



CHEL TENHAM TOWN FC

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WELCOME TO THE OFFICIAL CHELTENHAM TOWN FC ONLINE TICKET OFFICE & STORE

www.ctfc.com

CUSTOMER GUIDE

Season Tickets

Buying a Season Ticket Online

This guide goes through the screens and steps to buy or renew a season ticket using the on-line service.

The service requires payment using a debit or credit card only

If you wish to pay using cheque, finance or cash you will need to go to or phone the ticket office or post an application and cheque (please do not send cash through the post).

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INTRODUCTION

Cheltenham Town FC are now able to offer you the opportunity to buy a new season ticket for next season – 2015/16 – through the online ticketing system.

The following summary shows you how to buy a **New** Season Ticket or Renew an existing Season Ticket.

Finding the On-Line Ticketing System.

Make your way to ctfc.com/Tickets and select Tickets tab and buy online or go to

http://ct1.glitnirticketing.com/ctticket/web/ev_list.php

Existing season ticket holders seats/tickets are reserved on the system

The screenshot shows the Cheltenham Town FC online ticketing system interface. At the top, there is a red banner with the club's logo on the left, the text "CHELTENHAM TOWN FC" in large black letters, and "WELCOME TO THE OFFICIAL CHELTENHAM TOWN FC ONLINE TICKET OFFICE & STORE" in white. To the right of the banner are logos for "glitnir ticketing" (official ticketing partner) and "ERTSA" (official kit manufacturer), along with the website "www.ctfc.com".

The main content area is a blue box with the following text:

ONLINE TICKETING SYSTEM FOR 2015-16 SEASON.
All priority club members should have their log in details.
If not, please contact club Ticket Office - 01242 588117.

CHOOSING YOUR MATCH
Match Tickets will be available in July.

Season Ticket fees £5.00 per order + £2 postage.

There are two buttons: "New 2015-16 Season Ticket" and "Renew Season Ticket for 2015-16". A blue arrow points to the "New 2015-16 Season Ticket" button.

Below the buttons are "Login" and "Register" buttons.

At the bottom, there is a footer with "Terms | Refunds | Privacy | Company Details", contact information "Phone: 01242 573558 Fax: 01242 224675 | Email: info@ctfc.com", and logos for "glitnir ticketing", "VISA", "MasterCard", and "Powered by worldpay".

At the very bottom, there is a navigation bar with "Event Category", "Details", "Event Date", and "Event Information" links, and the text "No Events Currently Scheduled".

Use the New 2015-16 Season Ticket to buy a new Season Ticket and follow instructions in Section 1.

If you wish to renew your existing season ticket then use the Renew Season Ticket button then go to Section 2 – Renewing my season ticket.

However if you do not wish to buy the same seat or stand as last year then use the New 2015-16 Season ticket and buy the appropriate new ticket.

SECTION 1 – BUYING A NEW SEASON TICKET

This will show you the representation of the Stadium with the instructions in the blue box and numbers available down the right.

CHOOSE YOUR SECTION.
Available seats are listed on the right hand side.

Event	Details	Event Information
Season Ticket	Season Ticket	Season Ticket

Section	Count
QS Thomson & Bancks Block 1a	20+
QS Thomson & Bancks Block 2	20+
QS Thomson & Bancks Block 5	20+
QS Thomson & Bancks Block 8	3
Jelf Stand A	20+
Jelf Stand C	12
Bristol Street Motors Fiat	20+
Paddock	20+
Tunnel	20+

Legend:
■ Bristol Street Fiat Motors Stand
■ Quality Solitors Thomson and Bancks Stand
■ Tunnel/Paddock
■ Jelf Stand
■ Hazlewoods Stand

You may select a stand and block by clicking the graphic or using the Blue link down the right hand side.

If no seats are available in the area then it will not appear at the side.

Choosing a Seat

Once you have selected a stand/block you will be presented with a map of the appropriate seating plan with available seats in DARK BLUE.

The pitch will always be at the top and highlighted in green with the seat numbers. Row A is at the front of the stand.

Event	Details	Event Information
Season Ticket	Season Ticket	Season Ticket

Standard Price Total: £395.00 Item Count: 1

Current Section: Jelf Stand A

Available ● Not Available ○ In Cart ○

Event	Sec	Row	Seat	Price	Delete
Season Ticket	Jelf Stand A	K	9	£395.00	<input type="checkbox"/>

1. Select Seats
 2. Selected Seats in basket/cart with default full price.
 3. Buy Tickets will take you to the next step to choose the type of ticket

Once you select a seat it will be added to the basket and the Seat turns yellow.

