# HOW TO BUY TICKETS ONLINE FOR AWAY MATCHES



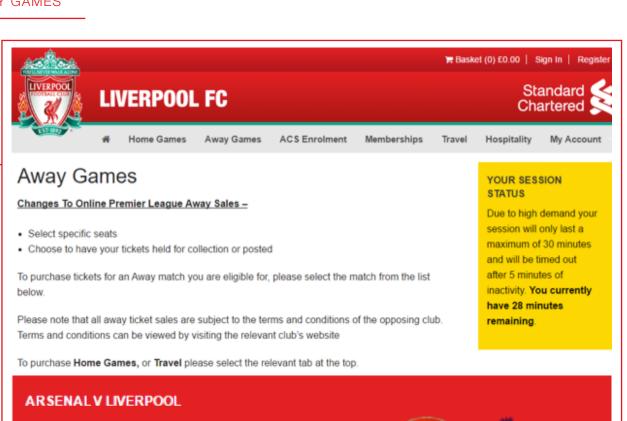
To purchase tickets for Away games visit www.liverpoolfc.com/tickets/ticketsavailability

You have the option to 'Sign In' at the top of the page, you can do this now or wait until a later stage.

Here you will be shown the matches that are available to buy, click on the match that you would like to purchase tickets for.

On this page you will also be shown information regarding stadium access for concessionary ticket holders.

You will have 30 minutes to complete your purchase, the session timer will be displayed to tell you how long you have remaining.



Competition: **Premier League** 

Sunday, 14 August, 2016 Date:

4.00PM Kick-off:







You need to have purchased required sales criteria

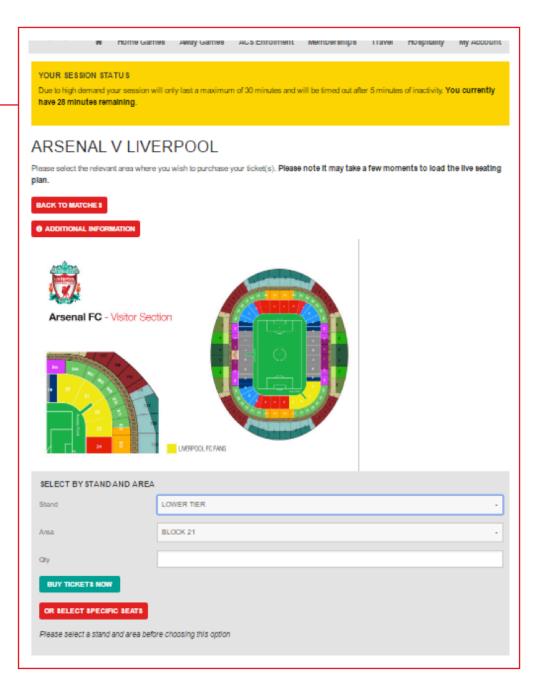
Supporters should take appropriate ID on match day as Liverpool FC cannot be held responsible for supporters being turned away at the turnstiles. Please click on the Additional Information button on the next page for full details regarding this fixture.

Once you have selected the match you would like to buy tickets for, you will be able to select your seat.

You will be taken to a page like the one on the right, here you will have two options. You can let the online ticket system select the best available seats for you, or you can 'SELECT SPECIFIC SEATS' to choose your own.

If you would like the system to choose your seats for you, you should use the drop down boxes to select your preferred Stand and Area and you will be required to type in the quantity of tickets you need. Once you have done this, click 'BUY TICKETS' to be taken to your shopping basket. If you have chosen this option, please skip to Stage 4 of this guide.

If you would like to select a specific seat, use the drop down boxes as per the previous steps, and click 'SELECT SPECIFIC SEATS' rather than 'BUY TICKETS'. You will then be taken to the seat selection page.



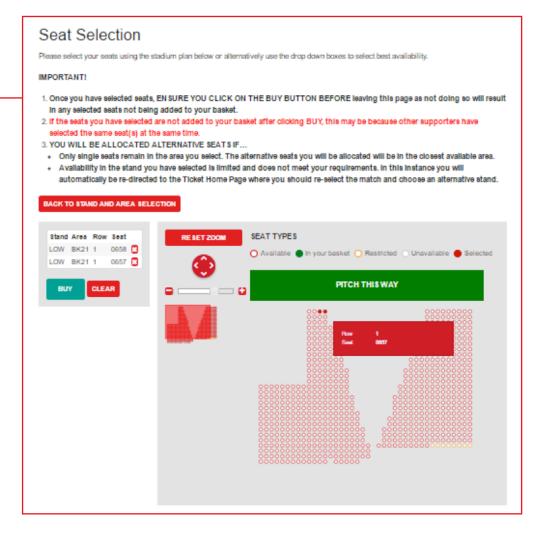
If you have opted to 'SELECT SPECIFIC SEATS' you will be taken to a page like the one to the right.

