HOW TO BUY DISABLED TICKETS ONLINE OFFICIAL MEMBERS' SALE GUIDE



Official Membership

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 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 <u>Members' Area</u> and <u>Latest Ticket News Page</u>, so please make sure you keep checking for updates on availability.

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.

Arsenal	Arsenal Sat 29th Dec 2018 15:00	Match Ticket (Wheelchair Bay ONLY): Disabled Members with 13+ Premier League home games from season 2017/18	
	Premier League	Tickets will be available online and on the booking line	
•	nome	from 8.15am until 12pm on Friday 13 July.	BUY NOW
		Match Ticket (Ambulant Supporters ONLY): Disabled Members with 13+ Premier League home games from season 2017/18	
		Tickets will be available online and on the booking line from 8.15am until 12pm on Monday 16 July.	BUY NOW
		Match Ticket Official Members with 13+ Premier League home games from season 2017/18	
		Tickets will be available online only from 8.15am Tuesday 17 July until 6.30am Wednesday 18 July.	
			BUY NOW
		Match Ticket Official Members with 4+ Premier League home games from season 2017/18	
		Tickets will be available online only from 8.15am Wednesday 18 July until 6.30am Thursday 19 July.	
		Tickets for this sale will be sold strictly on a first come, first served basis subject to availability and we cannot guarantee that tickets will be available to all that apply	BUY NOW
			Upcoming Sales

GAME SELECTION

Once you have reached the front of the queue you will be directed to the Ticketing site where you will be shown the page to the right.

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

The important information section will highlight details of available wheelchair bays/ambulant seating blocks.

You will have 30 minutes to complete your purchase. The **'SESSION STATUS'** box will show you the amount of time you have to complete your purchases.



SELECTING AN AREA

Once you have selected the first game you wish to purchase tickets for, a map of the areas within the Stadium will be displayed.

Once you click on your preferred area, you will be taken to a seating plan.

SEAT SELECTION

Please select your seats using the stadium plan below or alternatively use the drop down boxes to select best availability.

IMPORTANT!

1. Once you have selected seats, ENSURE YOU CLICK ON THE BUY BUTTON BEFORE leaving this page as not doing so will result in any selected seats not being added to your basket.

2. If the seats you have selected are not added to your basket after clicking BUY, this may be because other supporters have selected the same seat(s) at the same time.

LIVERPOOL V ARSENAL



SELECTING A WHEELCHAIR BAY OR AMBULANT SEAT

From the seating plan, select your wheelchair bay or ambulant seat by clicking on an available bay or seat shown in pink: Disabled Seating

To ensure you are making the correct purchase i.e. a wheelchair bay or ambulant seat, place your mouse over your selection.

If you have selected a wheelchair bay a black box will appear with the text – **WHEELCHAIR BAY**

If you have selected an ambulant seat a black box will appear with the text – **AMBULANT**

PLEASE DO NOT SELECT AN ADDITIONAL SEAT FOR YOUR PERSONAL ASSISTANT. A SEAT WILL BE ALLOCATED AUTOMATICALLY AND ADDED TO YOUR BASKET.

Should you change your mind and wish to choose a different wheelchair bay or ambulant seat, click **'CLEAR'** before choosing an alternative.

HOSPITALITY 2

SEAT SELECTION

Please select your seats using the stadium plan below or alternatively use the drop down boxes to select best availability.

IMPORTANT!

1. Once you have selected seats, ENSURE YOU CLICK ON THE BUY BUTTON BEFORE leaving this page as not doing so will result in any selected seats not being added to your basket.

2. If the seats you have selected are not added to your basket after clicking BUY, this may be because other supporters have selected the same seat(s) at the same time.

LIVERPOOL V ARSENAL





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.

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.

ADDING TICKETS FOR OTHER GAMES TO YOUR BASKET

To purchase tickets for other games in this transaction, click **'ADD MORE TO YOUR BASKET'** and repeat steps 2-4 for every game you wish to purchase tickets for.

If you don't require a personal assistant, please click **'X'** to clear this seat from your basket.

