

# HOW TO BUY TICKETS ONLINE

## OFFICIAL MEMBERS' TICKET 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. All Additional Members Sales are advertised in the **Members' Area**, so please make sure you keep checking for updates on availability.

# STEP 1

## Visiting the Ticket Information Page

To access information about the latest available tickets visit  
[www.liverpoolfc.com/tickets](http://www.liverpoolfc.com/tickets)

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



**Manchester City**  
 Sat 31st Dec 2016  
 15:01  
**Premier League**  
**Home**

**Match Ticket : Disabled Members with 13+ Premier League Home games from season 15/16**

Tickets will be available from 8.15am until 10.15am on Monday 18th July.

Tickets will be available on the [booking line](#) and from the Ticket Office, Anfield. Click [here](#) for further details.

**BUY NOW**

**Match Ticket : Disabled Members with 4+ Premier League Home games from season 15/16**

Tickets will be available from 11am until 1.45pm on Monday 18th July.

Tickets will be available on the [booking line](#) and from the Ticket Office, Anfield. Click [here](#) for further details.

**BUY NOW**

**Match Ticket : Members with 13+ Premier League Home games from season 15/16**

On sale [online](#) from 8.15am on Tuesday 19<sup>th</sup> July until 6.30am on Wednesday 20<sup>th</sup> July.

Adult/ Junior tickets are available in Upper Anfield Road, blocks 222-224.

Members buying tickets during this sale will be guaranteed a ticket for this match.

**BUY NOW**


**Match Ticket : Members with 4+ Premier League Home games from season 15/16**

On sale [online](#) from 8.15am on Wednesday 20<sup>th</sup> July until 6.30am on Thursday 21st July.

Adult/ Junior tickets are available in Upper Anfield Road, blocks 222-224.

Tickets for this sale will be sold strictly on a first come first serve basis subject to availability and we cannot guarantee that tickets will be available to all that apply.

**BUY NOW**

 [Upcoming Sales](#)

## Home Games

To purchase tickets for a Home match you are eligible for, please select the match from the list below.

Please note that all ticket sales are subject to the [terms and conditions](#) of Liverpool FC.

To purchase **Away Games, Travel, Car Park Passes** please select the relevant tab at the top.




Sort by ALL

**LIVERPOOL V WATFORD**

Competition: **PREMIER LEAGUE**

Date: **Saturday, 05 November, 2016**

Kick-off: **3.00PM**

You need to have purchased the required sale criteria

ADULT/JUNIOR SEATING IS NOW SOLD OUT. AVAILABILITY MAY INCLUDE RESTRICTED AND SEVERELY RESTRICTED VIEW SEATING.

**LIVERPOOL V MANCHESTER CITY**

Competition: **PREMIER LEAGUE**

Date: **Saturday, 31 December, 2016**

Kick-off: **3.00PM**

You need to have purchased the required sale criteria

ADULT/JUNIOR SEATING IS AVAILABLE IN UPPER ANFIELD ROAD, BLOCKS 221 - 224. AVAILABILITY MAY INCLUDE RESTRICTED AND SEVERELY RESTRICTED VIEW SEATING.

### SESSION TIMER

Your session can last a maximum of 30 minutes. You currently have 30 minutes remaining. Your session will also timeout after 5 minutes of inactivity.

## STEP 2

### Selecting the Game

When you have clicked 'BUY NOW' this will bring up the page pictured to the left.

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

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

You will also be shown information regarding the sale criteria and availability of Adult/Junior seats, Restricted View seats.

## 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 seats required and our online ticketing system will select the best available seats.

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 left of the page.

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



Information is shown on this web page to help you understand why chosen seats may not have been added to your basket.

## LIVERPOOL V SOUTHAMPTON

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.**
3. **YOU WILL BE ALLOCATED ALTERNATIVE SEATS IF...**
  - o Only single seats remain in the area you select. The alternative seats you will be allocated will be in the closest available area.
  - o Availability in the stand you have selected is limited and does not meet your requirements. In this instance you will automatically be re-directed to the Ticket Home Page where you should re-select the match and choose an alternative stand.

[illegible]

## LIVERPOOL V MANCHESTER CITY

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.
3. YOU WILL BE ALLOCATED ALTERNATIVE SEATS IF...
  - Only single seats remain in the area you select. The alternative seats you will be allocated will be in the closest available area.
  - Availability in the stand you have selected is limited and does not meet your requirements. In this instance you will automatically be re-directed to the Ticket Home Page where you should re-select the match and choose an alternative stand.

