

Renewing Season Membership - Invoice Option

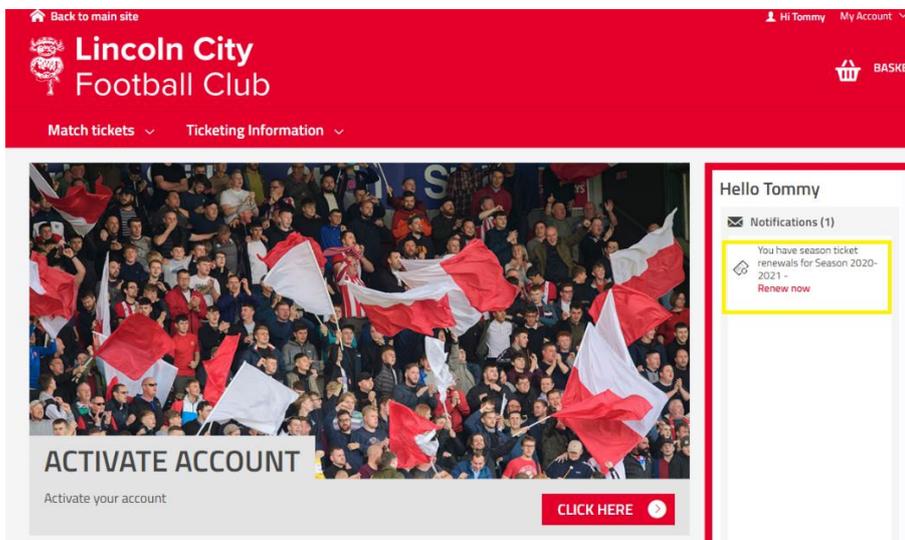
Please note you will not be able to purchase/renew for others in your Network using their account credit as a payment option. To use their account credit as a method of payment, you will need to sign into the relevant account.

- Login to your online account:

