

Aston Villa v Manchester City, Carabao Cup Final
4.30 pm kick off,
Wembley Stadium
Frequently Asked Questions

When is the 2019/20 Carabao Cup Final against Aston Villa?

Wembley will host the 2019/20 Carabao Cup Final on Saturday 1st March, 4.30pm 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 2019/20 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

How many tickets has the Club received for the 2019/20 Carabao Cup Final?

The Club received an allocation of 33,534 located in the East end of Wembley Stadium which are split across seven categories.

The ticket categories are:

Category	*Price (Adult)	*Price (17-21 Yrs)	*Price (Under 17 & Over65)
Premium Level 2 – Ticket Only	£150	N/A	N/A
Level 2	£125	N/A	N/A
Category 1	£100	£75	£50
Category 2	£90	£67.50	£45
Category 3	£72	£54	£36
Category 4	£56	£42	£28
Category 5	£40	£30	£20

*Disabled supporters will pay the applicable ticket price subject to their age.

In line with the Club's standard sales criteria, a concession ticket is that purchased by a supporter who is 16 years and under or over 65 years. If you are 17-21 years you are classed as a young adult and if you are 22+ you are classed as an adult at Wembley Stadium and must purchase in your own right when you qualify.

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 17s, over 65s and 17-21. 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.

All supporters under 17 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.

*With the exception of disabled wheelchair/ambulant supporters who will be able to purchase from the Ticket Office. Tickets purchased 'in person' will be posted to supporters.

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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2019/20 SEASONCARD HOLDERS

When can I purchase my 2019/20 Carabao Cup Final tickets?

Please see below for details of the sales schedule. Tickets will be made available to Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard on the League Cup Scheme based on loyalty point status as of 9am, Wed 5th Feb. 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 2019/20 Platinum, Gold or 93:20 Seasoncard registered on the League Cup Scheme with 16,000 or more ticket points – Wednesday 5th February at 9am
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard registered on the League Cup Scheme with 14,000 or more ticket points – Wednesday 5th February at 12noon
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard registered on the League Cup Scheme with 12,000 or more ticket points – 5th February at 3pm
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard registered on the League Cup Scheme with 9,5000 or more ticket points – Thursday 6th February at 10am
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard registered on the League Cup Scheme with 6,500 or more ticket points – Thursday 6th February at 12noon
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard registered on the League Cup Scheme with 4,000 or more ticket points – Thursday 6th February at 3pm
- All Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard registered on the League Cup Scheme – Friday 7th February at 9am
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 11,00 or more ticket points – Friday 7th February at 12noon
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 9,000 or more ticket points – Friday 7th February at 3pm
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 7,500 or more ticket points – Monday 10th February at 9am

- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 6,500 or more ticket points – Monday 10th February at 12noon
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 6,000 or more ticket points – Monday 10th February at 3pm
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 5,000 or more ticket points – Tuesday 11th February at 9am
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 4,000 or more ticket points – Tuesday 11th February at 12noon
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 3,500 or more ticket points – Tuesday 11th February at 3pm
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 3,000 or more ticket points – Wednesday 12th February at 9am
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 2,500 or more ticket points – Wednesday 12th February at 12noon
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 2,000 or more ticket points – Wednesday 12th February at 3pm
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 1,500 or more ticket points – Thursday 12th February at 10am
- All Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme – Thursday 12th February at 12noon
- All Cityzens Matchday Members-Thursday 13th February at 3pm

****Tickets purchased over the telephone will be subject to a £2.50 booking fee per ticket and all tickets will be despatched via first class post and sent to the registered address of the lead supporter. Phone lines are open 8am-8pm, 7 days a week. Tickets purchased online may be subject to a booking fee.**

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.

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, 2, 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.

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 2019/20 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

As a 93:20 Seasoncard holder, when can I purchase my 2019/20 Carabao Cup Final Tickets?

All 93:20 Seasoncard holders have the first 3 domestic cup home fixtures included as part of their Seasoncard as such, whilst you may not have opted into the Carabao Cup, due to the fixtures which have been played at the Etihad in the Carabao Cup competition, 93:20 will qualify on the following days:

- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard registered on the League Cup Scheme with 16,000 or more ticket points – Wednesday 5th February at 9am
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard registered on the League Cup Scheme with 14,000 or more ticket points – Wednesday 5th February at 12noon
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard registered on the League Cup Scheme with 12,000 or more ticket points – Wednesday 5th February at 3pm
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard registered on the League Cup Scheme with 9,500 or more ticket points – Thursday 6th February at 10am
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard registered on the League Cup Scheme with 6,500 or more ticket points – Thursday 6th February at 12noon
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard registered on the League Cup Scheme with 4,000 or more ticket points – Thursday 6th February at 3pm
- All Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard registered on the League Cup Scheme – Friday 7th February at 9am
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 11,00 or more ticket points – Friday 7th February at 12noon
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 9,000 or more ticket points – Friday 7th February at 3pm
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 7,500 or more ticket points – Monday 10th February at 9am
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 6,500 or more ticket points – Monday 10th February at 12noon
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 6,000 or more ticket points – Monday 10th February at 3pm
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 5,000 or more ticket points – Tuesday 11th February at 9am
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 4,000 or more ticket points – Tuesday 11th February at 12noon
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 3,500 or more ticket points – Tuesday 11th February at 3pm
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 3,000 or more ticket points – Wednesday 12th February at 9am
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 2,500 or more ticket points – Wednesday 12th February at 12noon
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 2,000 or more ticket points – Wednesday 12th February at 3pm
- Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme with 1,500 or more ticket points – Thursday 12th February at 10am
- All Cityzens with a 2019/20 Platinum, Gold or 93:20 Seasoncard not registered on the League Cup Scheme – Thursday 12th February at 12noon
- All Cityzens Matchday Members-Thursday 13th February at 3pm

**Tickets purchased over the telephone will be subject to a £2.50 booking fee per ticket and all tickets will be despatched via post and sent to the registered address of the purchasing supporter. Phone lines are open 8am-8pm, 7 days a week. Tickets purchased online may be subject to a booking fee.

All tickets subject to availability. Should any tickets remain; further selling criteria will be announced on the website.

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, please contact Supporter Services on +44(0) 161 444 1894 (option 1, 2, 1). You can also view your loyalty points online by logging in [here](#), and clicking 'My Account' then alongside your supporter number you can view your ticket points.

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 2019/20 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

How can I purchase my 2019/20 Carabao Cup Final ticket?

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, 1, 1).

Postal applications will not be accepted for The Carabao Cup 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 2019/20 [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 2019/20 Carabao Cup Final ticket at the same time as mine?

We appreciate that there may be a significant difference in ticket points between junior supporters (under 17) and their parent(s) or guardian(s). A very limited allocation of tickets will be made available to 2019/20 Platinum, Gold or 93:20 Seasoncard holders **registered on the Carabao Cup Scheme** aged under 17, 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.

†Should the 2019/20 Platinum, Gold or 93:20 Seasoncard holder registered on the Carabao Cup Scheme have turned 17 during the season a ticket can still be purchased together with a qualifying

adult, however the prevailing adult rate will be charged in line with the regulations of Wembley Stadium.

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 17s, over 65s and 17-21. 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 2019/20 Carabao Cup 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.

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 2019/20 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

I want to sit with people who will not qualify at the same time as me. When should I purchase my 2019/20 Carabao Cup 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 2019/20 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

I have registered for the 2019/20 Season Carabao Cup Scheme, am I guaranteed a Final ticket?

No supporter is guaranteed a ticket. If you are a 2019/20 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 2019/20 [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 2019/20 Carabao Cup Final?

The Club have been allocated tickets in the East end 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 2019/20 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

PURCHASING TICKETS

Can I choose where to sit for the 2019/20 Carabao Cup 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.

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 2019/20 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

I have already purchased a 2019/20 Carabao Cup 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 17s, over 65s and 17-21. 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 2019/20 Carabao Cup 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 17s, over 65s and 17-21.** 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 17s, over 65s and 17-21. All concession tickets will have stubs removed at point of sale and cannot be used. 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 2019/20 Carabao Cup Final ticket?

If your Stadium Ban expires before the Carabao Cup 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, 2, 1).

If your Stadium Ban will be in place when the 2019/20 Carabao 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 2019/20 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

How will I receive my Carabao Cup 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).

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 27th February, 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.

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 2019/20 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

I live overseas, how will I receive my ticket(s) for the Carabao Cup 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). Once tickets are dispatched you will receive a confirmation email.

. 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.**

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 2019/20 Carabao Cup 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 2019/20 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

I am visiting the country and would like to attend the 2019/20 Carabao Cup 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.

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 2019/20 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

ACCESSIBLE TICKET INFORMATION

How many accessible tickets will we receive for the 2019/20 Carabao Cup Final?

The club has received an allocation of 132 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 tickets 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 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 2019/20 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

How will 2019/20 Carabao Cup 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 2019/20 [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 2019/20 Carabao Cup 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 2019/20 Carabao Cup 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 2019/20 Carabao Cup 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.

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As a disabled supporter, I'd like to sit with family and/or friends for the 2019/20 Carabao Cup 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 2019/20 [Seasoncard Terms and Conditions](#) and the [Ground Regulations of Wembley Stadium](#).

Who do I contact if I have a question in relation to the 2019/20 Carabao Cup Final?

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

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

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, 2) or by email at hospitality@mancity.com.

Who should I contact if I have a question on the day of the Carabao Cup 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, 2, 1). The Supporter Services phone line will be open from 12pm until 4.45pm.

Is travel available via the Club for the Carabao Cup final?

Official coach travel is available via the Sportsworld website. This package is available to all supporters who have purchase a match ticket through the Club. Please find the link below: <https://www.sportsworld.co.uk/>