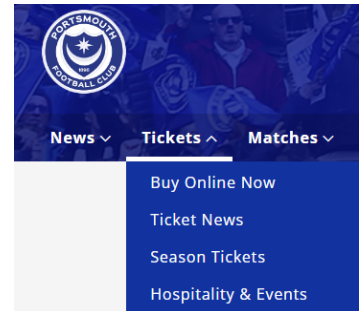


Purchasing Multiple Tickets Through Network

The best way to ensure that you can purchase two tickets or more, at the same time together, is to add these supporters to your network. Once the tickets are in your basket you will be able to assign them to the supporters within your network. If you have not added the supporters you wish to sit with to your network, please see the ['How to Add Someone To Your Network' guide.](#)

1. **Make sure you are logged into your e-ticketing account that has your network.**

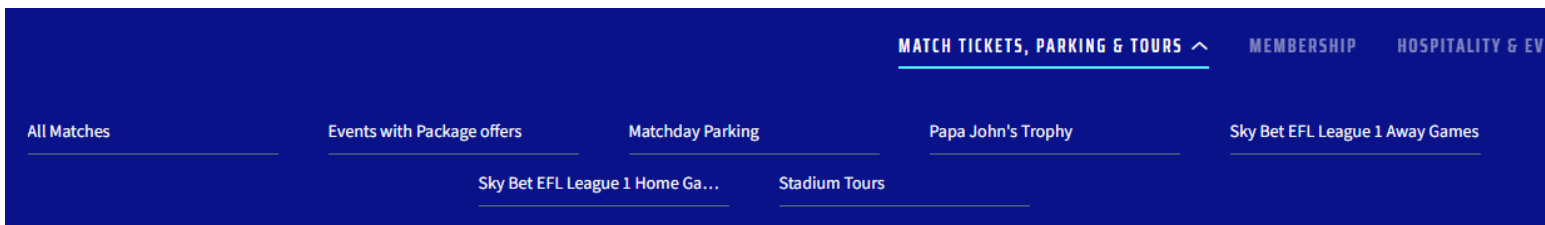
To get to our e-ticketing website, on the 'Tickets' drop menu on our website click 'Buy Online Now'.



2. **This will take you onto our e-ticketing website where you will need to log on.**

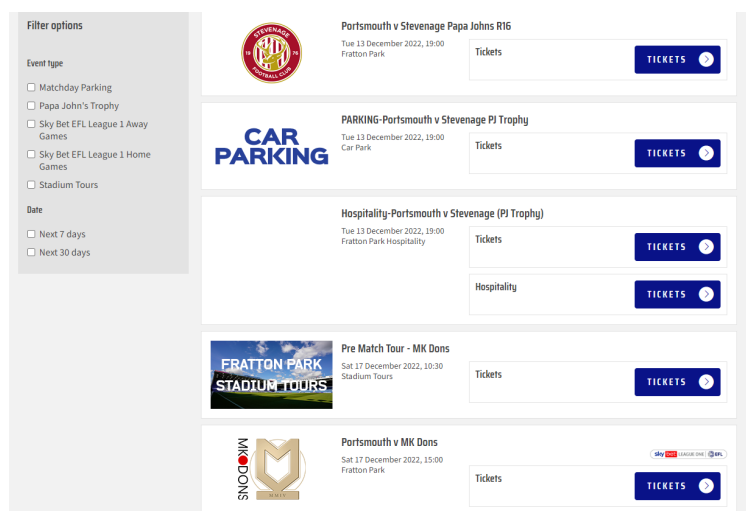
If you have never logged into your e-ticketing account, you will need to select 'forgot your password' which will send a reset email to the email under your account.

3. **Once in your account, select the drop down menu 'Match Tickets, Parking & Tours' and select 'All Matches'.**

