

## **Season membership renewals – FAQ's**

### **Q: What are the payment options?**

A: Window one offers **Invoice** (bank transfer to the club account), **Apple Pay** or **Google Pay**, **Direct Debit** (4 monthly payment on a fixed date starting in April 2024), **Cash, Cheque** or **Card Payments** (in person only).

Window 2 will be as above with Klarna replacing Direct Debit.

### **Q: Should I renew online or in the ticket office?**

A: Please renew online if you plan to pay by invoice, Apple or Google Pay, direct debit (window 1 only) or Klarna (window 2 only).

If you plan to pay by card, cash or cheque please renew in person in the ticket office. Monday to Friday 10am – 5pm. There will be some additional hours outside of these during the sales period. Please check the website for latest details.

You can also renew over the phone, please have your supporter number, seat details and payment card to hand.

### **Q: How do I renew in the ticket office?**

A: You do not need to do anything with your online account, just pop in to see us. Please bring details of the seat you wish to renew. We are open Monday to Friday 10am to 5pm, please check the website for additional hours. We cannot offer renewals or accept payment after 1pm on a home match day due to the volume of people using the ticket office.

### **Q: How do I access my online ticket account?**

A: You can navigate to the ticketing website from the official website by clicking on the tickets tab at the top of the screen or go direct [www.etickets.co.uk/imps](http://www.etickets.co.uk/imps) and click the head and shoulders logo in the top right corner to sign into your e-ticketing account with your email address and password. Should you have issues logging in to your account(s) please email [tickets@theredimps.com](mailto:tickets@theredimps.com) for assistance.

### **Q: How do I renew online?**

A: Once you have signed into you online account, please click the head and shoulders logo again to view your renewal offer, please click “renew now” and follow the onscreen prompts. There are some ‘how to’ guides available on the eticketing website under the information, FAQ and ‘how to’ guides menu.

### **Q: What happens if I select the invoice option?**

A: You will be sent an automated email of your invoice; this will include the balance that needs to be paid and details of the club's bank account details for you to arrange a transfer of funds. You will need to provide your supporter number as the payment reference, this allows us to assign the payment to your purchase. Please note you have seven (7) days from purchase to settle the invoice or your seat will be at risk of being released and re-sold.

**Q: Where can I find my supporter number?**

A: This is detailed next to your name when signed into your e-ticketing account, on your membership card and on your confirmation email.

**Q: What happens if I miss the window one deadline?**

A: Your seat will remain in a renewal status, but the price will increase to the window two tier.

**Q: What happens if I miss the renewal deadline?**

A: Your seat will be held until 30<sup>th</sup> June. If you have not paid for your season ticket by this date, it will be released and available for general sale; you may still purchase into your old seat (subject to availability) but you will pay the regular price.

**Q: What happens if I miss the payment deadline on my invoice?**

A: Your seat will revert to renewal, and you will need to go online and purchase again, a new invoice will then be generated, the cost may differ if a window has recently closed.

**Q: I want to change my season ticket seat to another seat, what should I do?**

A: Please get in touch with the ticket office or email [seatswap@theredimps.com](mailto:seatswap@theredimps.com), we will be able to look at seat availability and move your seat renewal offer.

**Q. I want to renew my gold membership but move into the Rilmac Stand to take advantage of the lower price, how do I go about this?**

A. You will need to contact the ticket office who will be able to offer you a new seat in the Rilmac Stand. This can be done over the phone or via email which you will then be able to purchase online as usual or you can visit the ticket office in person to arrange.

**Q: My question isn't covered by the above?**

A: Please email the ticket office ([tickets@theredimps.com](mailto:tickets@theredimps.com)) giving your full name, your supporter number and a contact phone number and the ticket office team will help.