



Kids Club

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Frequently Asked Questions

How do I purchase a Kids Club membership?

Kids Club memberships are only available for purchase online. Click "BUY NOW," and complete the purchase process.

Memberships can be picked up or purchased at the Kids Club booth during any home match throughout the regular season, or at the FC Cincinnati Downtown office Monday through Friday, 9 a.m. - 11:30 a.m. and 12:00 p.m. - 5 p.m.

What ages are recommended for Kids Club membership?

We recommend the Kids Club membership for ages 3-12.

Can my membership be shipped to me?

Shipping is not available for the Kids Club membership. Memberships can be picked up at the Kids Club booth during any home match throughout the regular season, or at the FC Cincinnati Downtown office Monday through Friday, 9 a.m. - 11:30 a.m. and 12:00 p.m. - 5 p.m.

When can I pick up my Kids Club membership?

Kids Club membership may be picked up one (1) business day after purchase. If a membership is purchased at the Kids Club booth on match day, it will be provided at that time.

Where can I pick up my Kids Club membership?

Kids Club memberships are available for pick up on match day at the Kids Club booth on the concourse between the Team Store and the Heineken Bar. Pick up will be available beginning when gates open (90 minutes before kickoff) through halftime.

How can I use my merchandise discount?

Discounts can only be used at the TQL Stadium Team Store. You must show your Kids Club membership card when checking out.

How will I be informed about special events?

All communications will be sent to the email provided upon purchase. We will inform you about events, giveaways and other things going on around FC Cincinnati.

How do I use my ticket discount?

Once signed up, you will receive an email that will explain the Kids Club ticket discount program and how to redeem your ticket discount. Ticket discounts are not valid for all matches and are subject to availability.

What if my child loses an item?

Unfortunately, we cannot replace lost or stolen items. Items from the kits cannot be sold individually.

How long does my Kids Club membership last?

Kids Club memberships are valid for one (1) season. A new membership will need to be purchased at the beginning of every FC Cincinnati season.

If you do not receive a confirmation email after purchase, first check your spam or junk filters, then please contact us at kidsclub@fccincinnati.com

For any other questions, please email kidsclub@fccincinnati.com