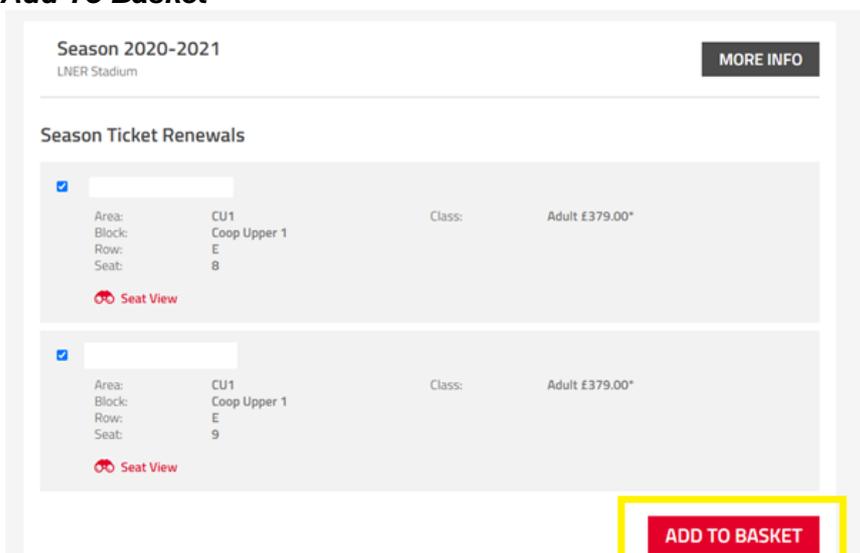
www.eticketing.co.uk/imps

or via the website www.weareimps.com select tickets then buy tickets online

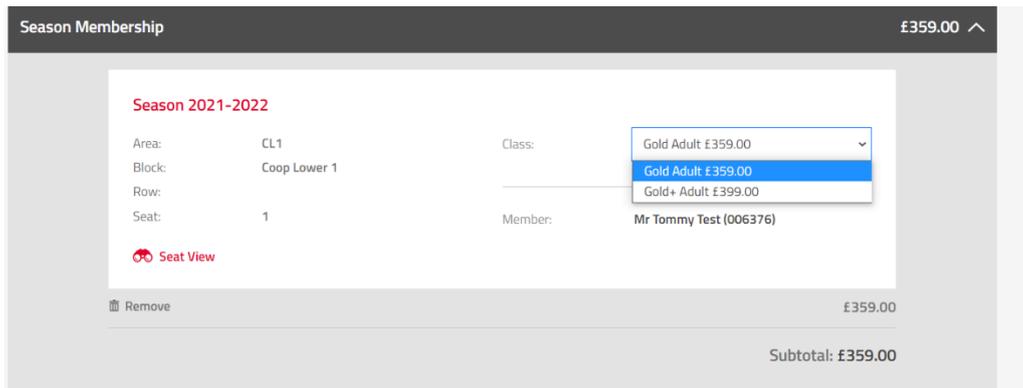
- Within the My notifications section on the right-hand side of the home page an indicator will appear to show you have season tickets to renew. Click the renew now link.



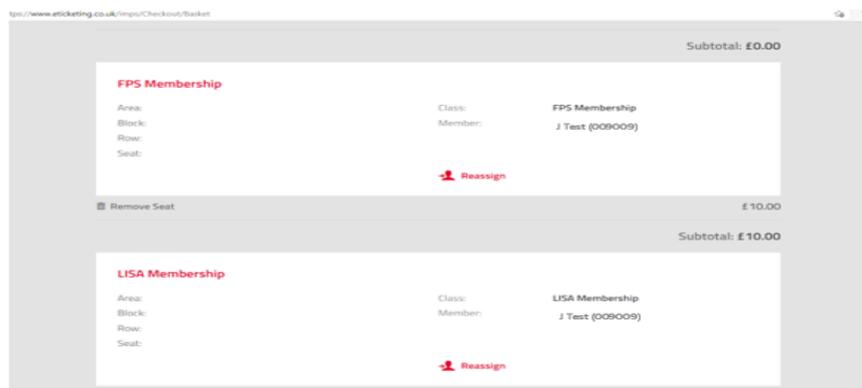
- Check that all your seat details are correct and ensure the boxes are ticked for the seats you wish to renew in this transaction.
- If you would like to apply for a seat swap we advise you to renew and await the window for Seat Swaps which will be available after the renewal window closes. Please keep an eye on our website and social media channels for details. www.weareimps.com
- Select **Add To Basket**



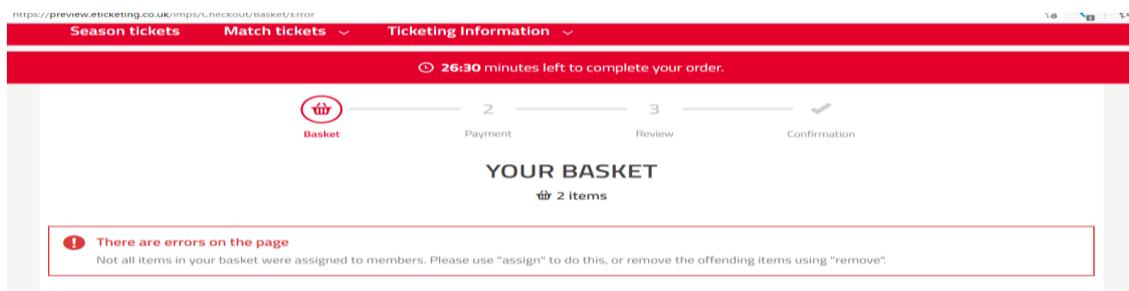
- If you would like to upgrade to Gold+ please select this option from the drop-down box.
- As Junior Imp Members are allocated in the Family Area, they will not have the option of Gold or Gold+ Membership.
- Junior Imps Members who would like to upgrade are advised to renew their current seats and await the opening of the Seat Swap window.