Here you can make your selection by clicking on the seats displayed on screen, the '**SEAT TYPES**' key will show you the status of the seat.

Once you have clicked on seats, your selection will be displayed to the left of the screen. If you are happy with your selections click the 'BUY' button and you will be taken to your shopping basket. If you do not press 'BUY' before leaving the page your seats will be released for other supporters to select.

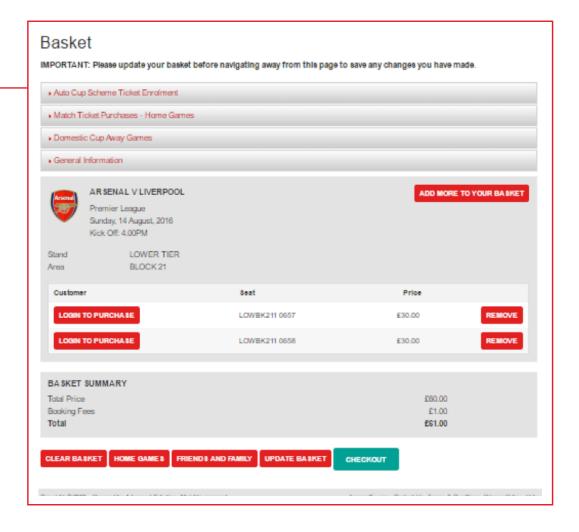
If you would like to remove any of your seats, you can use the **[x]** button next to that seat to remove it, or if you would like to remove all seats click the '**CLEAR**' button.

If you wish to change the area which you have selected click 'BACK TO STAND AND AREA SELECTION'.



Once you are happy with your selections and you have clicked '**BUY**' you will be taken to your shopping basket which will look like the page to the right.

If you did not login at Stage 1, you will be required to login on this page.



When you are logged in, you will see a page like this one.

Please ensure that you read the 'MATCH TICKET PURCHASES – AWAY GAMES' information before you confirm your purchase.

On this page 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'** 

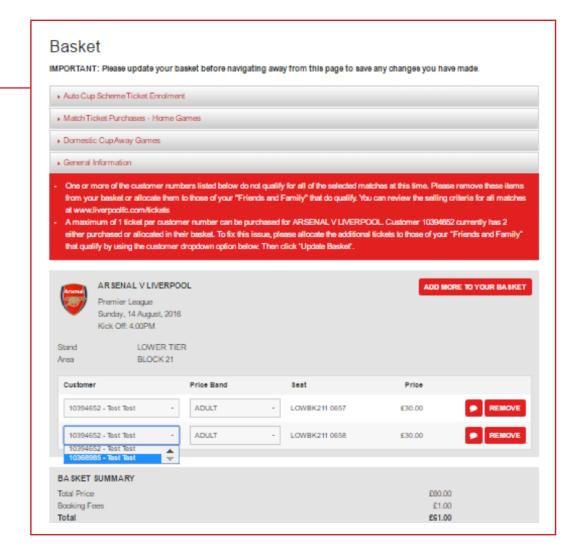
To add another Member to your Friends & Family list click the 'FRIENDS AND FAMILY' button along the bottom of the page. Please note, for you to make purchases for another Member, they must also add you to their Friends & Family list.

Use the second column of drop down boxes to select an Adult or Concession (if available). Once the price bands have been amended, please ensure that you 'UPDATE BASKET' to save your changes.

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.

If you would like to have your tickets held for collection at Anfield or posted to an alternative address, click on the speech bubble symbol and skip to Stage 6 for help with completing this process.

Once you have read the information and if you are happy with everything please click 'CHECKOUT'.

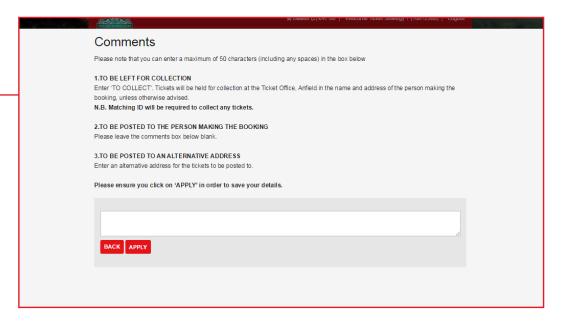


If you have selected to have your tickets held for collection at Anfield or posted to an alternative address you will be taken to this page.

Here you can type in comments about where you would like your tickets to be delivered to, or details about us holding the tickets for collection at Anfield. Once you have completed please click 'APPLY'. If you click 'BACK' without pressing 'APPLY' your comments will be lost.

You are limited to a certain number of characters in the comments box. If you do enter too many an error message will appear. If this happens, please reduce the number of characters you have entered and click 'APPLY' once you are happy with the content.

