens with a 2018/19 Platinum, Gold or 93:20 Seasoncard not registered on the FA Cup Scheme with 6,500 or more ticket points – Friday 22nd March 12 noon
- Cityzens with a 2018/19 Platinum, Gold or 93:20 Seasoncard not registered on the FA Cup Scheme with 4,000 or more ticket points – Friday 22nd March 3pm
- Cityzens with a 2018/19 Platinum, Gold or 93:20 Seasoncard not registered on the FA Cup Scheme with 2,000 or more ticket points - Monday 25th March 9am
- All Cityzens with a 2018/19 Platinum, Gold or 93:20 Seasoncard not registered on the FA Cup Scheme – Monday 25th March at 12 noon
- Cityzens with a Matchday Membership – Monday 25th March at 3pm
- General Sale* -Tuesday 26th March at 9am

***Supporters must have attended a fixture at the Etihad Stadium when purchasing tickets.**

Please note; there are no guarantees the sales criteria will reach each window listed above. Should any tickets remain; further selling criteria will be announced on the website.

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Supporters purchasing online will need to have a valid email address which is already registered with the Club, and a valid supporter number, before they can log into their account online. If any supporter has forgotten their password, they will have the option to request a new password which will be sent to their registered email address. If you do not have a registered email address, or have forgotten your supporter number, please contact Supporter Services on +44(0) 161 444 1894 (option 1, 1, 1). You can also view your ticket points online by logging in [here](#), and clicking 'My Account' then alongside your supporter number you can view your ticket points..

Cityzens with a Platinum or 93:20 Seasoncard will be awarded **40 ticket points**. Cityzens with a Gold Seasoncard will be awarded **20 ticket points** for attending this fixture.

Tickets for this match are issued subject to availability and sold subject to the acceptance of The Football League Conditions of Issue, (available upon request), the Club's 2018/19 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

As a 93:20 Seasoncard holder, when can I purchase my 2018/19 FA Cup Semi Final Tickets?

All 93:20 Seasoncard holders will qualify in line with the below criteria;

- Cityzens with a 2018/19 Platinum, Gold or 93:20 Seasoncard registered on the FA Cup Scheme with 15,000 or more ticket points – Thursday 21st March at 10am
- Cityzens with a 2018/19 Platinum, Gold or 93:20 Seasoncard registered on the FA Cup Scheme with 10,000 or more ticket points – Thursday 21st March at 12 noon
- Cityzens with a 2018/19 Platinum, Gold or 93:20 Seasoncard registered on the FA Cup Scheme with 5,000 or more ticket points – Thursday 21st March at 3pm
- All Cityzens with a 2018/19 Platinum, Gold or 93:20 Seasoncard registered on the FA Cup Scheme – Friday 22nd March at 9am
- Cityzens with a 2018/19 Platinum, Gold or 93:20 Seasoncard not registered on the FA Cup Scheme with 6,500 or more ticket points – Friday 22nd March 12 noon
- Cityzens with a 2018/19 Platinum, Gold or 93:20 Seasoncard not registered on the FA Cup Scheme with 4,000 or more ticket points – Friday 22nd March 3pm
- Cityzens with a 2018/19 Platinum, Gold or 93:20 Seasoncard not registered on the FA Cup Scheme with 2,000 or more ticket points - Monday 25th March 9am
- All Cityzens with a 2018/19 Platinum, Gold or 93:20 Seasoncard not registered on the FA Scheme – Monday 25th March at 12 noon
- Cityzens with a Matchday Membership – Monday 25th March at 3pm
- General Sale* -Tuesday 26th March at 9am

Cityzens with a Platinum or 93:20 Seasoncard will be awarded **40 ticket points**. Cityzens with a Gold Seasoncard will be awarded **20 ticket points** for attending this fixture.

Tickets for this match are issued subject to availability and sold subject to the acceptance of The Football League Conditions of Issue, (available upon request), the Club's 2018/19 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

How can I purchase my 2018/19 FA Cup Semi Final ticket?

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Tickets are available to purchase via telephone on +44(0)161 444 1894 (option 1, 1, 1) lines are open from 8am until 8pm (a £2.50 booking fee per ticket applies) or online at tickets.mancity.com

Tickets will not be available to purchase or collect 'in-person' at the Ticket Office for this match

Both the Ticket Office and Supporter Services will open at 10am on Thursday and are closed on Weekends & Bank Holidays, except where there is a First Team home match. For queries, please call +44 (0)161 444 1894 (option 1, 2, 1).

Postal applications will not be accepted for the FA Cup Semi Final. All tickets will be dispatched by Royal Mail First Class Post and sent to the registered address of the lead supporter.

