

## **FAQ's – FREQUENTLY ASKED QUESTIONS**

### **How long will cards take to arrive?**

*Please allow up to 10 working days for your card to arrive.*

### **When is the new card valid from/when does it expire?**

*The card is valid from the date of purchase, and the expiry date can be found on the ID card.*

### **Who needs an ID card?**

*All players who wish to play affiliated league and cup football in Devon will require an ID card.*

### **What if I play for more than one club?**

*Each player only requires one ID card to play affiliated league and cup football in Devon, even if they play for more than one club.*

### **When do I need the card?**

*Players will need the ID cards on match days and may be asked to show them before a game by a League or County Official / Designated Officer.*

### **What happens if I lose my card?**

*Replacement cards can be purchased by contacting either;  
adultid@devonfa.com or youthid@devonfa.com*

*\*Replacement ID cards will cost £10\**

### **Can I use my Youth ID card for Adult Football?**

*Yes, Youth ID cards can be used for Adult Football, as long as the ID card is still in date and hasn't expired.*

### **What happens if I forget my ID card on match day?**

*If a player forgets their ID card on a match day and is asked to produce it they will still be permitted to play, however they will have 10 days from that date to show their card to a designated officer, or will be deemed an ineligible player for that fixture.*

### **Can I get a refund for my card if I stop playing football?**

*Yes, if you have stopped playing affiliated football in Devon please contact us and we will issue you with a refund for your card.*

### **What benefits can I get from my card?**

*Your ID card will give you discounts at places such as Vue Cinema, Plymouth Raiders basketball team, Plymouth Argyle FC, Exeter City FC, Torquay United FC, Thrifty Car Hire & Van Rental, and many more. A full list of discounts can be seen by clicking [this link](#) –*

**How can I get my money reimbursed?**

*As a club secretary, if you place a bulk order of ID cards for your players, you will be reimbursed £3 per player by the County. In order to claim the reimbursement, club secretaries will need to ensure players sign a waiver to confirm they have received their ID card.*

**What if I order by 29th February?**

*Players that order their ID card by 29th February 2016 will be entered into a prize draw. The prizes will include FA Cup Final Tickets, and other prizes.*

**Can I order the card on my phone?**

*Yes. You can access and order on the Devon FA Shop on your mobile, tablet or computer.*

**Why do I need a card?**

*All players starting from Under 7's and above, who play in any Devon FA affiliated league and / or cup competition are required to register with the Devon County Football Association under the Player Registration Scheme.*