

HOW TO BUY TICKETS ONLINE FOR AWAY MATCHES



STEP 1

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

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.

The screenshot shows the Liverpool FC website interface for purchasing away game tickets. At the top, there's a red header with 'LIVERPOOL FC' and the 'Standard Chartered' logo. Navigation links include 'Home Games', 'Away Games', 'Travel', 'Memberships', 'Hospitality', 'Car Parks', and 'My Account'. A top right bar shows 'Basket (0) £0.00', 'Sign In', and 'Register'.

The main section is titled 'Away Games' with a sub-header 'Changes To Online Premier League Away Sales –'. It lists two bullet points: 'Select specific seats' and 'Choose to have your tickets held for collection or posted'. Below this, it states: 'To purchase tickets for an Away match you are eligible for, please select the match from the list below.' It also includes a note: 'Please note that all away ticket sales are subject to the terms and conditions of the opposing club. Terms and conditions can be viewed by visiting the relevant club's website.' A further instruction says: 'To purchase Home Games, Travel, Car Park Passes, please select the relevant tab at the top.'

A 'Sort by' dropdown menu is set to 'ALL'. Below this is an 'ONLINE SEAT SELECTION EXAMPLE' section. It displays:

- Competition: ONLINE SEAT SELECTION EXAMPLE
- Date: Thursday, 30 July, 2015
- Kick-off: 3.00PM

 To the right of the text are the Liverpool FC crest and the Barclays Premier League logo, followed by a right-pointing arrow.

A white box at the bottom of the example section contains the text: 'Supporters should take appropriate ID on match day as LFC cannot be held responsible for supporters being turned away at the turnstiles. Please click on the Additional Information button on the next screen for full details regarding this fixture.'

The footer contains copyright information: 'Copyright © 2015 – Powered by Advanced Ticketing. All rights reserved.' and links to 'liverpoolfc.com', 'Contact Us', 'Terms & Conditions', 'Privacy Policy', and 'Help'.

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

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.

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


ONLINE SEAT SELECTION EXAMPLE

Please select the relevant area where you wish to purchase your ticket(s). **Please note it may take a few moments to load the live seating plan.**

[BACK TO MATCHES](#)



Sunderland - Away Fans Seating Plan
Strongbow North Stand Upper - NTH



Blocks
P24, P25, P26, P27, P28, P29,
P30, P31, P32, P33, P34, P35,
P36 and P38

SELECT BY STAND AND AREA

Stand:

Area:

Qty:

[BUY TICKETS NOW](#)

OR

[SELECT SPECIFIC SEATS](#)

Please select a stand and area before choosing this option

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 3

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'**.

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.**
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.

[BACK TO STAND AND AREA SELECTION](#)

Stand	Area	Row	Seat
NTH	P24	6	0400
NTH	P24	6	0399

SEAT TYPES

- Available (white circle)
- In your basket (green circle)
- Unavailable (grey circle)
- Restricted (yellow circle)

Row 6
Seat 0398

BUY CLEAR

RESET ZOOM

STEP 4

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 given the opportunity to login on this page.

Basket

To add more tickets to your basket please [click here](#).

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



ONLINE SEAT SELECTION EXAMPLE

ONLINE SEAT SELECTION EXAMPLE
Thursday, 30 July, 2015
Kick Off: 3.00PM

Stand Area STRONGBOW NORTH STAND UPPER
BLOCK P24

[ADD MORE TO YOUR BASKET](#)

Customer	Seat	Price	
LOGIN TO PURCHASE	NTHP24 7 0399	£32.00	REMOVE
LOGIN TO PURCHASE	NTHP24 7 0400	£32.00	REMOVE

BASKET SUMMARY

Ticket Price	£64.00
Total	£64.00

[CLEAR BASKET](#) [HOME GAMES](#) [FRIENDS AND FAMILY](#) [UPDATE BASKET](#) [CHECKOUT](#)

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STEP 5


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 using the customer drop down. 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, 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.

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 or posted to an alternative address, click on the speech bubble symbol  and turn 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'**.

Basket

To add more tickets to your basket please [click here](#).

