

Exeter City Football Club

2018/19 Season



Welcome to Exeter City's online ticket office

flybe. THE TRUST

CUSTOMER GUIDE

Season Tickets

Buying a New Season Ticket Online

INTRODUCTION

Season Tickets are available from our online ticketing service. Season tickets should be associated with holder and purchased on individual orders to maintain your priority status.

If you are looking to renew your current season ticket, you should refer to “Renewing Your Season Ticket(s) Online”.

The following summary shows you how to buy a new Season Ticket On-line.

Use the [Buy New Season Ticket link](#) on the Exeter City Official Site season ticket page and it will take you to the Stadium Plan for next Season.

THE STADIUM PLAN

1) Shows the current availability in each block in the IP Office and Stagecoach seating stands and in the Thatcher's Big Bank standing terrace.

2) Select the area from the stadium plan or from the section list on the right to access detail of that stand/block.

The screenshot shows the Exeter City Football Club 2018/19 Season online ticket office. At the top, there is a navigation bar with the club name and season. Below this is a welcome message and a 'flybe THE TRUST' logo. A blue box prompts the user to 'Choose your section below' and provides a 'logout' link. Below this is a navigation menu with options for 'Pick Another Plan', 'Event', 'Details', and 'Event Information'. The main content area features a stadium plan with various stands labeled: 'THATCHERS' CIDER BIG BANK (STANDING)', 'IP OFFICE MAIN STAND' (with rows E, F, G, H, I, J, K, L, M), 'AWAY TERRACE (STANDING)', and 'STAGECOACH STAND' (with rows D, C, B, A). A legend indicates that a grey square represents a 'Wheelchair Area'. To the right of the stadium plan is a table titled 'Available' showing the count for each section. A red circle with the number '1' is overlaid on the table, and another red circle with the number '2' is overlaid on the stadium plan, pointing to a specific seat in the IP Office Main Stand.

Section	Count
IP Office Stand E	20+
IP Office Stand G	6
Big Bank	20+
Stagecoach B	20+
Stagecoach C	20+
Stagecoach D	20+

https://ex6.glitnirticketing.com/exticket2019/webplan/webplanstadiumg.php?event_id=79

EXAMPLE OF DETAIL FOR A BLOCK

In this example we have chosen Block D in the Stagecoach Stand.

The arrows at the top show where the pitch is so row A is always at the front and Row M at the back of the stand. Seats are numbered right across each stand from 1 on the left as you look from the pitch. Seats that have already been sold are shown as light grey circles and the seats that you can choose from are shown in Dark Blue.

At the top of each screen is some information and instructions.

CHOOSING YOUR SEASON TICKET SEATS or STANDING TICKETS.

IP Office/Stagecoach: Click available seats (in **DARK BLUE**) as required.
Big Bank: Enter quantity of tickets required.
 Selections will be added to your cart.

Proceed button to choose appropriate type [e.g Early Bird - Adult, Student, Senior, etc]
[Cancel and Logout](#)

1) Clicking on the appropriate dark blue dot will add the seat to your cart and turn that seat yellow.

2) The seats are added to your cart. *At this time it shows the full adult price, don't worry this is not what you will pay as you choose the type of ticket for the seat on the next screen.*

Event	Details	Event Information
Season Ticket	Season Ticket	Season Ticket

Available Standard Price Total: £391.00 Item Count: 1
 Not Available In Cart [Back To Event](#) [Cancel](#) [Proceed](#)

Event	Sec	Row	Seat	Price	Delete
Season Ticket	Stagecoach D	G	124	£391.00	<input type="checkbox"/>

Click the **Proceed** button to choose the type of ticket/apply discount.

https://ex6.glitnirticketing.com/exticket2019/webplan/webplanstadiumg.php?event_id=99

CHOOSING THE APPROPRIATE TICKET AND PRICE.

1. Use the drop-down list to select the appropriate type of season ticket required and the price.

2. Once you have selected the price it **very important** that you use the **Recalculate** button to set the new price for your order.

1. Choose Discount/Ticket type.
 e.g. Select appropriate Early Bird discount from drop down box below.

2. Recalculate.
3. Submit Order.

[logout](#)

[Submit Order](#) [Web Portal](#) [Pick Another Plan](#) [Cancel](#)

Cart Total: £368.00 Item Count: 1

Event Details	Date/Time	Sec	Row	Seat	Product	Std. Price	Discount/Adjustment	Sold	Delete
Season Ticket		Stagecoach D	E	124	Season Ticket	£391.00	£368 Senior Season (Early Bird)	£368.00	<input type="checkbox"/>

[Reset](#) [Recalculate](#) Total: £368.00 [Delete](#)

[Submit Order](#)

Promotion Code: [Apply Promotion Code](#)

Carefully check the seat, ticket type and price are correct and if you are happy use the **Submit Order** button to proceed to the Login and payment screens.

LOGIN INTO LINK YOUR ACCOUNT TO THE ORDER

The season ticket order need to be associated with your Exeter City Priority Account so you now need to login. It is important to use your existing account to ensure you maintain your priority status and the associated benefits.

1) Enter your Login and password and click the **Login** button.

If you have forgotten them then you can use the **Forgot My Details** button, email tickets@ecfc.co.uk or contact the club on 01392 411243 option2 during normal office hours.

The request password reset will send a new password to the email address associated with your account.