1. Select Seats
2. Selected Seats in basket/cart with default full price.
3. Buy Tickets will take you to the next step to choose the type of ticket

Please note the prices indicated in the cart at this stage are the default full prices and not necessarily the amount you will pay.

Choosing a Standing Ticket

For standing areas you need to add the number of tickets you wish in the box and then proceed using the Buy Tickets.

Current Section: Bristol Street Motors Flat

Standard Price Total: £315.00 Item Count: 1

Back To Event Cancel Buy Tickets

Event	Sec	Row	Seat	Price	Delete
Season Ticket	Bristol Street Motors Flat	SRO	SRO	£315.00	<input type="checkbox"/>

Buy Tickets

1

2

3

1. Add number required and use the Add to Cart button.

2. Selected tickets in basket/cart with default full price.

3. Buy Tickets will take you to the next step to choose the type of ticket

Please note the prices indicated in the cart at this stage are the default full prices and not necessarily the amount you will pay.

CHOOSING THE TYPE OF TICKET

Once you have selected your seat/ticket, placed in the cart and used the buy tickets you will be presented with the Ticket Type screen which will enable you to select the appropriate Discount/Adjustment and recalculate the correct price.

Super Saver and Saver prices will be available in the discounts during the appropriate dates when they are available.

Please note you must ensure you meet the criteria and qualify for any concessionary prices and the club retains the right to cancel and refund any orders where evidence cannot be provided.

Recalculate. Submit Order.

Submit Order Web Portal Pick Another Plan Cancel

Cart Total: £450.00 Item Count: 2
Cart will expire in 9 minute(s), 25 seconds

Event Details	Date/Time	Sec	Row	Seat	Product	Std. Price	Discount/Adjustment	Sold	Delete
Season Ticket		Bristol Street Motors Flat	SRO	SRO	Season Ticket	£315.00	£100 Bristol Street Motors Student Season (Early Bird)	£100.00	<input type="checkbox"/>
Season Ticket		Jelf Stand A	K	9	Season Ticket	£395.00	£350 Jelf Stand Adult Season (Early Bird)	£350.00	<input type="checkbox"/>

Reset Recalculate Total: £450.00 Delete

Submit Order

1

2

3

1. Select the appropriate discount (e.g. to receive your super saver special price)

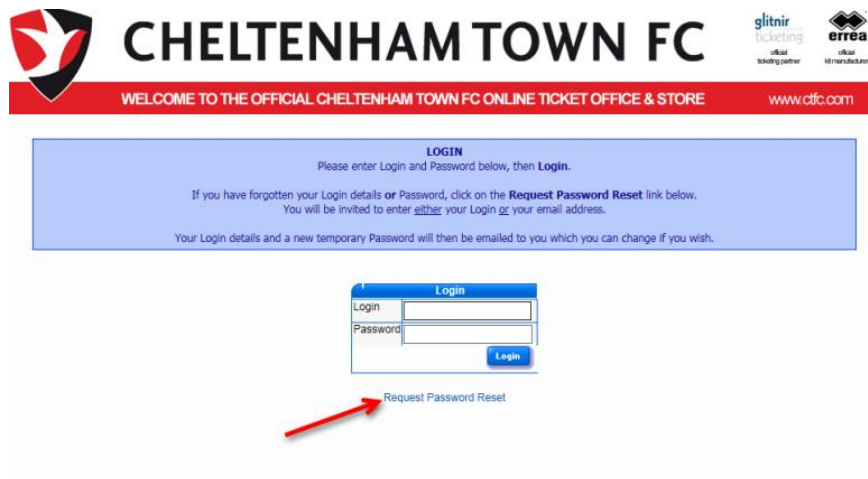
2. RECALCULATE to correct the order price.

3. Submit Order

At this point the Order has been set up and now you will need to Login to proceed.

Login in to place the Order

Cheltenham Town have over ten thousand supporters registered on the ticket system and so if you have purchased tickets in advance, including Category A and FA Cup games will are likely to already have an account. If you have forgotten or don't know your Login details please contact the ticket office on 01242 588117 or email tickets@ctfc.com and we will be able to check.



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LOGIN
Please enter Login and Password below, then **Login**.

If you have forgotten your Login details or Password, click on the **Request Password Reset** link below.
You will be invited to enter either your Login or your email address.

Your Login details and a new temporary Password will then be emailed to you which you can change if you wish.

Login

Request Password Reset

If you know your login but have forgotten the password use the [Request Password Reset](#) link and a new password will be sent to the registered email address.

Any problems please do not hesitate to contact the ticket office on 01242 588117 or email tickets@ctfc.com

Please now follow the Order Confirmation Instructions in Section 3

SECTION 2 – RENEWING YOUR EXISTING SEASON TICKET

This section covers the renewal of your existing season ticket which has been reserved (held) for you for next season and will require the Login details on your renewal letter.