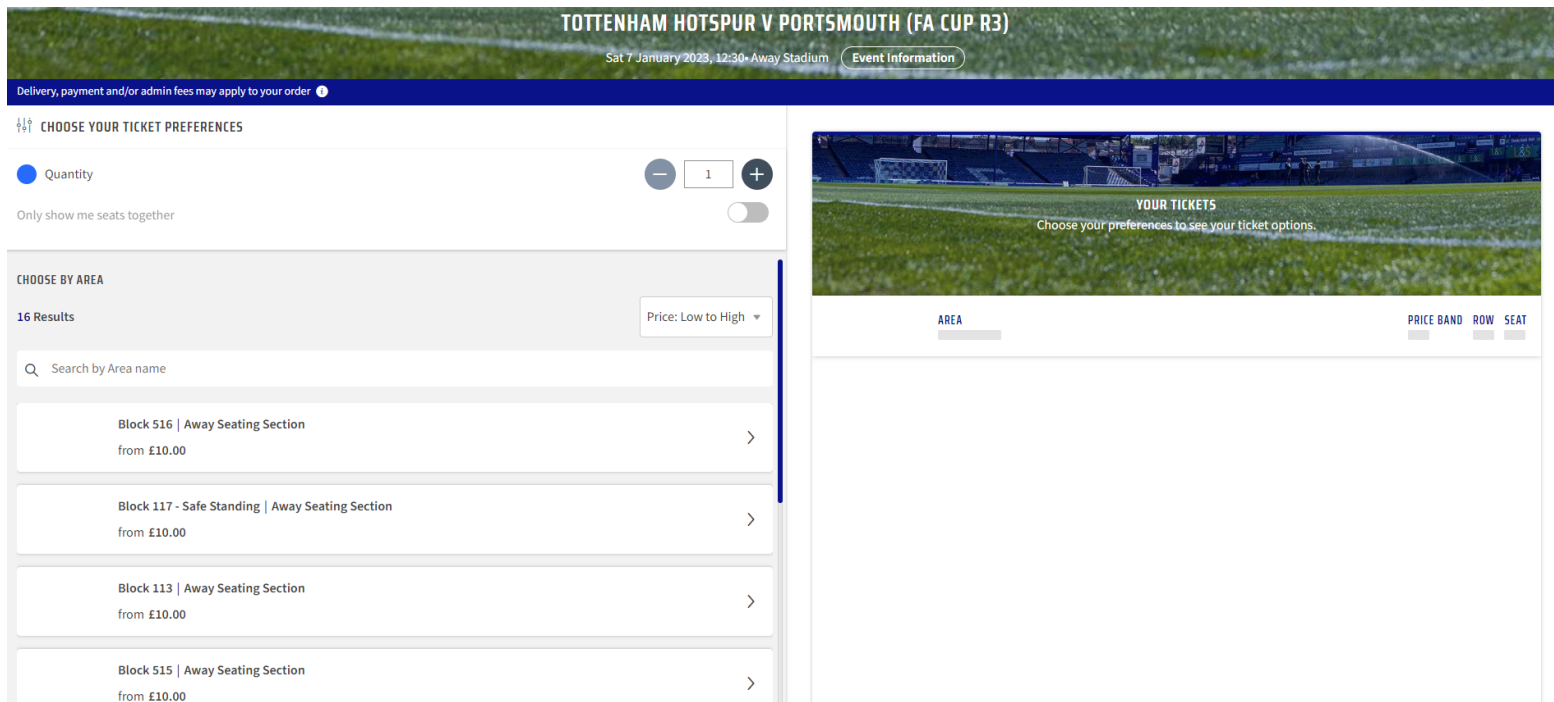


4. **This will take you to all our active fixtures we have on sale. Select the fixture you wish to purchase tickets for:**

- For this guide, we will be purchasing Tottenham FA Cup tickets
- Please note, you will need to purchase within the window that applies to all the supporters that you are purchasing for.



5. This will take you through to a page that looks like this:

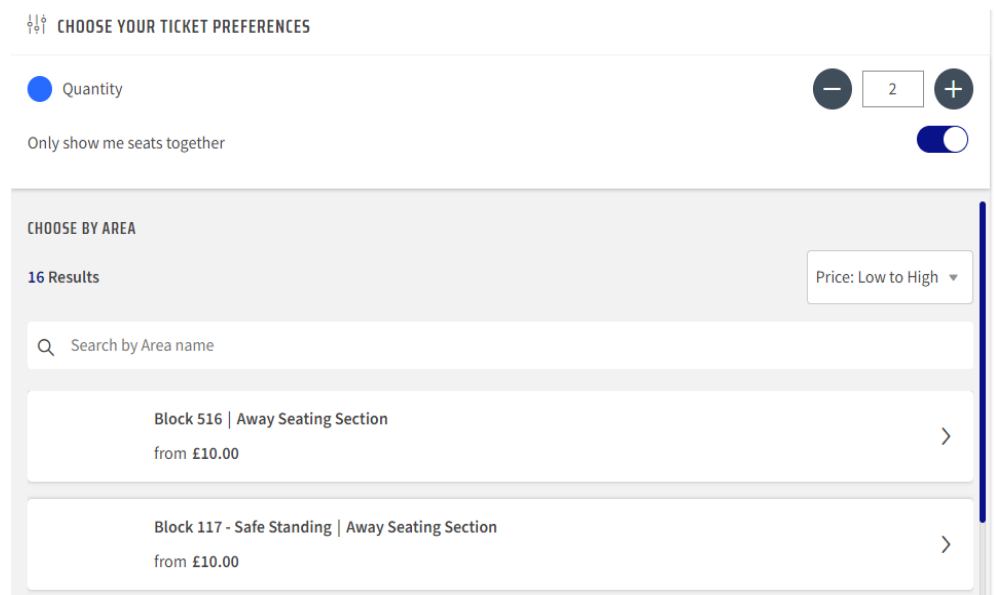


- If you wish to sit together please ensure, the icon where it says 'Only show me seats together' is selected. It should do this automatically, and look like this:



6. Adjust the quantity of tickets you would like to purchase and select the block you would like to purchase tickets in.

- For this guide we will be purchasing 2 tickets within Block 516 as shown.
- Please note, each different seat will require a different client id.
- Ensure the quantity is correct before you select the block.