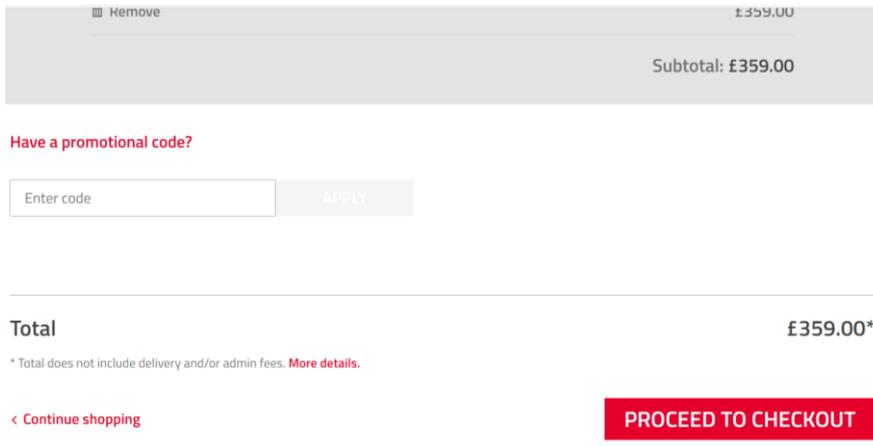
- There will be the option to add memberships (Account credit cannot be used for payment of FPS or LISA)
- 2020/21 Season Ticket holders will also have the option to enter The Ultimate Raffle. Supporters who did not renew or requested a refund for 2020/21 season will not have the set privileges to purchase.
- Memberships and purchases must be assigned to a supporter number. If you make an error, please select **Reassign**



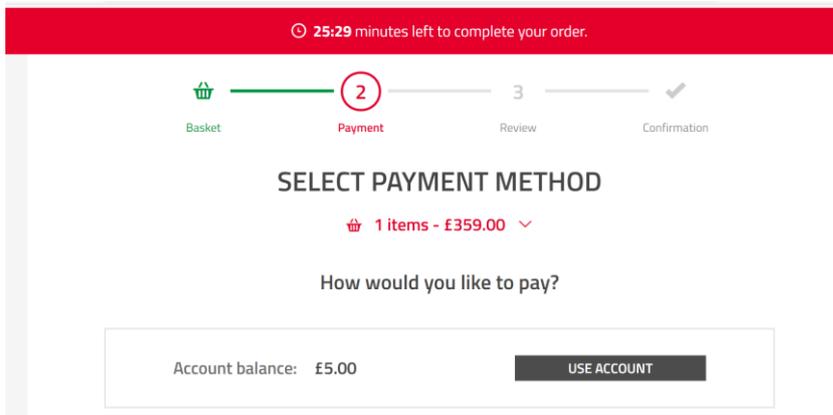
- Any unassigned items will display an error message.



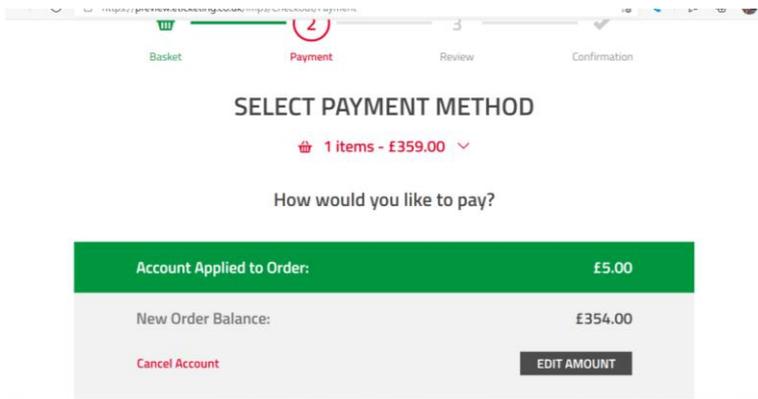
- When selection is complete, please select **Proceed To Checkout**