Stand	Area	Row	Seat
MSL	L5	28	0114
MSL	L5	28	0115
MSL	L5	28	0116
MSL	L5	28	0117

**BUY** **CLEAR**

**SELECT BY STAND AND AREA**

Stand  
Select Stand

Area  
Any Area

City

**RESET ZOOM** **SEAT TYPES**

Available In your basket Restricted Unavailable Selected

**PITCH THIS WAY**

**BACK TO STADIUM**

## 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 seats, you will be able to review your selections down the left hand side of the page.

If you would like to remove any of your selected seats, click on the [x] next to the seat you no longer need. Or to remove all seats from your basket click 'CLEAR'.

Alternatively, if you would like to view the Stadium plan again to see other options, you can click 'BACK TO STADIUM', but please be aware that clicking on this without pressing 'BUY' will result in any seats that you have selected being released and not saved in your basket.

To add further seats to your selections, you can click on an available seat (see Seat Types) when you have selected a seat it will turn red.

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 seat selections you must click 'BUY' to add them to your basket, you will then be taken to the shopping basket page.

## STEP 4

### Your shopping basket

Once you have pressed 'BUY' you will be taken to your shopping basket.

Here you can review your seats.

Use the 'REMOVE' button to take any seats out of your basket that you no longer need.

You can also log in here.

To add more tickets to your basket for another game on sale click on the 'ADD MORE TO YOUR BASKET' button at the top of this page.

If you want to assign seats to friends and family please go to Step 5. If not click checkout to go to Step 6.

**YOUR SESSION STATUS**

Due to high demand your session will only last a maximum of 30 minutes and will be timed out after 5 minutes of inactivity. You currently have 28 minutes remaining.

### Basket

**IMPORTANT:** Please update your basket before navigating away from this page to save any changes you have made.


[» Auto Cup Scheme Ticket Enrolment](#)

[» Match Ticket Purchases - Home Games](#)

[» Match Ticket Purchases - Away Games](#)

[» Match Day - Car Parks](#)

[» General Information](#)



**LIVERPOOL V MANCHESTER CITY**  
PREMIER LEAGUE  
Saturday, 31 December, 2016  
Kick Off: 3.00PM

ADD MORE TO YOUR BASKET

Stand  
Area

MAIN STAND LOWER  
BLOCK L5

Customer	Seat	Price	
<a href="#">LOGIN TO PURCHASE</a>	MSLL5 28 0114	£59.00	<a href="#">REMOVE</a>
<a href="#">LOGIN TO PURCHASE</a>	MSLL5 28 0115	£59.00	<a href="#">REMOVE</a>
<a href="#">LOGIN TO PURCHASE</a>	MSLL5 28 0116	£59.00	<a href="#">REMOVE</a>
<a href="#">LOGIN TO PURCHASE</a>	MSLL5 28 0117	£59.00	<a href="#">REMOVE</a>

**BASKET SUMMARY**

Total Price	£236.00
Total	£236.00

CLEAR BASKET

HOME GAMES

FRIENDS AND FAMILY

UPDATE BASKET

CHECKOUT

## STEP 5


### Assigning Seats to Friends & Family

Once you are logged in you will see the page to the right. Here you can use the drop downs to view and select Friends & Family to assign a seat to. Once you have selected someone from the list, click 'UPDATE BASKET'.

To add another Member to your Friends & Family list click the 'FRIENDS AND FAMILY' button along the bottom of the page. Please note, for you to make purchases for another Member, they must also add you to their Friends & Family list.

Use the second column of drop down boxes to select the type of ticket needed from Adult, Over 65, Young Adult or Junior Concession. Please note that Junior Concessions are only available in designated Adult/Junior areas. Once the price bands have been amended, please ensure that you 'UPDATE BASKET' to save your changes.

Once you are happy with your selections, click 'CHECKOUT' to continue to the payment screen.



**LIVERPOOL V MANCHESTER CITY**  
 PREMIER LEAGUE  
 Saturday, 31 December, 2016  
 Kick Off: 3.00PM

ADD MORE TO YOUR BASKET

Stand  
Area

MAIN STAND LOWER  
BLOCK L5

Customer	Price Band	Fulfilment	Seat	Price	
2 - Test Card 2 G1-A (2)	ADULT	Post	MSLL5 26 0114	£59.00	REMOVE
3 - Test Card 2 G1-B (2)	OVER 65	Post	MSLL5 26 0115	£59.00	REMOVE
4 - Test Card 2 G2-A (2)	ADULT	Post	MSLL5 26 0116	£59.00	REMOVE
5 - Test Card 2 G2-B (2)	ADULT	Post	MSLL5 26 0117	£59.00	REMOVE

ADULT  
 YOUNG ADULT  
 JUNIOR  
 OVER 65

**BASKET SUMMARY**  
 Total Price £236.00  
 Total £236.00

CLEAR BASKET

HOME GAMES

FRIENDS AND FAMILY

UPDATE BASKET

CHECKOUT



## STEP 6

### Checkout

When you get to the payment screen you will be given two options to choose from, 'Credit/Debit Card' or 'Saved Credit/Debit Card'.

