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# Hospitality Ticket Transfer User Guide

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This user guide explains how to transfer your hospitality matchday ticket to a friend, family member, colleague or client, allowing them to enjoy the superb LFC matchday experience.

Your guest will be emailed an e-ticket to print off, allowing them entry into Anfield Stadium on a matchday.

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Your unique password has been sent to you separately. If you have lost or misplaced your password please [click here](#). Or if you have any other queries, please contact the Hospitality Team on +44 (0)151 263 9199, who are open Monday to Friday, between 9am to 5pm.

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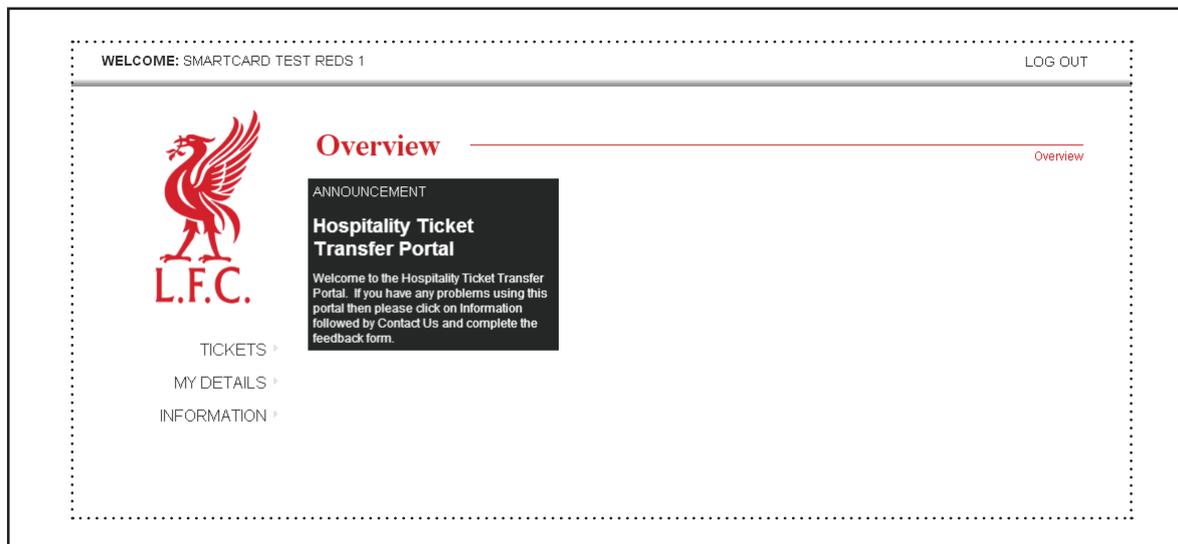
# 1. Logging into the Hospitality Ticket Transfer Portal

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1. Login to the Hospitality Ticket Transfer Portal by [clicking here](#) or by visiting [www.liverpoolfc.com/tickettransfer](http://www.liverpoolfc.com/tickettransfer)

**Please note:** your User Name is the Customer Number printed on your Smart Card. If your Customer Number includes a letter, the letter is not required.

2. Once you have logged in, you will see the Overview screen. The Announcement box will notify you of any important information or updates you need to be aware of.



## 2. Transferring a Hospitality Ticket to your Guest

To transfer your hospitality matchday ticket to your guest, follow these simple steps:

1. Click **TICKETS** on the left side of the screen.
2. From the drop down menu, click **TICKET TRANSFER**.



3. You will then see this screen:



The screenshot shows the 'Ticket Transfer' interface. At the top left is the L.F.C. logo. The page title is 'Ticket Transfer' with a breadcrumb 'Overview \* Tickets \* Ticket Transfer'. Below the logo is a sidebar with 'TICKETS', 'TICKET TRANSFER', 'TICKET HISTORY', 'MY DETAILS', and 'INFORMATION'. The main content area has a 'Game:' dropdown menu with a list of matches including 'LIVERPOOL V EVERTON 27/09/2014 15:00'. Below this are 'Transfer Window Start Date' and 'Transfer Window End Date' dropdowns. There are input fields for 'Name' (with a 'Smart' checkbox) and 'E-mail Address' (with the value 'tom.bo'). A table displays allocated seats with columns for Block, Row, Seat, Card Number, and Email Address. A 'Transfer' button is at the bottom right.

