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.

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 to 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.

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.

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.

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

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.

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.

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.