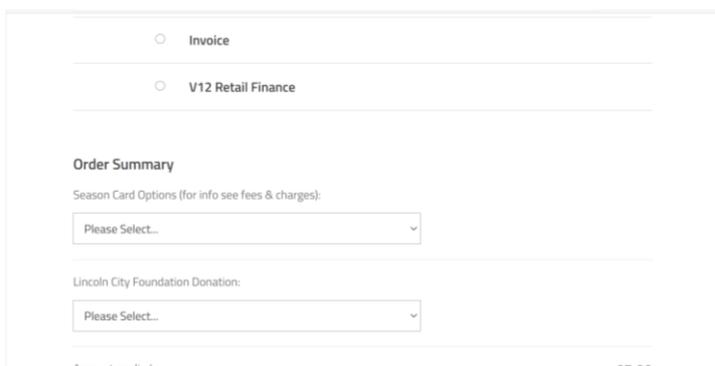
- If you have account credit you can select to apply all or part payment here.



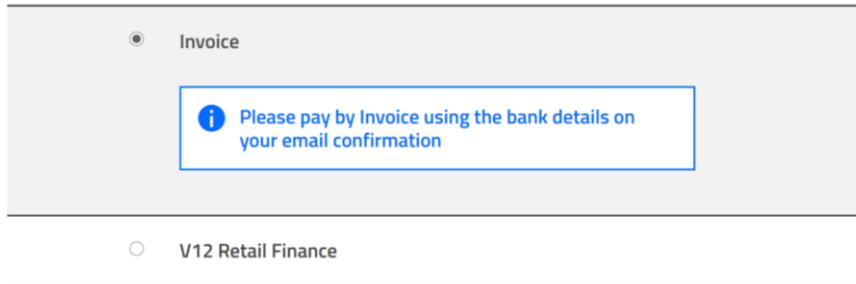
- The remaining balance is shown after credit has been applied.



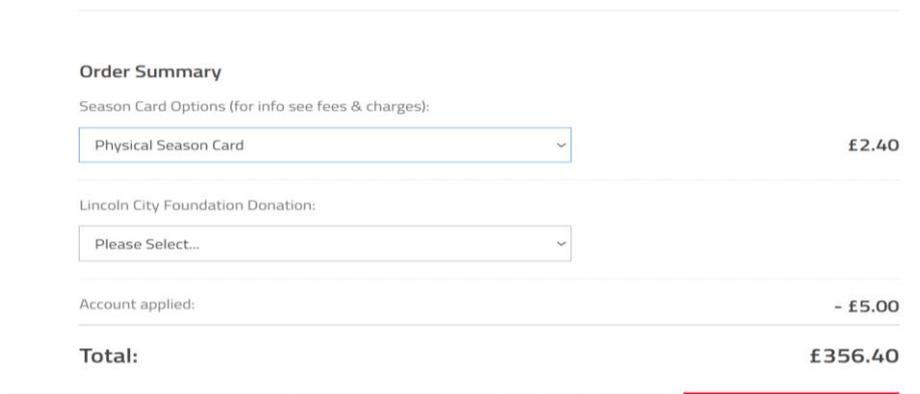
- Please select your preferred method of payment either Invoice (Secure now and pay later) or Finance V12 (please refer to the Finance How To PDF for guidance)



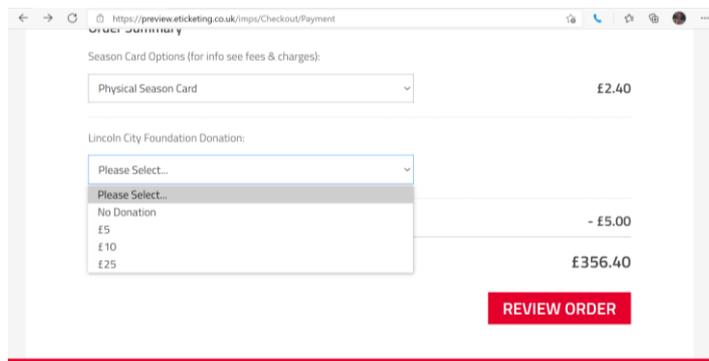
- By selecting **Invoice option** payment is deferred. Please see confirmation email for invoice payment instructions.