| Block | Row | Seat | Card Number | Email Address    |
|-------|-----|------|-------------|------------------|
| BK14  | SEA | 0013 | 613071      | Event has passed |
| BK14  | SEA | 0014 | 613123      | Event has passed |
| CE3H  | 1   | 0043 | 613066      | Event has passed |
| CE3H  | 1   | 0044 | 613068      | Event has passed |
| KPH   | 13  | 0249 | 613064      | Event has passed |
| KPH   | 13  | 0250 | 613065      | Event has passed |

4. Click onto the drop down menu at the top of the screen to select the game you wish to transfer your hospitality tickets for. The seats that have been allocated to you for your chosen game will appear in the table.
5. In the **Name** and **E-mail Address** boxes, type in the details of the guest you will be transferring your tickets to:



A screenshot of the input fields for the guest's details. The 'Name' field contains 'joe bloggs' and the 'E-mail Address' field contains 'joe.bloggs@liverpoolfc.com'. There are 'Clear All' and 'Update All' buttons to the right of the fields.

6. Tick each seat that you wish to transfer. The details of your guest will appear next to each seat that you have ticked.

If you have several different guests that you'd like to transfer a ticket to, simply over-type their details next to the relevant seat.

The screenshot shows a form for entering guest details. At the top, there are two input fields: 'Name:' with the value 'joe bloggs' and 'E-mail Address:' with the value 'joe.bloggs@liverpoolfc.com'. To the right of these fields are two buttons: 'Clear All' and 'Update All'. Below the form is a table with the following columns: 'Block', 'Row', 'Seat', 'Card Number', and 'Email Address'. The table contains two rows, both of which have a checked checkbox in the first column.

|                                     | Block | Row | Seat | Card Number | Email Address                            |
|-------------------------------------|-------|-----|------|-------------|--|
| <input checked="" type="checkbox"/> | BX14  | SEA | 0013 | 613071      | joe bloggs<br>joe.bloggs@liverpoolfc.com |
| <input checked="" type="checkbox"/> | BX14  | SEA | 0014 | 613123      | joe bloggs<br>joe.bloggs@liverpoolfc.com |

7. Carefully check each of your guest's details. Once you're happy, click **TRANSFER**. A pop-up message will appear to confirm your ticket transfer was successful. The seat status will change to **Pending**.

The screenshot shows a 'Confirmation' pop-up window. At the top, it displays the text 'Confirmation' and a close button. Below this is a table with the following columns: 'Block', 'Row', 'Seat', 'ACN', and 'TransferStatus'. The table contains two rows, both of which show a 'Success' status. At the bottom right of the window is a 'Close' button.

| Block | Row | Seat | ACN    | TransferStatus |
|-------|-----|------|--------|----------------|
| BX14  | SEA | 0013 | 613071 | Success        |
| BX14  | SEA | 0014 | 613123 | Success        |