If no login details are quoted then please contact the ticket office on 01242 588117 or email tickets@ctfc.com and we will be able to set one up for you. Please note in order to use the online service you will need an email address.

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LOGIN
Please enter Login and Password below, then **Login**.

If you have forgotten your Login details or Password, click on the **Request Password Reset** link below.
You will be invited to enter either your Login or your email address.

Your Login details and a new temporary Password will then be emailed to you which you can change if you wish.

Request Password Reset

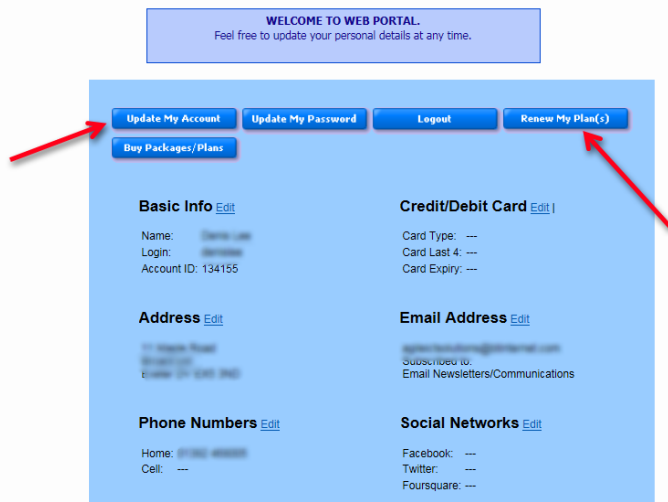
This is the Login details form your renewal form.

If you have login details on your form but have not used the on-line service before then you must use the Request Reset Password to obtain a temporary password which will sent to your registered email address. This will enable you to login, update all your details, change your password and renew your season ticket.

Your Personal Details Screen:

Once you have logged on you will be presented with your own personal details which can be updated by using the Update My Account or the individual [Edit](#) links next to each area.

You should use the Update My Password button to change the password to a personal one you can remember



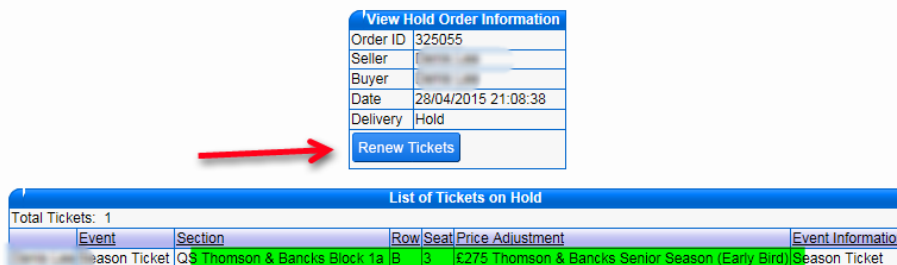
A season ticket is a plan of 23 league tickets so to renew your reserved (held) seat/ticket then you need to use the Renew My Plans(s) button.

If this button is not available it suggests no ticket is reserved for you or that your account has not been set to renew on-line so please contact the ticket office.

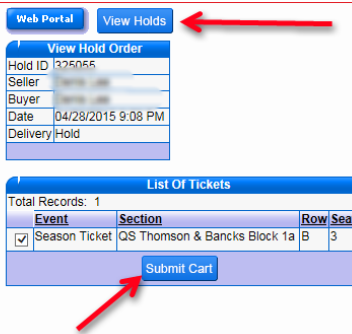
The Renew My Plans button will show a list of your Current Ticket Holds which may be one or more depending on the ticket plans held for you.

Web Portal					
Current Ticket Holds					
Total Orders: 1					
	Name	Order Id	Date		Delivery
Show Order	Denis Lee	325055	28/04/2015 21:08:38		Hold

Use the Show Order to expand the screen and show the full details of the ticket held for you.

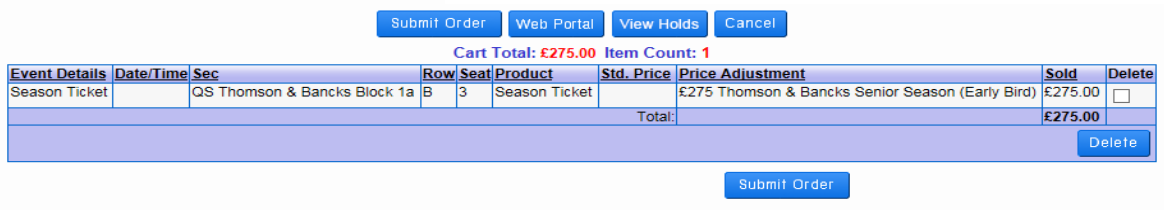


Check the details are correct and use the Renew Tickets button to proceed.