Tickets for this match are issued subject to availability and sold subject to the acceptance of The Football League Conditions of Issue, (available upon request), the Club's 2018/19 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

My child doesn't have as many loyalty points as I do, will I be able to purchase their 2018/19 FA Cup Semi Final ticket at the same time as mine?

We appreciate that there may be a significant difference in ticket points between junior supporters (under 18) and their parent(s) or guardian(s). A very limited allocation of tickets will be made available to 2018/19 Platinum, Gold or 93:20 Seasoncard holders **registered on the FA Cup Scheme** aged under 18, for purchase together with a qualifying adult Seasoncard holder. At the point where the adult qualifies, they can also purchase **ONE junior† ticket regardless of the junior's ticket point status.**

Please note, this option is only available to supporters purchasing over the phone, and all juniors must be accompanied by an adult (aged 18 or over). Once this limited allocation has been sold, no further tickets will be available and all junior Seasoncard holders must then qualify in their own right to purchase a ticket. Supporters will be advised at the point of sale when the limited allocation of tickets available to juniors has sold out.

Please note: If the supporter number used is that of an adult, then only an adult ticket may be purchased. This also applies to under 18s, over 65s. All concession tickets will have stubs removed at point of sale and cannot be used by adults. Children under 2 years will be permitted into the stadium without a valid match ticket. All children aged 2 years and over are required to be in possession of a valid match ticket.

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I am a Superbia Member, do I need to apply for a 2018/19 FA Cup Semi Final ticket?

No. In line with your Seasoncard benefits, your ticket for this match is included and you will be contacted by the Club shortly regarding your ticket.

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I want to sit with people who will not qualify at the same time as me. When should I purchase my 2018/19 FA Cup Semi Final ticket?

If any supporters wish to sit together as a group, **all supporters** must meet the qualifying criteria at the time of purchase (ie when the supporter with the lowest points qualifies). The decision of when to buy lies solely with the supporter. All tickets are subject to availability and the Club cannot guarantee that tickets will be available for the duration of the sales process advertised. The best way to make sure you can purchase online for other supporters in your group is to add them as **'Friends & Family'**. You can do this by simply logging in to your online account at <http://www.mancity.com/tickets>, selecting **'My Account'** and selecting **'Friends & Family'**. All you need is their supporter number and correct postcode.

Tickets for this match are issued subject to availability and sold subject to the acceptance of The Football League Conditions of Issue, (available upon request), the Club's 2018/19 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

I have registered for the 2018/19 Season FA Cup Scheme, am I guaranteed a Final ticket?

No supporter is guaranteed a ticket. If you are a 2018/19 Platinum, Gold or 93:20 Seasoncard holder then you may apply in line with the selling criteria.

Tickets for this match are issued subject to availability and sold subject to the acceptance of The Football League Conditions of Issue, (available upon request), the Club's 2018/19 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

How do I know where each category is located within Wembley Stadium for the 2018/19 FA Cup Semi Final?

The Club have been allocated tickets in the East side of the Stadium. It is important to note that the Club will not receive tickets in all blocks shown in this end. We do however, ensure that the seats we are allocated, are made available to all supporters. Get a view from the seats by clicking [here](#).

Tickets for this match are issued subject to availability and sold subject to the acceptance of The Football League Conditions of Issue, (available upon request), the Club's 2018/19 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

PURCHASING TICKETS

Can I choose where to sit for the 2018/19 FA Cup Semi Final?

Subject to availability, supporters will have the option to choose which category they wish to purchase a ticket from. They can then choose and select a seat within the desired block.

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All supporters are advised to confirm the location of their tickets prior to agreeing the transaction with the operator or ensuring they check the seat details in their basket before completing the transaction online. We are unable to amend any bookings or change seats, once the transaction has been processed.

Tickets for this match are issued subject to availability and sold subject to the acceptance of The Football League Conditions of Issue, (available upon request), the Club's 2018/19 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

I have already purchased a 2018/19 FA Cup Semi Final ticket, but now want to sit with friends, can I exchange?

No. In line with the Conditions of Issue, once a supporter has purchased their ticket, this is the only ticket that will be allocated to them.

All supporters are advised to confirm the location of their tickets prior to agreeing the transaction with the operator or ensuring they check the seat details in their basket before completing the transaction online. We are unable to amend any bookings or change seats, once the transaction has been processed.

As confirmed in the sales criteria published at www.mancity.com If the supporter number used is that of an adult, then only an adult ticket may be purchased. This also applies to under 18s and over 65s. All concession tickets will have stubs removed at point of sale and cannot be used by adults. Children under 2 years will be permitted into the stadium without a valid match ticket. All children aged 2 years and over are required to be in possession of a valid match ticket.

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Can I upgrade my 2018/19 FA Cup Semi Final ticket?