Once you have selected ALL wheelchair bays or ambulant seats you wish to purchase, click **'LOGIN TO PURCHASE'.**

LIVERPOOL V ARSENAL PREMIER LEAGUE Friday, 29 June, 2018 Kick Off: 15:00 Add More to Your Basket			Arsenal
Stand KOP GRANE Area BLOCK 107	STAND		
Customer	Seat	Price	
Login to purchase	KOP/107/DIS/0004 Wheelchair Bay	£29.00	×
Login to purchase	KOP/107/2/0034 Personal Assistant	£0.00	×
BASKET SUMMARY			
īotal Price Fotal			£29.00 £29.00
CLEAR BASKET FRIENDS AND FA	MILY UPDATE BASKET		СНЕСКО

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.

er to proceed you need to Log in below by entering your LFC Fan Card / Members Card Number into the login field and vord in the password field. Please note that passwords are case sensitive	d your ⊕ (2) £29.00
e note, if you are an existing Season Ticket holder, Member or Fancard holder you do not need to register again	t. € LOGIN
READY REGISTERED: LOGIN	& REGISTER
Card / Members Card Number;	
345678	YOUR SESSION STATUS
unant .	Due to high demand your session will
wola.	and will be timed out after 5 minutes
•	inactivity. You currently have 42
	minutes remaining.

COMPLETING YOUR PURCHASE

Once you have successfully logged in, you will be re-directed to your basket to complete your transaction.

Customer field

You are required to assign a seat to your personal assistant for each game by using the drop down box and selecting your personal assistant's customer number. Once you have done this, you must click '**UPDATE BASKET'**.

If you do not require a personal assistant, please click **'X'** to clear this seat from your basket.

Price Band field

This will automatically populate with the price band registered on our ticketing system, i.e. Adult Disabled, Over 65 Disabled etc. You must not change this.

Once you are happy with your selection, please click '**CHECKOUT**' to complete your transaction.

LIVERPOOL V AR PREMIER LEAGUE Friday, 29 June, 2018 Kick + Add More to Your Basket	SENAL Off: 15:00					Arsenal
Stand Area	KOP GRANDSTAND BLOCK 107					
Customer		Price Band		Seat	Price	
12345678 - Ticket		▼ WHEELCHAIR	•	KOP/107/DIS/0004 Wheelchair Bay	£29.00	×
12345678 – Ticket 2	2	▼ PA	•	KOP/107/2/0034 Personal Assistant	£0.00	×
BASKET SUMMA	RY					
Total Price Total						£29.00 £29.00

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 9.

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

СНЕСКОИТ	
IMPORTANT: If enrolling into an Auto Cup Scheme, payment for any home cup game for the competition(s) you payment card entered here.	have chosen to enrol into, will be taken from the
PLEASE CHOOSE A PAYMENT OPTION	Your Session Status You have 53 minutes remaining. This includes an extra 10 minutes to
Credit/Debit Card Credit/Debit Card Saved Credit/Debit Card VISA VISA	complete checkout. If you have less than 10 minutes remaining, leaving the checkout pages will cause your session to expire as your main session time has elapsed. Your session will
CONTINUE	also timeout after 5 minutes of inactivity.

CHECKOUT USING A SAVED CARD (IF YOU ARE NOT USING A SAVED CARD PLEASE GO TO STEP 10)

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.

SAVED CREDIT/DEBIT CARD DETAILS Enter your card details	2
i në payment cards that you nave previousiy saved are listed below. You can save up to 9 cards. Saved Cards:	
XXXX-XXXX-7825	•
Security Number*	
I have read and agreed to the Match Ticket and/or Season Ticket Terms and Conditions	
CONFIRM	

CHECKOUT USING A NEW CARD

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

You should 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.

Enter your card details					2
The fields marked * are i	nandatory				
Card Type*	Visa			VISA	
Card Number*					
Expiry Date*		•			
Start Date		•	T		
Issue Number					
Security Number*		12 SAMPLE			
Tick here if you would li for Auto Cup Scheme p	ke to save this card fo ayments.	or future use. This optic	n only updates for future purcha	ses and does not update cards regist	ered
I have read and agreed	to the Match Ticket a	nd/or Season Ticket Te	rms and Conditions		
CONFIRM					

COMPLETED PURCHASE

Once your order has been processed you will see the screen to the right which will show full booking details.

Your Members' Card will be activated to allow access to the stadium for the games which you have purchased tickets for.

		Ø		
		Your Payment D	Details	
Your transaction is	Your Payment Reference 841203 now complete and you have been a	2 Itomatically logged out. A notificatio address.	Your Order Value £29.00 n email containing details of your transaction will b) be sent to your registered emai
LIVERPOOL V.	ARSENAL			Arsenal
PREMIER LEAGUE Friday, 29 June, 2018	Kick Off: 15:00			V
Stand Area	KOP GRANDSTAND BLOCK 107			