



A GUIDE TO RENEWING YOUR 2018/19 SEASON TICKET



Thank you for your support!

Before you get started, make sure you have your supporter number to hand.

You can find this on last year's season ticket, or on our old site at tickets.nufc.co.uk.

Name: Jane Smith
Supporter: 1234567
Stand: Milburn Stand
Turnstile: 1892
Access: 7
Row: G
Area: LL2E

Issue No: 7
Bar 1892
Seat: 95
Category: Adult



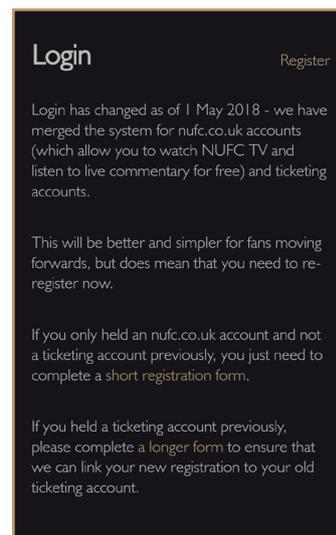
NOTE – if you have already re-registered since we launched the new site on 14th May 2018, you can skip these steps and head straight to step 5!



1.

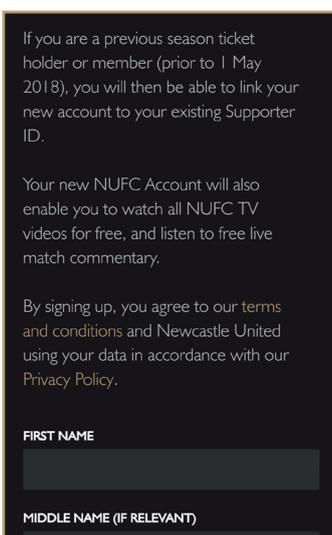
To kick things off, you will need to go through a short re-registration process on our brand new ticket website at book.nufc.co.uk.

Visit the website and select 'renew season ticket'.



2.

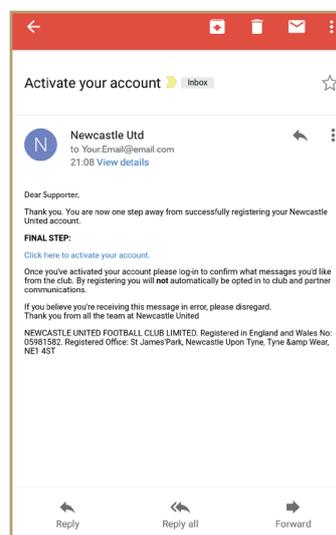
To ensure we can link your new account up to your history (including purchase history and loyalty points) you'll need to select and complete the **longer form**.



3.

We now need you to enter some personal details. You will also need an email address and will be asked create a password. Keep it safe!

Remember to use the same information you used in your previous account, so we can link you up quickly and easily.



4.

We will immediately send a confirmation email to the address you provided. Please open this email and select '**click here to activate your account**'.

If you are unable to see it, please check your spam and junk folders.

5. You're registered and you're just a few short steps away from renewal. You just need to login with the email and password you provided.

- Ticket confirmation emails from the club

We will also be keeping our previous ticket site live at tickets.nufc.co.uk until 30th June, just to allow supporters to login and find their Supporter Number. Please note that this site will be available purely for reference and any changes you make to your account via the old site will not be automatically transferred to the new one.

If you have any problems in finding your Supporter Number, our Box Office will be happy to help on 0844 372 1892 or boxoffice@nufc.co.uk

Please do note that if you did hold an account previously, but you choose not to link it up to your new account, you may lose history and loyalty points.

Name: John Smith
Supporter: 1234567
 Stand: Millburn Stand
 Turnstile: 1892
 Access: 7
 Row: G
 Area: LL2E

Issue No: 7
 Bar: 1892
 Category: Adult
 Seat: 95
 Category: Adult

SPORTS DIRECT | FCB FUNSB | PUMA | Premier League

Supporter Id

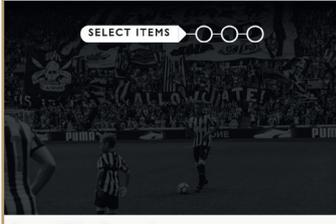
[LINK](#)

6. At this stage your supporter number is very important.

Enter it when prompted and this will link your new account up to your history, including your loyalty points.

SEASON TICKET RENEWALS

SELECT ITEMS ○○○○



Season Ticket Renewal

Season Ticket 2017/2018
 Smith, Jane | Adult
 St James Park East Stand - A/A - ES1. Row: K
 Seat: 7

Yes, I want to renew now
 Not yet

7. You will now see your renewal information.

If you would like to renew immediately, just select the relevant option and hit '**proceed**'.

If you want to renew more than one ticket, please see the '**creating relationships**' section overleaf before returning to this one.