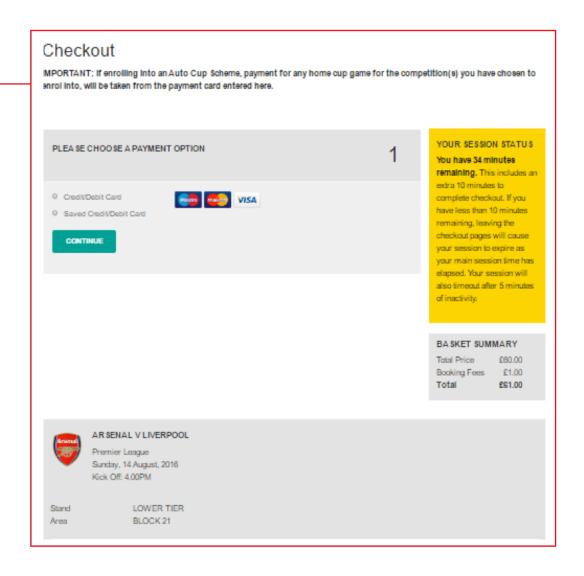
Once you have applied all of your comments and are back to your shopping basket, click 'CHECKOUT' to proceed to payment.



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 showing 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.

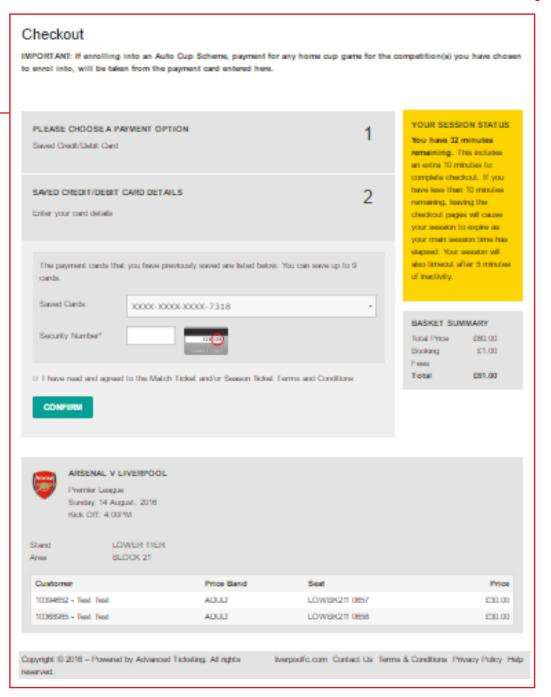
If you do not have a saved card skip to step 9.



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.



#### HOW TO BUY TICKETS ONLINE FOR AWAY GAMES

### STEP 9

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

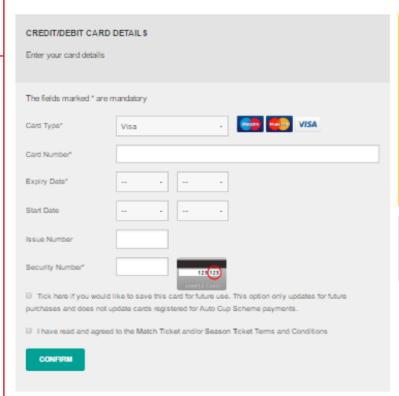
You should also click to confirm that you have read our Terms & Conditions.

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.

#### Checkout

IMPORTANT: If enrolling into an Auto Cup Scheme, payment for any home cup game for the competition(s) you have chosen to enrol into, will be taken from the payment card entered here.



#### YOUR SESSION STATUS

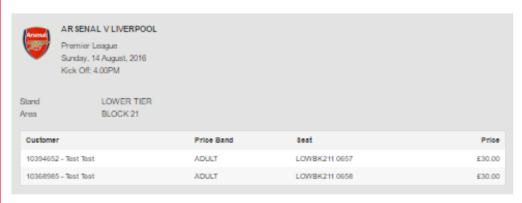
You have 38 minutes remaining. This includes an extra 10 minutes to complete checkout. If you have less than 10 minutes remaining, leaving the checkout pages will cause your session to expire as your main session time has elapsed. Your session will also timeout after 5 minutes of inactivity.

#### BASKET SUMMARY

 Total Price
 £80.00

 Booking Fees
 £1.00

 Total
 £\$1.00



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.

#### Checkout Order Confirmation

#### Payment Details

Payment Reference: 6474733 Payment Type: Credit Card

PaymentAmount: £61.00

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.



#### AR SENAL V LIVERPOOL

Premier League Sunday, 14 August, 2016 Kick Off: 4.00PM

Stand LOWER TIER
Area BLOCK 21

Customer	Price Band	Seat	Price
10394652 - Test Test	ADULT	LOWBK211 0657	£30.00
10368985 - Test Test	ADULT	LOWBK211 0658	£30.00

#### BASKET SUMMARY

 Total Price
 £60.00

 Booking Fees
 £1.00

 Total
 £61.00

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