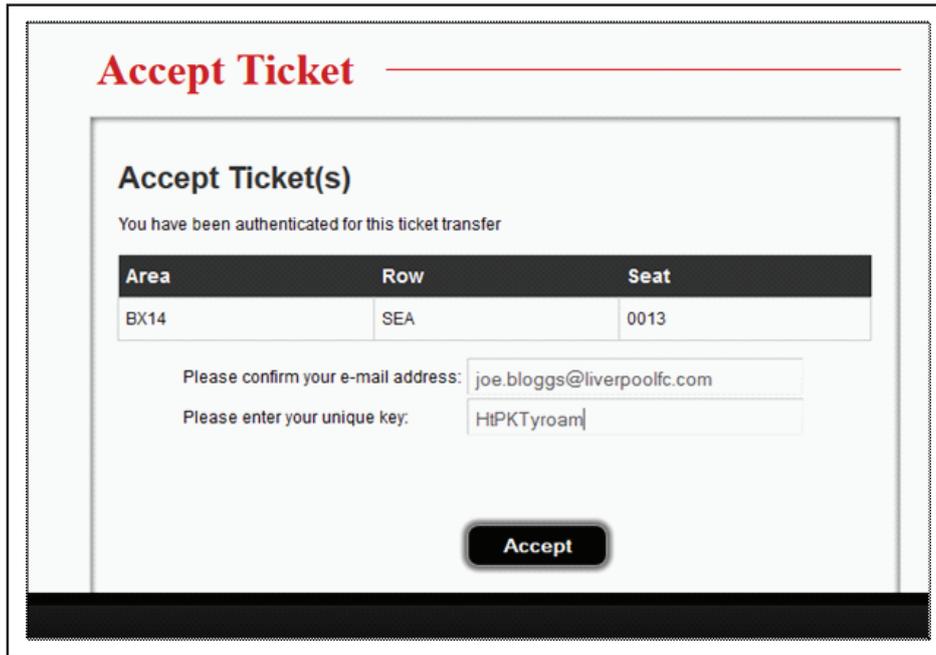
8. Each of your guests will receive an email with instructions on how to access and print their e-ticket.
9. If you need to cancel the transfer of a ticket, you can do this before your guest has retrieved their e-ticket. Just click **Cancel** next to the relevant seat.

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## 3. Retrieving a Hospitality e-ticket

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1. Your guest will now receive an email that contains a unique key. Your guest will need to click the **Accept Tickets** button within this email to retrieve their ticket.
2. Your guest will be taken to the screen below where they must enter their email address and the **unique key** sent within the email:

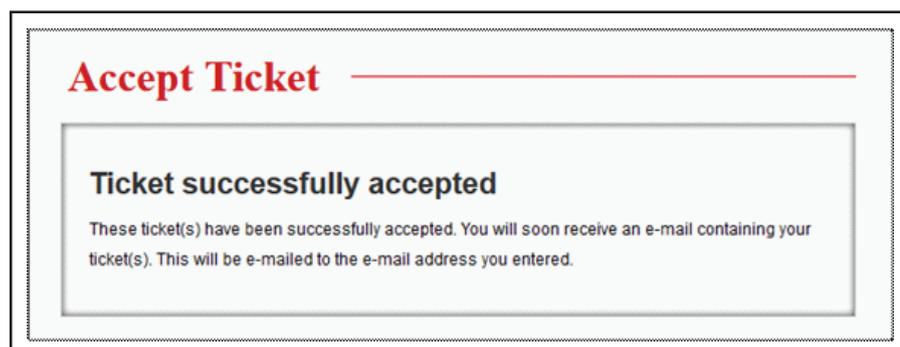


The screenshot shows a web form titled "Accept Ticket" in red text. Below the title is a sub-header "Accept Ticket(s)" and a message: "You have been authenticated for this ticket transfer". A table displays ticket details:

| Area | Row | Seat |
|------|-----|------|
| BX14 | SEA | 0013 |

Below the table are two input fields: "Please confirm your e-mail address:" with the value "joe.bloggs@liverpoolfc.com" and "Please enter your unique key:" with the value "HiPKTyroam". A black "Accept" button is at the bottom.

3. Once they've entered their details and clicked **Accept**, your guest will see the confirmation screen below:



The screenshot shows a confirmation screen titled "Accept Ticket" in red text. The main heading is "Ticket successfully accepted" in bold. Below it is a message: "These ticket(s) have been successfully accepted. You will soon receive an e-mail containing your ticket(s). This will be e-mailed to the e-mail address you entered."

4. Your guest will now receive an email with their e-tickets attached as PDF files. They must print these and bring them to Anfield on matchday, along with one form of I.D. (passport, driving licence) to gain access into the Stadium.
5. In the Hospitality Ticket Transfer Portal, the seat status will now say **Transferred**. Your Smart Card will be deactivated for this match.