No. In line with the Conditions of Issue, once a supporter has purchased their ticket, this is the only ticket that will be allocated to them.

All supporters are advised tickets must be purchased at the correct age, **if the supporter number used is that of an adult, then only an adult ticket may be purchased. This also applies to under 18s and over 65s.** All supporters are advised to confirm the location of their tickets prior to agreeing the transaction with the operator or ensuring they check the seat details in their basket before completing the transaction online. We are unable to amend any bookings or change seats, once the transaction has been processed.

As confirmed in the sales criteria published at www.mancity.com if the supporter number used is that of an adult, then only an adult ticket may be purchased. This also applies to under 18s and over 65s. All concession tickets will have stubs removed at point of sale and cannot be used

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Children under 2 years will be permitted into the stadium without a valid match ticket. All children aged 2 years and over are required to be in possession of a valid match ticket.

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I am on a Stadium Ban at the Etihad Stadium, can I purchase a 2018/19 FA Cup Semi Final ticket?

If your Stadium Ban expires before the FA Cup Semi-Final is to be played, you will be eligible to purchase a ticket, however your Stadium Ban will remain in place for the duration of the ban. To purchase a ticket in line with the qualifying sales criteria, please call a member of the Supporter Services Team on +44 (0)161 444 1894 (option 1, 1, 1).

If your Stadium Ban will be in place when the 2018/19 FA Cup Semi-Final is played, unfortunately you are not eligible to purchase a ticket for this match.

Tickets for this match are issued subject to availability and sold subject to the acceptance of The Football League Conditions of Issue, (available upon request), the Club's 2018/19 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

How will I receive my FA Cup Semi Final ticket(s)?

All tickets purchased in one transaction will be sent via Royal Mail First Class post to the Registered address of the purchasing supporter (lead supporter). Tickets will be posted on 29th March.

Please note: there is a booking fee of £2.50 per ticket for all tickets purchased over the phone.

Under no circumstances will ticket be posted to any other address.

If you have not received your tickets by Thursday 4th April, please contact the Supporter Services Team on +44 (0)161 444 1894 (option 1, 2, 1) who will be happy to assist.

All supporters are advised to confirm the location of their tickets prior to agreeing the transaction with the operator or ensuring they check the seat details in their basket before completing the transaction online. We are unable to amend any bookings or change seats, once the transaction has been processed.

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I live overseas, how will I receive my ticket(s) for the FA Cup Semi Final?

All tickets purchased in one transaction will be sent via Royal Mail First Class post and/or signed for Delivery depending on the Country being dispatched to. Tickets will be sent to the registered address of the purchasing supporter (lead supporter).

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Please allow up to 10 working days to receive your ticket(s) once you have received your tracking number. Please note: there is a booking fee of £2.50 per ticket for all tickets purchased over the phone. **Under no circumstances will ticket be posted to any other address.**

If you have not received your tickets Thursday 4th April, please contact the Supporter Services Team on +44 (0)161 444 1894 (option 1, 2, 1) who will be happy to assist.

All supporters are advised to confirm the location of their tickets prior to agreeing the transaction with the operator or ensuring they check the seat details in their basket before completing the transaction online. We are unable to amend any bookings or change seats, once the transaction has been processed.

I have a Cityzens Matchday Membership, will I be able to purchase a 2018/19 FA Cup Semi Final ticket?

If the Club's allocation is not taken up by Superbia, Platinum, Gold and 93:20 Members, they will be offered to Cityzens Matchday Members. Further sales criteria will be published on the website - www.mancity.com

Tickets for this match are issued subject to availability and sold subject to the acceptance of The Football League Conditions of Issue, (available upon request), the Club's 2018/19 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

I am visiting the country and would like to attend the 2018/19 FA Cup Semi Final, would I be able to get a ticket?

Only supporters that are current Seasoncard holders and meet the qualifying sales criteria are eligible to purchase at this time. Any remaining tickets would then be offered to Cityzens Members. Should the sales criteria reach 'general sale' and subject to availability and any qualifying sales criteria, you may be able to purchase a ticket for the match.

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ACCESSIBLE TICKET INFORMATION

How many accessible tickets will we receive for the 2018/19 FA Cup Semi Final?

The club has received an allocation of 111 wheelchair spaces and an allocation of walking ambulant seats, both with the provision for a free assistant. Disabled supporters who meet the qualifying criteria and wish to purchase a ticket can do so online or by calling 0161 444 1894 (option 1, 2, 2).

All supporters are advised to confirm the location of their tickets prior to agreeing the transaction with the operator or ensuring they check the seat details in their basket before completing the transaction

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online. We are unable to amend any bookings or change seats, once the transaction has been processed.