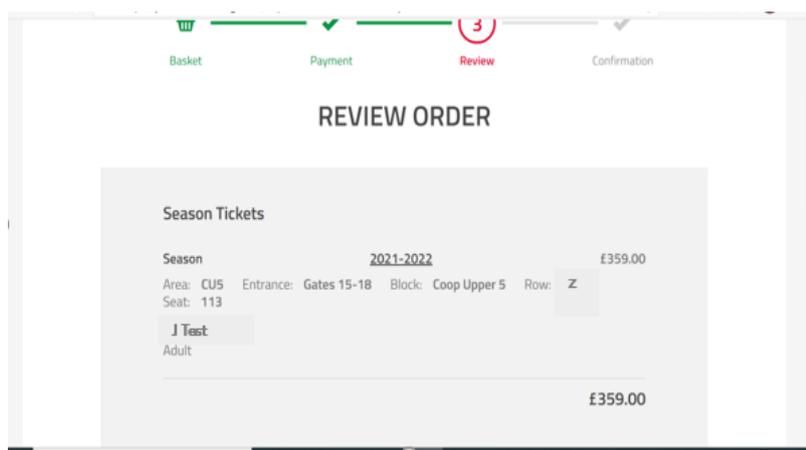
- Please select your preferred choice of a digital ticket or a physical card. All cards will be posted by first class record at a cost of £2.40.
- A donation can also be made to Lincoln City Foundation. Please select you preferred option from the drop-down box.



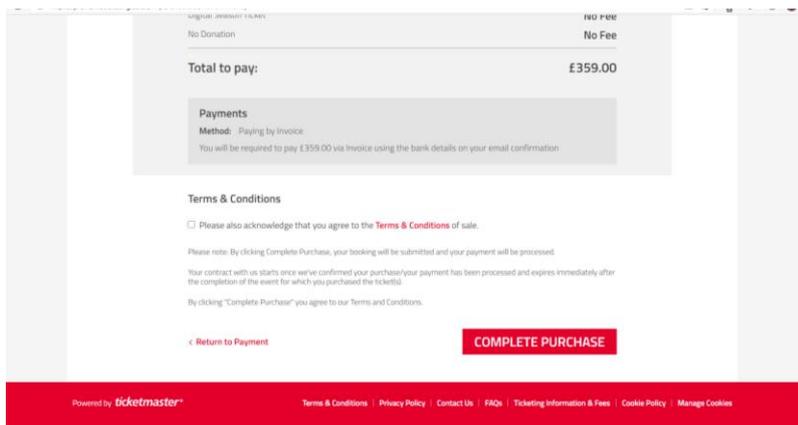
- Select **Review Order**



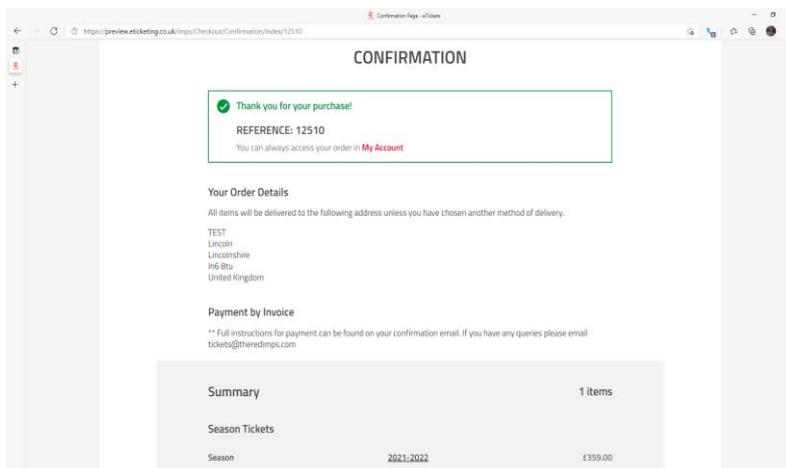
- Review you order.