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



ONLINE SEAT SELECTION EXAMPLE

ONLINE SEAT SELECTION EXAMPLE



Thursday, 30 July, 2015

Kick Off: 3.00PM

ADD MORE TO YOUR BASKET

Stand
Area

STRONGBOW NORTH STAND UPPER
BLOCK P24

Customer	Price Band	Seat	Price	
10547479 - Test	ADULT	NTHP24 7 0399	£32.00	 REMOVE
10547479 - Test	ADULT	NTHP24 7 0400	£32.00	 REMOVE
10547479 - Test				
10551741 - A Test				

BASKET SUMMARY

Ticket Price	£64.00
Total	£64.00

CLEAR BASKET

HOME GAMES

FRIENDS AND FAMILY

UPDATE BASKET

CHECKOUT

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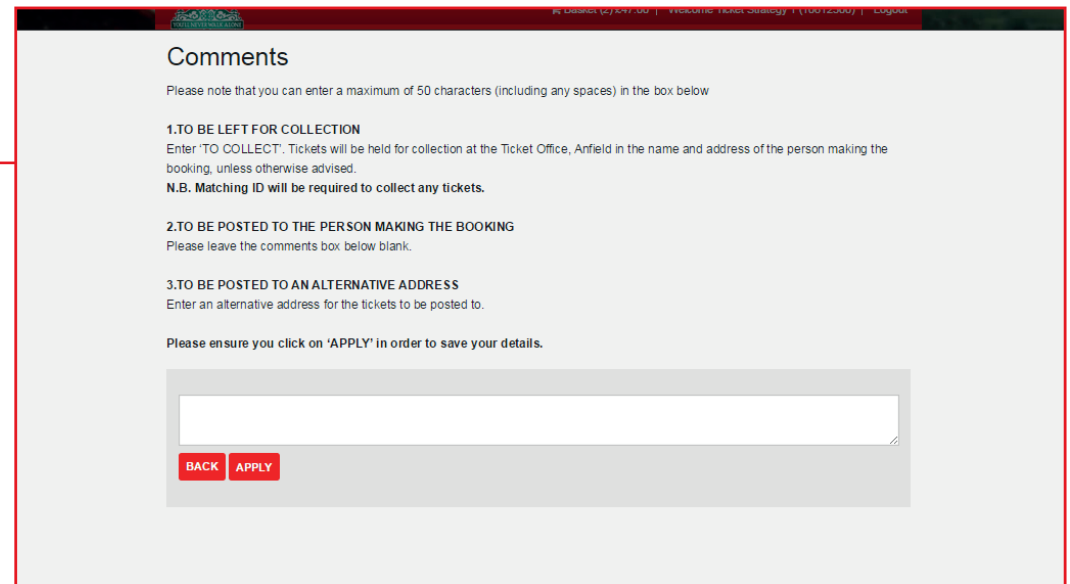
STEP 6

If you have selected to have your tickets held for collection 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. 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 instructions box, if you do enter too many an error message will appear if this happens please edit your copy down 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.



The screenshot shows the 'Comments' section of the Liverpool FC website. At the top, there is a navigation bar with the Liverpool FC crest and links for 'Home', 'About Us', 'Contact Us', 'FAQ', 'Privacy Policy', 'Terms & Conditions', and 'Log Out'. The main heading is 'Comments'. Below this, a note states: 'Please note that you can enter a maximum of 50 characters (including any spaces) in the box below'. There are three sections for comments:

- 1. TO BE LEFT FOR COLLECTION**
Enter 'TO COLLECT'. Tickets will be held for collection at the Ticket Office, Anfield in the name and address of the person making the booking, unless otherwise advised.
N.B. Matching ID will be required to collect any tickets.
- 2. TO BE POSTED TO THE PERSON MAKING THE BOOKING**
Please leave the comments box below blank.
- 3. TO BE POSTED TO AN ALTERNATIVE ADDRESS**
Enter an alternative address for the tickets to be posted to.

At the bottom, a note says: 'Please ensure you click on 'APPLY' in order to save your details.' Below this is a large text input box. At the bottom of the input box are two buttons: 'BACK' and 'APPLY'.

STEP 7

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.

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
Total	£53.00

STEP 8

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

Ticket Price £43.00

Total £43.00

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

Basket (2) £43.80 | Logout

LIVERPOOL FCStandard Chartered

Away GamesTravelACS EnrolmentMembershipsHospitalityCar ParksMy Account

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 AreaMAIN STAND LOWERBLOCK L5

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

BASKET SUMMARY

Total Price£191.50
Total£191.50