Tickets for this match are issued subject to availability and sold subject to the acceptance of The Football League Conditions of Issue, (available upon request), the Club's 2018/19 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

How will 2018/19 FA Cup Semi Final tickets for accessible supporters be allocated?

Tickets will be allocated to Disabled Platinum, Gold and 93:20 Members in line with the published sales schedule and the Club's loyalty points system, subject to availability.

All supporters are advised to confirm the location of their tickets prior to agreeing the transaction with the operator or ensuring they check the seat details in their basket before completing the transaction online. We are unable to amend any bookings or change seats, once the transaction has been processed.

Tickets for this match are issued subject to availability and sold subject to the acceptance of The Football League Conditions of Issue, (available upon request), the Club's 2018/9 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

Is accessible parking available at Wembley Stadium?

Blue Badge Parking is available to purchase. To book, please visit www.wembleyofficialparking.com or alternatively phone 0208 795 1758. In addition, there is a Shuttle Bus Service available from Wembley Park Station to the Stadium.

I am visually impaired; can I gain access to the match commentary at Wembley Stadium for the 2018/19 FA Cup Semi Final?

Yes. Wembley Stadium operates a free of charge system for personal commentary receivers with either headset or mini induction loop so that the commentary is available. These can be used anywhere within the seating bowl and need to be pre-booked by emailing: accessforall@wembleystadium.com

To read Wembley's Accessible information, please visit www.wembleystadium.com/TheStadium/StadiumGuide/DisabledAccess

I am a disabled supporter; How do I access Wembley Stadium for the 2018/19 FA Cup Semi Final?

Access is across level plazas with no steps and no ramps steeper than 1:20. Wheelchair users and other disabled spectators enter the Stadium with all other spectators, through the same turnstiles and through the same entrances.

From the North, either up the pedway to the outer concourse or using the lift from the North entrance point up to the outer concourse.

From Wembley Stadium Station and Wembley Central Station (South West) access is across the White Horse Bridge and onto the outer concourse.

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I am a disabled supporter's assistant, am I able to purchase a 2018/19 FA Cup Semi Final ticket in my own right?

Yes, as long as you have the requisite loyalty points, you are able to purchase in your own right at the appropriate time. If you do not have your own qualifying supporter number (ie your supporter number prior to becoming an assistant and for the avoidance of doubt, this is not the assistant supporter number), you may purchase a ticket at the time the disabled supporter would have qualified. Please ensure the disabled supporter is aware as this may impact on their ability to attend the match.

All supporters are advised to confirm the location of their tickets prior to agreeing the transaction with the operator or ensuring they check the seat details in their basket before completing the transaction online. We are unable to amend any bookings or change seats, once the transaction has been processed.

Tickets for this match are issued subject to availability and sold subject to the acceptance of The Football League Conditions of Issue, (available upon request), the Club's 2018/19 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

As a disabled supporter, I'd like to sit with family and/or friends for the 2018/19 FA Cup Semi Final, is this possible?

When your family and/or friends qualify in their own right, please make the operator aware and we will endeavour to assist with your request. **Please note:** we will provide the best available seat, as close to the wheelchair bay/ambulant allocation as possible. We cannot guarantee the location of these tickets in relation to the wheelchair bay/ambulant allocation. Tickets in this area are limited and are subject to availability.

All supporters are advised to confirm the location of their tickets prior to agreeing the transaction with the operator or ensuring they check the seat details in their basket before completing the transaction online. We are unable to amend any bookings or change seats, once the transaction has been processed.

Tickets for this match are issued subject to availability and sold subject to the acceptance of The Football League Conditions of Issue, (available upon request), the Club's 2018/19 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

Who do I contact if I have a question in relation to the 2018/19 FA Cup Semi Final?

You can contact a member of the Manchester City Access Team on +44 161 444 1894 (option 1, 2, 2) or via our official Supporter Services Twitter account, [@ManCityHelp](#)

You can purchase accessible tickets on +44 161 444 1894 (option 1, 2, 2) or call this number with any queries or questions.

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The Ticket Office and Supporter Services are open Monday to Friday 9am to 5pm.

Both facilities will open at 10am on Thursday and are closed on Weekends & Bank Holidays, except where there is a First Team home match.

You can contact an MCFC Hospitality Sales Representative on +44 161 444 1894 (option 1,1) or by email at hospitality@mancity.com.

Who should I contact if I have a question on the day of the FA Cup Semi Final?

If you need to get in contact with the Club on the day of the fixture, you can contact Supporter Services on +44 (0)161 444 1894 (option 1, 1, 1).

Is travel available via the Club for the FA Cup Semi Final?

Official coach travel is provided by Thomas Cook Sport. This package is available to all supporters who have purchased a match ticket through the Club. For more information, click [here](#).