NOTE – at this stage you may also want to check your Friends & Family information, or add new friends and family. For more information, see overleaf or head to www.nufc.co.uk/friendsandfamily.

Review Your Order

REMOVE ALL ITEMS

Season Ticket 2018/2019
 Season 2018/19
 St James Park

Row K, Seat 7
 Adult

Price: £735.00
 Fees: + £0.00
 To Pay: £735.00

REMOVE ITEM

Amount left to pay: £735.00

Subtotal (1 items): £735.00

PROCEED TO CHECKOUT

PLEASE CHOOSE PAYMENT METHOD

- Direct Debit Payment on the 1st of the Month
Payment is to be made by Direct Debit, with the funds taking on a monthly basis, on or around the 1st of the month.
- Direct Debit Payment on the 15th of the Month
Payment is to be made by Direct Debit, with the funds taking on a monthly basis, on or around the 15th of the month.
- Credit / Debit Card

I have read and agree to the terms and conditions

A copy of the confirmation note will be emailed to Your Email@email.com

8. Check all details for your renewal are correct and then hit '**Proceed to checkout**'.

NOTE - this season we have moved our Direct Debit process online, so everyone can simply and easily create a monthly payment for their season ticket.

9. Once you have agreed to the terms and conditions, you will be able to select one of three payment options - Direct Debit on 1st of the month, Direct Debit on the 15th of each month or a one-off credit or debit card payment.

Select your chosen option and enter your details accordingly.

Your order has been completed successfully.

Thanks Jane Smith. Your booking has been processed and your order number is 11111122. A copy of this confirmation note will be e-mailed to you.

Season Ticket 2018/2019
 Season 2018/19
 St James Park

1 Items Adult(Area East Stand - A, row K, seat 7) £735.00

Delivery by Post £0.00

Total (1 items): £735.00

By

You're all done! You will see an on-screen confirmation and receive a confirmation email. You can login to your new account at any time to view your new account details.
See you next season!

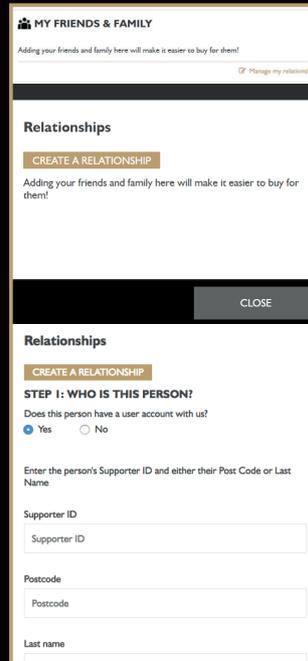
CREATING RELATIONSHIPS - Linking with other existing supporters' accounts enables you to renew season tickets together. You will need their supporter number and either the person's postcode or surname to hand.



1.

You can add relationships during your renewal process (see step 2), or at any time by selecting the person icon on the top right of the screen and choosing '*personal details*' from the menu.

Under the '*my friends and family*' section, select '*manage my relationships*'.

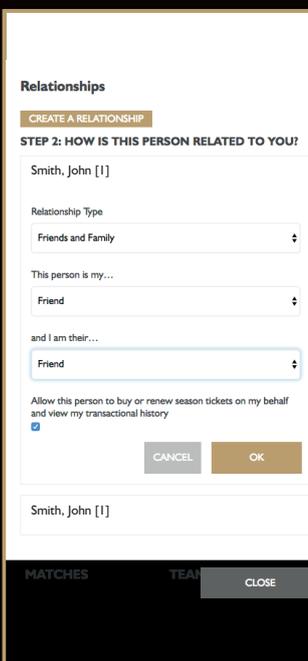


2.

Choose the 'create a relationship' option and enter the information as requested.

3.

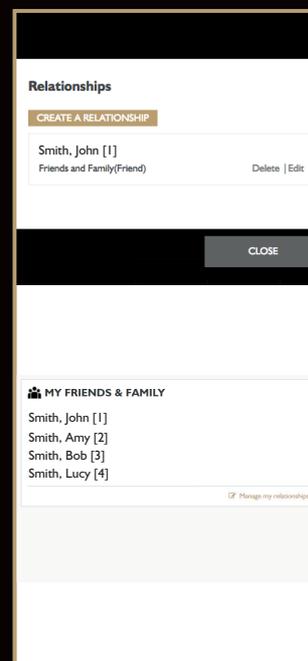
You will be asked to input your friend or family member's supporter number and postcode or surname to identify them.



4.

Next, you can provide details of your relationship to that person.

You must select this checkbox if you want to be able to buy season tickets on this person's behalf and have access to their history and points. (If you don't check this box, you can still buy match tickets for them.)



5.

Congratulations, you're now linked and the person will appear in your friends and family list.

You can close the box and renew your season tickets together.

If you wish to add additional supporters, please repeat this short process.

NOTE - that this will not change travel groups, which can only be changed by the Box Office directly. For any questions at all, you can reach the box office at boxoffice@nufc.co.uk.