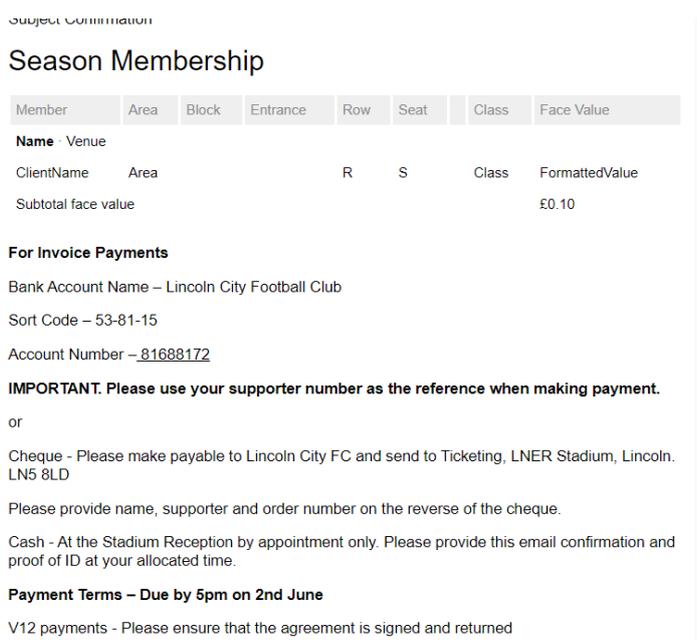
- After reviewing your order, please acknowledge Terms and Conditions before selecting **Complete Purchase**.



- Purchase will be confirmed.



- A confirmation email will be sent automatically providing Invoice payment options and due by date. (please check junk/spam/deleted folders if you are unable to locate the order confirmation email).



If you have any further queries, please email tickets@theredimps.com

Season Membership Renewals – FAQ's

What happens if I miss the 28th May 2021 renewal deadline?

A – If a supporter fails to renew their season ticket before the renewal deadline, we cannot guarantee that your seat will be secure. However, you may still be able to purchase a season ticket in the next window. Beyond 28th May, any renewal will be subject to availability and aligned to the price of new Gold/Gold+ members.

What happens if I miss the 2nd June 2021 payment deadline?

A = If a supporter misses the payment deadline after choosing the 'Secure Now, Pay Later' option, your season ticket will not be secure and will be released for sale in the next available window.

What happens if I select the 'Secure Now, Pay Later' BACS option?

A = You will be sent an automated email with your invoice, which will include the value, reference and due date of your payment up until 2nd June 2021. When making payment, it is critically important that you provide the correct reference required.

What happens if the season is curtailed?

A = Should the season be curtailed; supporters will once again have the opportunity to claim a prorata refund or credit for the games missed.

What happens if games are played behind closed doors or with partial attendances and I have purchased a Gold/Gold+ membership?

A = Should games be played behind closed doors; supporters will be offered the iFollow + credit option or the credit option. If attendance is limited, priority will be given in the ballot to Gold members, Silver members then Bronze members, in that order.

How do I make an appointment with the ticket office to pay for my season ticket?

A = Information on this will be announced in the coming days.

What if I have a health concern which is preventing me from renewing?

A = We understand there are many concerns for the fans right now. If you would like to discuss your options, please email tickets@theredimps.com to organise a telephone consultation.

Can a Junior Gold+ member have an Adult shirt?

A = Yes, but there will be a £10 price increase to cover the cost of the adult shirt.

I was a 60+ Concession, can I still get this price despite not being 65+?

A = If you were a 60+ Concession season ticket holder during the 2019/20 season, you will continue to pay the Concession rate providing you renew each year.