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.

As on previous pages, you will be shown a 'Session Status' box on this page which will keep you updated on the time you have left to complete your purchase. You will have 10 additional minutes on this page.

To add more tickets to your basket for another game on sale click on the 'ADD MORE TO YOUR BASKET' button at the top of the page.

## Checkout

PLEASE CHOOSE A PAYMENT OPTION

1

- ☐ Credit/Debit Card
- ☐ Saved Credit/Debit Card



CONTINUE

### YOUR SESSION STATUS

**You have 39 minutes remaining.** This includes an extra 10 minutes to 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 also timeout after 5 minutes of inactivity.

### BASKET SUMMARY

Ticket Price	£53.00
Booking	£2.50
Fees	
<b>Total</b>	<b>£55.50</b>

## STEP 7

### 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.

Once completed 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.

## Checkout

### PLEASE CHOOSE A PAYMENT OPTION

Saved Credit/Debit Card

1

### SAVED CREDIT/DEBIT CARD DETAILS

Enter your card details

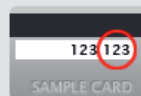
2

The payment cards that you have previously saved are listed below. You can save up to 9 cards.

Saved Cards:

XXXX-XXXX-XXXX-7318

Security Number\*



☐ I have read and agreed to the Match Ticket and/or Season Ticket Terms and Conditions

CONFIRM

### YOUR SESSION STATUS

**You have 40 minutes remaining.** This includes an extra 10 minutes to 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 also timeout after 5 minutes of inactivity.

### BASKET SUMMARY

Total Price	£191.50
<b>Total</b>	<b>£191.50</b>

# STEP 8

## Checkout Using a New 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 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.



Basket (1) £45.50

Logout

LIVERPOOL FC

[Home Games](#)
[Away Games](#)
[Travel](#)
[Memberships](#)
[Hospitality](#)
[Car Parks](#)
[My Account](#)




CREDIT/DEBIT CARD DETAILS

Enter your card details

The fields marked \* are mandatory

Card Type\*

Visa

Card Number\*

Expiry Date\*

--

--


Start Date

--

--

Issue Number

Security Number\*



☐ Tick here if you would like to save this card for future use. This option only updates for future purchases and does not update cards registered for Auto Cup Scheme payments.
   
☐ I have read and agreed to the Match Ticket and/or Season Ticket Terms and Conditions


CONFIRM

YOUR SESSION STATUS

You have 36 minutes remaining. This includes an extra 10 minutes to 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 also timeout after 5 minutes of inactivity.

BASKET SUMMARY

Total Price £191.50  
 Total £191.50



LIVERPOOL V MANCHESTER CITY  
 PREMIER LEAGUE  
 Saturday, 31 December, 2016  
 Kick Off: 3.00PM

Stand Area

MAIN STAND LOWER  
BLOCK L5

Customer	Price Band	Seat	Price
2 - Test Card 2 G1-A (2)	YOUNG ADULT	MSLL5 26 0114	£29.50
3 - Test Card 2 G1-B (2)	OVER 65	MSLL5 26 0115	£44.00
4 - Test Card 2 G2-A (2)	ADULT	MSLL5 26 0116	£59.00
5 - Test Card 2 G2-B (2)	ADULT	MSLL5 26 0117	£59.00