You will be presented with a confirmation screen that you can Submit Cart or return to your ticket holds.

At this point you are just placing the plan with all the seat/ticket reservations into your basket or cart and displays it.



Please note: At this Stage no order has yet been placed.



1. Select the appropriate discount (e.g. to receive your super saver special price)
2. RECALCULATE to correct the order price.
3. Submit Order

At this point the Order has been set up and now you will need to Login to proceed. You will be presented with the Order Confirmation screen where you can proceed or add other items such as the optional Trust Membership.

Please now follow the Order Confirmation Instructions in Section 3

SECTION 3 : Order Confirmation Instructions.

Once you have logged on you will be presented with the final order, personal details, delivery choice and card check Screen.

DELIVERY OPTION AND PAYMENT.

Select delivery option, check details and **Submit Order** for payment, or...
To add more tickets to your current order, click **Pick Another Plan** below, or...
Update Account to provide or amend card details if necessary.

Web Portal | Cart | Pick Another Plan

Update Order

Payment Type: Credit/Debit Card

Delivery Type: Season Ticket Collect (£5)

Recalculate | Submit Order

Billing Address

Name: Denis Lee

Company:

Address1: 71 Lodge Road

City / State: Broadway, Exeter, Devon

Zip: EX4 3ND

Last 4 of Credit Card: 1234 5678

Phone/Cell:

Email: denis.lee@cheltentown.co.uk

Update Account

Shopping Cart						
Details	Date/Time	Sec	Row/Seat	Product	Sold	
Season Ticket			OS Thomson & Bancs	Block 1a E 21	Season Ticket £145.00	
Item Count: 1						
					Calculated Total:	£145.00
					Shipping/Handling:	£5.00
					Processing Fee:	£0.00
					Tax:	£0.00
					Final Total:	£150.00

1. Check your details and card – use the Update Account to correct any details or add/update your card. (see Section 4)
2. Choose your preferred delivery method. Either Collect (Season Ticket) or Post (Season Ticket).
3. Use the Recalculate button to finalise the order .
4. When you are happy use the Submit Order button to place the order and process the payment.

Note

Costs for Bank & administration charges are covered by the £5 fee

Postage is covered by the addition £2 making £7 total if you select this option

You can confirm or cancel the order at this stage.

If you confirm the order your card will be charged, a confirmation screen will be presented and an email send to your email address if you have one recorded on the system.

ORDER CONFIRMATION SCREEN AND EMAIL.

Your order is confirmed.

The order number is the Confirmation ID and the ticket details are listed below the order details.

You can print this screen using your normal browser print functions.

Shortly after, you will receive a confirmation email.

If you have any problem with your order, please contact the ticket office on 01242 588117,

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

Order Details

Confirmation ID: **513515**

Date: 04/03/2015 10:58:17

Delivery: Collect (Season Ticket) (£0)

Total: £108.50

Buyer: Denis Lee

Payment Details

Amount: £108.50

Payment Type: Credit/Debit Card

Authcode:

Status Message: AUTHORISED

List of Tickets

Number of Tickets: 1

Event	Section	Row	Seat	Sold	Event Information
Season Ticket	Stagecoach C	N	15	£103.50	Season Ticket

SECTION 4: Updating Your Account Details

1. Check details →

2. Enter your Date of Birth – this is needed as a security check.

3. Payment card Details.
The system holds the card details in a very secure area that only the banks can access.

The last 4 digits of Card Number are displayed if one is held.

If you need to change card details, enter Card Number and Expiration Date here.

When completed, re-enter Password (at top of form) and Submit

Create/Update Account

Billing Address

Login *	<input type="text"/>
Password *	<input type="password"/>
First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Company / Group	<input type="text"/>
Phone *	<input type="text"/>
Cell Phone	<input type="text"/>
Email *	<input type="text"/>
Address *	<input type="text"/>
City *	<input type="text"/>
State / Province *	<input type="text"/>
Zip / Postal Code*	<input type="text"/>
Country *	<input type="text" value="United Kingdom"/>
Facebook	<input type="text"/>
Twitter	<input type="text"/>
Foursquare	<input type="text"/>
Birthday	<input type="text"/> <input type="text"/>
Subscribe to Email Newsletters/Communications	<input checked="" type="checkbox"/>

Credit Card Information

Card Type *	<input type="text" value="Select Value"/>
Last 4 Digits of Card Number	<input type="text"/>
Card Number (no hyphens or spaces) *	<input type="text"/>
Card Expiration Date *	<input type="text" value="Month"/> <input type="text" value="Year"/>