LOG IN

Please Note: If you are already registered with us, it is important that you Login to that account otherwise you may miss out on priority member privileges.

If you have forgotten your password, click on the **Request Password Reset** link below.

If you have forgotten your Login details use the button below or call the club on 01392 411243, option 2 during normal working hours.

Alternatively, please register again and send email to tickets@ecfc.co.uk with your name and address so they can resolve.

Click below if you have forgotten your Account Details.

Forgot My Details ←

1

Existing Customers	New Customers
Login <input type="text"/>	Please click "Create Account" to create a new customer account.
Password <input type="password"/>	<input type="text"/>
Login	Create Account

[Request Password Reset](#)

DELIVERY AND PAYMENT

Once you have logged you can:

1 Check the details of the season ticket and price.

2. Your address, payment card, and email address
If any are incorrect or you wish to change your payment card use the **Update Account** button.

(in this example the last four digits of the card are missing which means we need to add it before we can place the order)

3. Select your delivery option and use the **Recalculate** button to finalise the order.

When you are happy all the details are correct, place the order using the **Submit Order** button.

DELIVERY OPTION AND PAYMENT.

Select Delivery Type and **Recalculate**.
Update Account to provide or amend card details if necessary.
Submit Order to charge that card and complete transaction.

[Cancel Now / logout](#)

[Buy padded seats here](#)

3

[Web Portal](#) [Cart](#) [Pick Another Plan](#)

Update Order

Payment Type:

Delivery Type: **2**

Recalculate **Submit Order**

Billing Address

Name	Mickey Mouse
Company	
Address1	St James Park
	Stadium Way
City / State	Exeter DV
Zip	EX4 6PX
Last 4 of Credit Card	
Phone/Cell	01392 411243 /
Email	it.support@ecfc.co.uk

Update Account

Shopping Cart

Details	Date/Time	Sec	Row	Seat	Product	Discount	Sold
Season Ticket			Stagecoach D	E	124	Season Ticket	£368.00
Item Count: 1							
Calculated Total:							£368.00
Shipping/Handling:							£0.00
Processing Fee:							£0.00
Tax:							£0.00
Final Total:							£368.00

1

UPDATING YOUR ACCOUNT DETAILS AND PAYMENT CARD



1) Check your details are correct.

2. Please provide you date of birth as this helps to uniquely identify you.

if you are purchasing an Under 12, Under 18, Senior or Student season ticket these will not be issued without this being provided.

3. Complete the details of the payment card you wish to use. The system will validate this with your bank.

When you are happy everything is correct then use the **Submit button** to return to the Delivery and Payment options.

Create/Update Account

Login *	Billing Address
Password *	MickeyMouse
First Name *	Mickey
Last Name *	Mouse
Company / Group	
Phone *	01392 411243
Cell Phone	
Email *	it.support@ecfc.co.uk
Address *	St James Park
	Stadium Way
City *	Exeter
State / Province *	Devon
Zip / Postal Code*	EX4 6PX
Country *	United Kingdom
Facebook	
Twitter	
Foursquare	
Birthday	01/05/1939
Subscribe to Email Newsletters/Communications	<input type="checkbox"/>
Card Type *	Credit Card Information
Last 4 Digits of Card Number	Visa Credit/Debit
Card Number (no hyphens or spaces) *	4921888812349876
Card Expiration Date *	07 2021
	Submit Cancel

ORDER CONFIRMATION

After submitting the order a confirmation screen will show:

1. Order Confirmation number.

2. The details of the tickets

Use the Logout button to clear the session and leave the process.

Thank you.

Exeter City's online ticket office **type: THE**

THANK YOU FOR YOUR ORDER.
Your order has been completed successfully. You will receive a confirmation email shortly.

To collect tickets, please bring your "Confirmation ID" or confirmation email. Postal orders will be despatched on the next working day. Thank you!

Share this with your friends!

Logout

Web Portal	Pick Another Plan
1	
Order Details	Payment Details
Confirmation ID 901853	Amount £345.00
Date 28/03/2018 09:39:08	Payment Type Credit/Debit Card
Delivery Season Ticket Collect (£0)	Authcode
Total £345.00	Status Message AUTHORISED
Buyer Mickey Mouse	
List of Tickets	
Number of Tickets: 1	
Event Section Row Seat Sold Event Information	
Season Ticket Stagecoach D F 124 £345.00 Season Ticket	

2

https://ex6.glitnirticketing.com/exticket2019/webplan/webplanstadiumg.php?event_id=79

USING THE FORGOT MY DETAILS FUNCTION

The forgot my details process will locate and provide your login and email address for your account.

As a security the process will only provide details if the name, postcode and last four digits of the associated card are correct.

If you cannot remember these details then please email tickets@ecfc.co.uk with your full name, address, postcode and date of birth so they can resolve the issues and reset your login.

Unable to access your account?
Email the Box Office at tickets@ecfc.co.uk
or Call 01392 411243 Option 2 (Mon-Fri 10-4).

Enter your information below.

Enter Account Details	
First Name	Mickey
Last Name	Mouse
Postal Code/Zip	EX4 6PX
Last 4 of Card	3116
<input type="button" value="Search"/>	



1 Record Found

Mickey Mouse
Login: MickeyMouse
Email: it.support@ecfc.co.uk

Login to Account

Reset Password

If the service finds a matching account the name, login and associated email address will be shown.

You can use the buttons to login or reset the password.