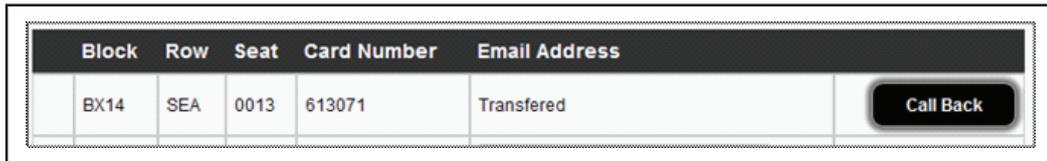
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## 4. Calling Back a Hospitality e-ticket

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If your guest is unable to attend the match or you no longer want them to attend, you can call back your ticket.

1. Login to the Hospitality Ticket Transfer Portal and find the seat you have transferred. Next to the seat you will see a **Call Back** button:

A screenshot of a table with a dark header and a light body. The header has five columns: 'Block', 'Row', 'Seat', 'Card Number', and 'Email Address'. The first row of the table contains the values 'BX14', 'SEA', '0013', '613071', and 'Transferred'. To the right of the table is a dark button with the text 'Call Back' in white.

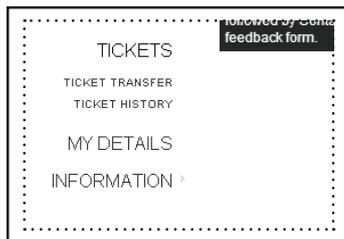
| Block | Row | Seat | Card Number | Email Address |
|-------|-----|------|-------------|---------------|
| BX14  | SEA | 0013 | 613071      | Transferred   |

2. When you click the **Call Back** button, the e-ticket will be deactivated and your guest will be unable to attend the match. Your Smart Card will then be reactivated.
3. An email will be sent to your original guest informing them their e-ticket has been cancelled. If you'd like to transfer your seat to another guest, you can do this by following the previous steps from the **Transferring a Hospitality Ticket to your Guest** section.

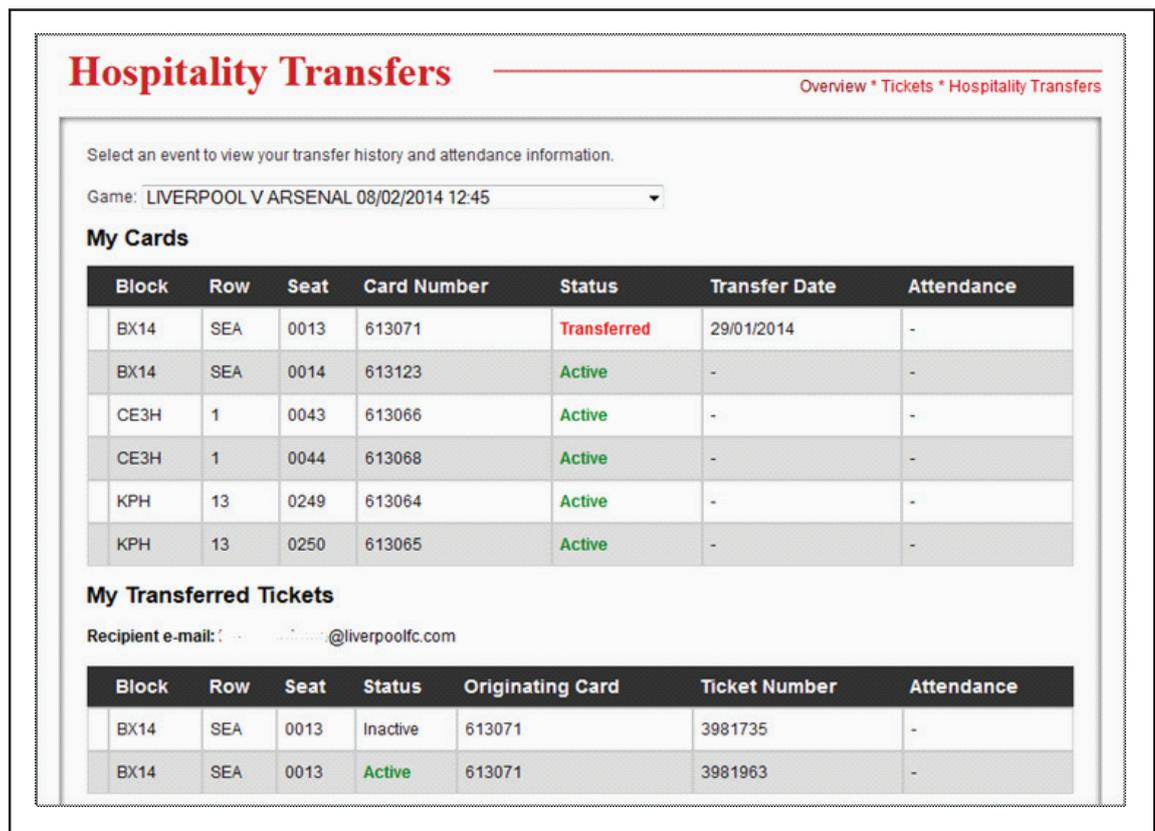
## 5. Hospitality Ticket Transfer History

