

MEMBERS TICKET EXCHANGE USER GUIDE



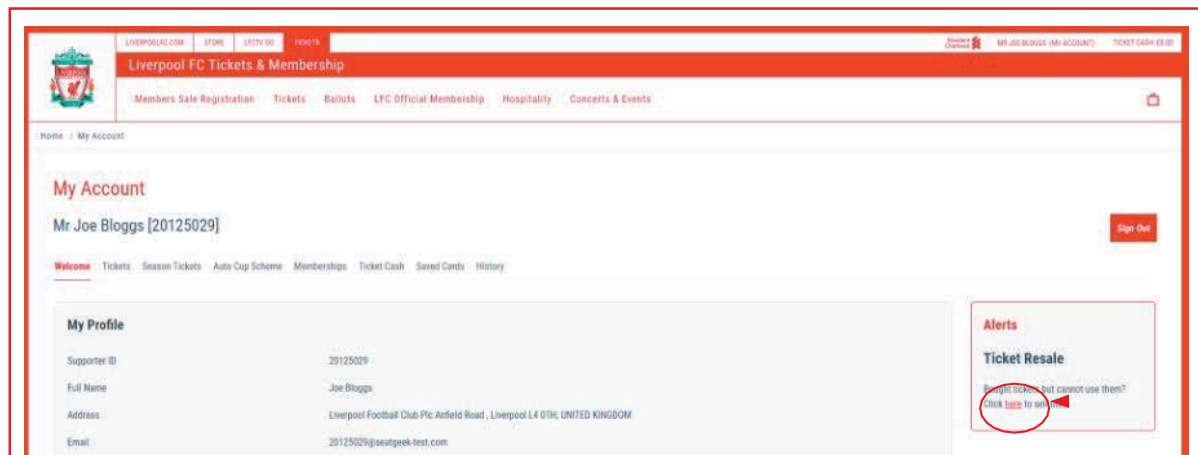
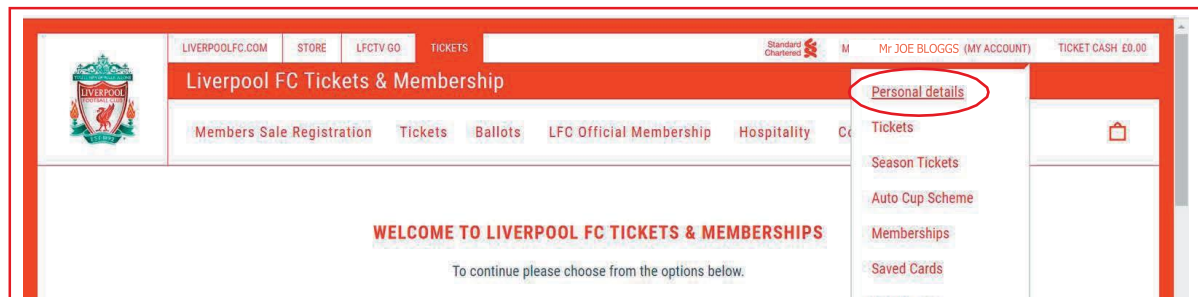
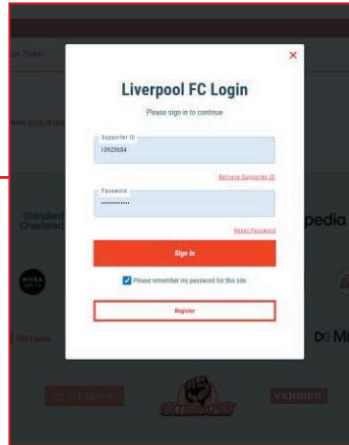
STEP 1

To start, visit:

<https://ticketing.liverpoolfc.com>

1. Click 'LOG IN'.
2. Then select 'PERSONAL DETAILS' on the 'MY ACCOUNT' drop down menu in the top right of the screen.
3. Click the Ticket Resale box

Please note: If you are using your mobile phone click the image in the top right corner of the screen to go to 'MY ACCOUNT', then select the tickets tab.



STEP 2

Details of your booking(s) will appear:

1. **Tick** the ticket you want to sell, then click **OK**
2. Choose the option for your refund, **Ticket Cash** or **Bank Transfer**

Choosing Ticket Cash

Once your ticket is re-sold, the value of your ticket will be added to your Ticket Cash account and can then be used for future online ticket purchases.

Choosing Bank Transfer Refund

Once your ticket is re-sold, the value of your ticket will be refunded to your bank account within 10 working days of the match.

Are you going to attend these events?


Liverpool V Ticket Exchange
14/08/2021 15:00
Anfield

Area KN / Row 2 / Seat 227 Adult Hospitality I want to sell my ticket

OK

Permit to Sell

By clicking OK I give my permission to sell these seats:

 **Liverpool V Ticket Exchange**
14/08/2021 15:00
Anfield

Area KN / Row 2 / Seat 227 Adult Hospitality

To reimburse me, please use:

Ticket Cash

Ticket Cash

Bank Transfer Refund

I understand that, if my ticket is sold, I will only get a certain percent of its value.
By clicking OK I concur that I have read and understood the terms of resale.

STEP 3

Details of your booking(s) will appear:

1. If you choose **'Bank Transfer'**, add the payment details:

Bank Transfer Details ✕

Note that refunds will be transferred to your account at the end of the month

*Refund Type	Ticket Exchange Refund ▼
Account Name	Joe Bloggs
Bank name	Bank name
Account No.	Account No.
Bank Code	Bank Code

OK **Cancel**

STEP 4

1. Ticket will now be up for sale.
You can cancel if it's not sold yet.
2. Once sold they can't cancel the request and will get the message shown (middle picture).
3. After the refund has been processed you will get message in the third image.