## STEP 9

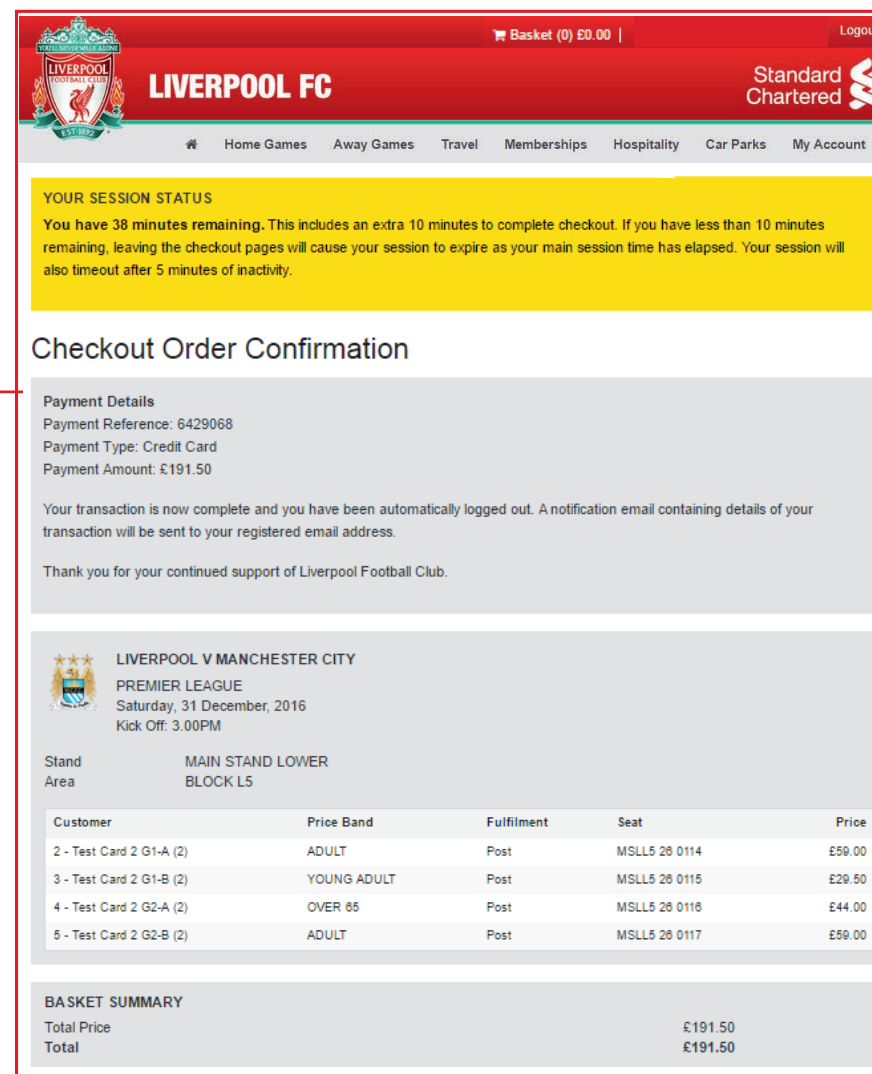
### Completed purchase

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

Payment details, including your payment reference number and total amount charged to your card and a summary of all of your ticket purchases will be displayed on this page.

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

**An email will be sent to confirm your order.**



The screenshot shows the Liverpool FC website's checkout order confirmation page. At the top, there's a red header with the Liverpool FC crest, the club name, and navigation links. A yellow banner indicates the session status. Below this, the 'Checkout Order Confirmation' section displays payment details and a transaction confirmation message. The main content area features match details for Liverpool vs Manchester City, including the date, time, and kick-off. A table lists the purchased tickets with columns for Customer, Price Band, Fulfilment, Seat, and Price. At the bottom, a 'BASKET SUMMARY' section shows the total price and total amount.

**YOUR SESSION STATUS**  
You have 38 minutes remaining. This includes an extra 10 minutes to 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 also timeout after 5 minutes of inactivity.

### Checkout Order Confirmation

**Payment Details**  
Payment Reference: 6429068  
Payment Type: Credit Card  
Payment Amount: £191.50

Your transaction is now complete and you have been automatically logged out. A notification email containing details of your transaction will be sent to your registered email address.

Thank you for your continued support of Liverpool Football Club.

**LIVERPOOL V MANCHESTER CITY**  
PREMIER LEAGUE  
Saturday, 31 December, 2016  
Kick Off: 3.00PM

Stand Area: MAIN STAND LOWER BLOCK L5

Customer	Price Band	Fulfilment	Seat	Price
2 - Test Card 2 G1-A (2)	ADULT	Post	MSLL5 28 0114	£59.00
3 - Test Card 2 G1-B (2)	YOUNG ADULT	Post	MSLL5 28 0115	£29.50
4 - Test Card 2 G2-A (2)	OVER 65	Post	MSLL5 28 0116	£44.00
5 - Test Card 2 G2-B (2)	ADULT	Post	MSLL5 28 0117	£59.00

**BASKET SUMMARY**

Total Price	£191.50
Total	£191.50