You can check the transfer history of your tickets for every match to see who you've transferred them to.

1. Click on **TICKETS** on the left side of the screen.
2. From the drop down menu, click **TICKET HISTORY**.



3. Click onto the drop down menu at the top of the screen to select the game you wish to check the Hospitality transfer for. You'll be able to see the transfer details for that game:



**Hospitality Transfers** Overview \* Tickets \* Hospitality Transfers

Select an event to view your transfer history and attendance information.

Game: LIVERPOOL V ARSENAL 08/02/2014 12:45

### My Cards

| Block | Row | Seat | Card Number | Status      | Transfer Date | Attendance |
|-------|-----|------|-------------|-------------|---------------|------------|
| BX14  | SEA | 0013 | 613071      | Transferred | 29/01/2014    | -          |
| BX14  | SEA | 0014 | 613123      | Active      | -             | -          |
| CE3H  | 1   | 0043 | 613066      | Active      | -             | -          |
| CE3H  | 1   | 0044 | 613068      | Active      | -             | -          |
| KPH   | 13  | 0249 | 613064      | Active      | -             | -          |
| KPH   | 13  | 0250 | 613065      | Active      | -             | -          |

### My Transferred Tickets

Recipient e-mail: [redacted]@liverpoolfc.com

| Block | Row | Seat | Status   | Originating Card | Ticket Number | Attendance |
|-------|-----|------|----------|------------------|---------------|------------|
| BX14  | SEA | 0013 | Inactive | 613071           | 3981735       | -          |
| BX14  | SEA | 0013 | Active   | 613071           | 3981963       | -          |

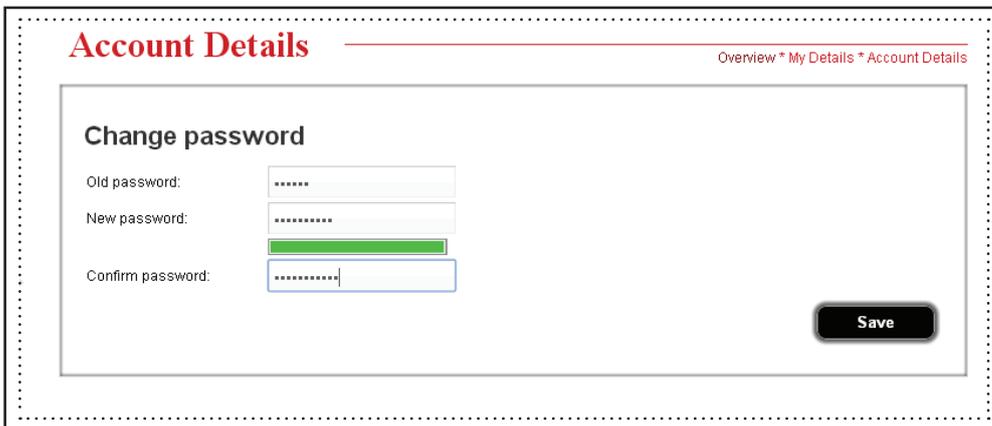
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## 6. Updating your Account Details

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The **MY DETAILS** section allows you to view and update the details of your account.