7. **Seats will be selected for you, you will need to add the price class. Once done, add them to your basket**

- Ticketmaster will automatically select two seats that are together.
- Please note, you will have two minutes to do this until your seats will timeout.

The screenshot shows the Ticketmaster seat selection interface. It displays two identical ticket options for 'Tottenham Hotspur v Portsmouth (FA Cup R3)'. Each option is for 'Standard Ticket' (x1) and shows the following details:

AREA	PRICE BAND	ROW	SEAT
Block 516	Away Seating Section	02	517

Below the table, there are two price classes: 'Adult' (£20.00) and 'Under 18' (£10.00). Each class has a quantity selector (minus, plus, and a central value). The 'Adult' class has a quantity of 1, and the 'Under 18' class has a quantity of 0.

At the bottom, there is a green button labeled 'ADD TO BASKET & CHECKOUT'. Below the button, there is a link: 'Not what you're looking for? Search again in this area or Select another area'.

8. **Once added to your basket, you will need to assign seats to the supporters within your network.** One ticket will be automatically assigned to your client id, you will need to click 'Reassign' on your additional tickets.

The screenshot shows the 'YOUR BASKET' page on the Ticketmaster website. The page has a dark blue header with navigation links: 'MATCH TICKETS, PARKING & TOURS', 'MEMBERSHIP', 'HOSPITALITY & EVENTS', and 'INFORMATION'. The main content area is white and features a progress bar at the top with four steps: 'Basket', 'Payment', 'Review', and 'Confirmation'. The 'Basket' step is currently active.

Below the progress bar, the text 'YOUR BASKET' is displayed, followed by '2 items'. A blue bar indicates 'Tickets To Be Purchased' for a total of '£40.00'. Below this, there are two identical ticket entries for 'Tottenham Hotspur v Portsmouth (FA Cup R3)'. Each entry shows the following details:

Area:	Block:	Row:	Seat:	Class:	Member:
Block 516	02	517	Adult	Miss [Name]	[Name]

Below the table, there is a 'Reassign' button. At the bottom of each ticket entry, there is a 'Remove Seat' button and the price '£20.00'.

- Please note, you will have 25 minutes to complete checkout before your session times out.

9. When you click reassign, you will be able to add the supporters that are within your network:

- Scroll down to see the supporters in your network.

REASSIGN

Tottenham Hotspur v Portsmouth (FA Cup R3)

Area: Block 516 Block: Row: 02 Seat: 518

Search your network (1) ^

Please enter your friend's name below, or select from existing:

- There is also an option to search for supporters outside your network to assign tickets too. You will need to know their Client ID (this will be put in the box where it says Membership).

Search outside of your network ^

Please enter your friend's Membership number and surname below:

Membership

Surname

SEARCH MEMBER

10. Once you have done this, you will be able to proceed to payment and purchase your tickets.

FAQ'S

The priority window is 10+ points, I have 12 points but my son has 9 and he is in my network. Will I be able to buy tickets at the same time?

- No. If there is a priority window, all supporters that you are buying for will need to meet the conditions.

I am a season ticket holder but my daughter isn't. Can I purchase two tickets, for myself and my daughter, during the priority window for season ticket holders?

- No. If you are purchasing during the priority window for season ticket holders, all the supporters you are purchasing for will also need to be season ticket holders. This supporter would need to wait until general sale to get two tickets together.

As a member, will I be able to purchase more than 1 ticket during the membership window?

- No. During the membership window, you will only be able to purchase 1 ticket per membership. Therefore, if all the supporters in your network have active memberships you will be able to purchase tickets at the same time.

My son has the same email as me under his account, can I add him to my network?

- No. The system will not be able to differentiate between your account and your sons. You will need to change the email under your son's account to one that is different to your own.

I have forgotten the client id of the supporter I am trying to add to my network?

- Please contact the supporter you are trying to add to your network. As a last resort, contact the ticket office. Please be aware, if you are trying to contact the ticket during busy sale periods via telephone there may be queues. Alternatively, email tickets@pompeyfc.co.uk and a member of the Ticket Office will get back to you as quickly as possible.

Can I collect my tickets?

- Yes, to do this you must opt for collection at checkout. There will be an option between postage and collection. When collecting your ticket, you must supply photographic id for the lead booker.

Can I book wheelchair/accessible tickets online?

- No. Unfortunately, you are unable to book wheelchair or accessible tickets online. Please email the Ticket Office at tickets@pompeyfc.co.uk and one of our members of staff will get in contact with you. Please note, if you qualify for a carer and have not supplied us with proof of disability you may be required to send us documentation.

When will my ticket arrive?

- Our staff are working hard to ensure tickets are sent within 2-3 working days of purchase. Please note, postage may take longer than usual due to postal strikes.

How do I book a coach ticket?

- Please contact for Lucketts for further information, <https://www.lucketts.co.uk/pfc-away-travel/>

I can no longer make the fixture, can I get a refund?

Please contact the ticket office via email or telephone. If we have a waiting list for tickets, we will be able to facilitate this request.