What is the Members’ Ticket Sale?

The majority of Premier League home match tickets are sold in two key periods each season. During these two weeks, tickets are available exclusively for Official Members’ to buy online.

The first Members’ Ticket Sale week takes place in July and gives Members the chance to purchase tickets for games in the first half of the Premier League season, up until January.

The second Members’ Ticket Sale week takes place in November and gives Members the opportunity to buy tickets for games for the second half of the season, from January through to May.

The following guide will help you through the process of purchasing tickets online in the Members’ Ticket Sale weeks.

But don’t worry if you miss the MEMBERS’ Ticket Sale weeks. There are still opportunities for Members to buy tickets in the Additional Members’ Sales on a match by match basis before each home game. Details of the Additional Members Sale, Local Members Sale and Local General Sales are advertised in the Members’ Area and Latest Ticket News Page, so please make sure you keep checking for updates on availability.
STEP 1

VISITING THE TICKET INFORMATION PAGE

Visit www.liverpoolfc.com/tickets

Please select the ‘BUY NOW’ button on any of the HOME games available during the Members’ Ticket Sale.

Once you select ‘BUY NOW’ you may see the below screen for a few seconds whilst the new software verifies that you are not a malicious bot or spammer.

As the ticketing site can be busy during the Members’ Ticket Sale, you may be placed in a queue.
STEP 2

SELECTING THE GAME

When you have reached the front of the queue you will be redirected to the Ticketing site. You will then see the page pictured to the right.

From here, please select the game(s) you would like to purchase tickets for from the list shown.

The important information section will highlight availability of Adult/Junior seating and Restricted Views.

You will have 30 minutes to complete your purchase, you will be shown a session timer on the page to alert you of the time.

LIVERPOOL V TOTTENHAM HOTSPUR

Saturday, 26 October, 2019 | Kick-off: 15:00

LIVERPOOL V MANCHESTER CITY

Saturday, 09 November, 2019 | Kick-off: 15:00

LIVERPOOL V BRIGHTON & HOVE ALBION

Saturday, 20 November, 2019 | Kick-off: 15:00
STEP 3

CHOOSING YOUR SEAT

At the start of the Members' Ticket sale, you will be taken to a page like the one on the right.

You will be able to select your preferred stand, area and number of seat(s) required and our online ticketing system will select the best available seat(s).

The Area Availability key shows you where the best availability is within each game.

1. Click on the area you wish to purchase tickets for.
2. Then use the + and – buttons to choose the number of seats you want for this game.
3. You MUST then click the ‘BUY’ button to add these seats to your basket.

Alternatively you can select your preferred Stand. Area and the quantity of tickets you need using the drop down boxes to the right of the page.

Once you have selected your preferred Stand/Area our online ticket system will allocate the best available seat(s) within your chosen section to enable you to complete your purchase as quickly as possible.

Important information will be shown in red at the top of this page to help you understand why seats may not have been added to your basket.
STEP 3

CHOOSING YOUR SEATS CONTINUED...

When seat availability is limited during the Members’ Ticket sale, you will be taken to a page like the one on the left where you will be able to select specific seats.

Once you have selected your seat(s), they will appear red. You will then be able to view your selections down the right hand side of the page.

Alternatively if you would like to view other available options or add more seat(s) to your basket, click ‘BACK TO STADIUM’.

Once you are happy with your selections you must click ‘BUY’ to add them to your basket. You will then be taken to the shopping basket page.

IMPORTANT: If you have not click ‘Buy’ on any seats previously selected they will be released for sale.

You can use the ‘ZOOM’ function to zoom in and out of the plan and ‘RESET ZOOM’ to show the original screen plan. You can also use the arrow navigation function to move around the block to view availability.
STEP 4

YOUR SHOPPING BASKET

Once you have clicked ‘BUY’ you will be taken to your shopping basket.

Here you can review your selections.

Use the ‘X’ button to take any seat(s) out of your basket that you no longer need.

if you have not already logged in, click ‘Login to purchase’ Go to step 5.

If you wish to add more seat(s) to your basket, click ‘ADD MORE TO YOUR BASKET’

If you have already logged in and need to assign seats to Friends and Family. Go to step 6.
STEP 5

LOG IN TO PURCHASE

You will be required to enter your Member Card number and password to log in.

If you have forgotten your password, select ‘FORGOTTEN YOUR PASSWORD’.

A reminder email will be sent to the registered email address we hold on our system.
STEP 6

ASSIGNING SEATS TO FRIENDS & FAMILY

Once you are logged in you will see the page to the right.

CUSTOMER FIELD

Use the drop downs to view and assign seats to qualifying supporters from your friends and family.

Please ensure all your friends and family are linked prior to the Members’ ticket sale beginning. To do this, click the ‘FRIENDS AND FAMILY’ button along the bottom of the page. In order for you to make purchases for another Member, they must also add you to their Friends & Family list.

PRICE BAND FIELD

Use the drop downs to select the required price band for each supporter. i.e. Adult, Over 65 or Young Adult. Please note Junior concessions are only available in the advertised Adult/Junior areas.

Once you are happy with your selections, click ‘CHECKOUT’ to continue to the payment screen.
STEP 7

CHECKOUT

Please select your payment option.

If you have card details saved from a previous transaction that you would like to use, click ‘Saved Credit/Debit Card’ and then click the ‘CONTINUE’ button. Go to step 8.

A further 10 minutes will be allocated to your session status at this point to give you more time to complete your transaction.
STEP 8

CHECKOUT USING A SAVED CARD (If you are not using a saved card please go to the Step 9)

If you have chosen to use a saved card the card number will automatically populate the ‘saved card’ field, however you will still be required to enter the security number for security reasons.

Once you have completed all details tick to confirm that you have read our Terms & Conditions, then click ‘CONFIRM’ to process your booking.

Once payment has been accepted a confirmation email will be sent to the person who has made the booking.
STEP 9

CHECKOUT USING A DEBIT/CREDIT CARD

If you have no card details saved already in your account, please enter your details manually on the page displayed to the right.

Once you have entered your details, you can choose to store them for future purchases by ticking the box below the card details.

You must also click to confirm that you have read our Terms & Conditions. If you would like to return to your basket to remove any selections or add additional seats click ‘BASKET’ at the top of the page to go back a step.

Or if you are happy with all of the details click ‘CONFIRM’ to process your booking.

Once payment has been accepted an email will be sent to the person who has made the booking.
STEP 10

COMPETED PURCHASE

Once your order has been processed you will see the screen to the right.

Your Members’ Card will be activated to allow access to the stadium for the game(s) which you have purchased tickets for.