1. Click **MY DETAILS** on the left side of the screen.
2. To see the details we currently hold for you, click **PERSONAL DETAILS**. If you wish to update any of your details please contact the Hospitality Team on +44 (0)151 263 9199.
3. To change your password to something more memorable, click **ACCOUNT DETAILS**. For security reasons, you'll need to enter your existing password. Once you've entered your new password, click **Save**.



The screenshot shows a web interface for updating account details. At the top left, the text "Account Details" is displayed in red. To its right, a breadcrumb trail reads "Overview \* My Details \* Account Details". The main content area is titled "Change password" and contains three input fields: "Old password:" with a masked field of six dots, "New password:" with a masked field of seven dots and a green progress bar below it, and "Confirm password:" with a masked field of seven dots. A black "Save" button is located in the bottom right corner of the form area.

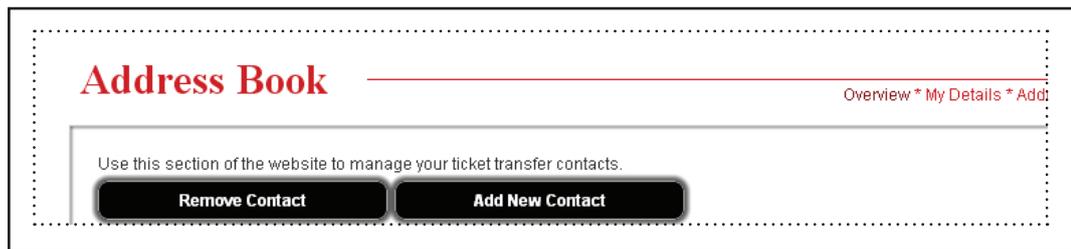
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## 7. Address Book

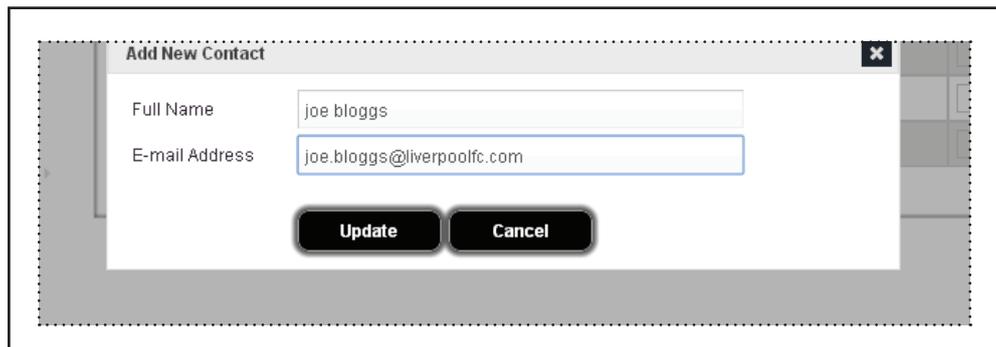
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The **Address Book** section allows you to add guests that you will regularly be transferring tickets to.

1. Click **MY DETAILS** on the left side of the screen
2. From the drop down menu, click **ADDRESS BOOK** to view the page below:



3. Click **Add New Contact** and enter the name and e-mail address of your guest. Click **Update** to save their details.



4. To edit a guest's details, click the **Edit** button next to their name. If you want to remove them, tick the box next to their name and click **Remove Contact**.
5. Next time you transfer tickets, you'll notice that when you start to type the name of a guest, a list of matches will be displayed – you can just select the guest you want.



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## 8. Using a Hospitality e-ticket on Matchday

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Your guest will need to print their e-ticket and bring it with them on the matchday to enter the Stadium.

1. Fold the ticket along the fold lines:



2. When your guest arrives at the Stadium, they will need to insert their e-ticket into the slot on the turnstile, with the barcode facing **upwards**:



3. If this barcode does not work, they can fold their e-ticket in half and try the second barcode:



4. If the e-ticket barcode has been successfully scanned, then a **green tick** and **Allow Entry** will appear on the turnstile's screen.
5. If a **red cross** appears on the turnstile's screen, a Hospitality Advisor will help to identify the problem with the e-ticket.