

## RENEW YOUR TICKET FOR THE 2021-22 SEASON

Below is a step by step guide, which will walk you through how to renew your season ticket online, for the 2021-22 season.

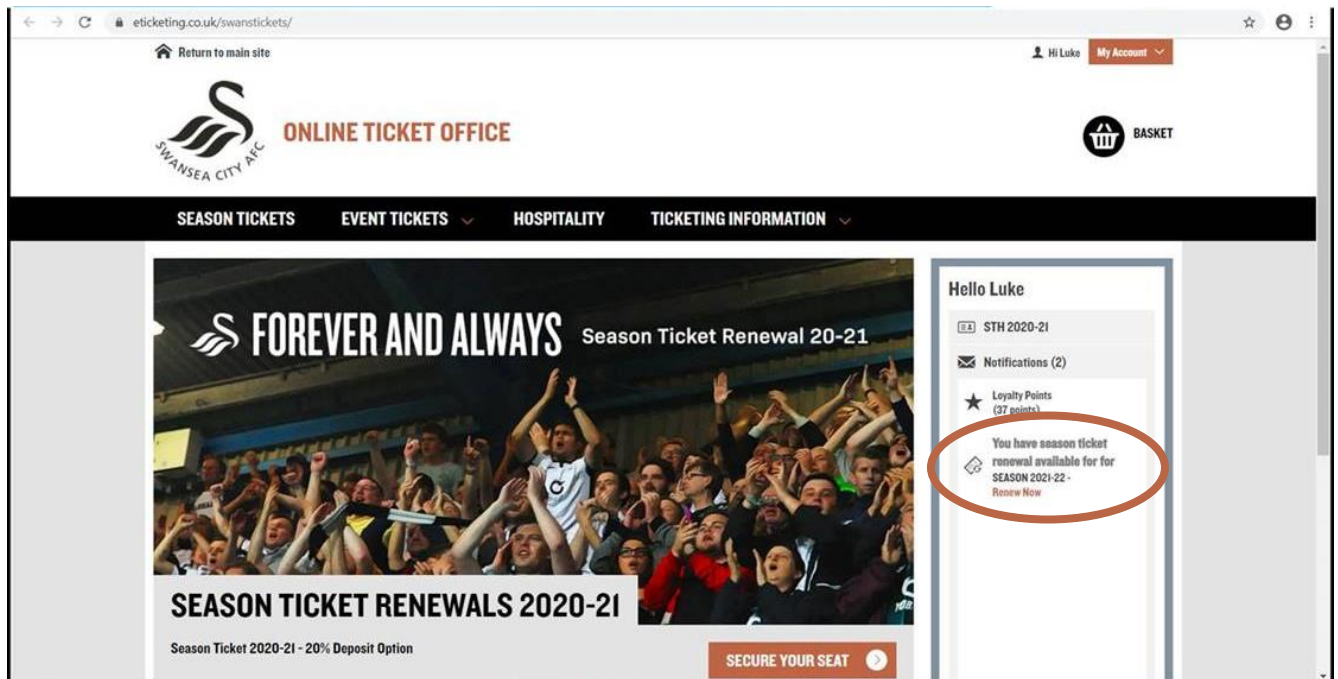
### SEASON TICKET HOLDERS WHO HAVE **NOT** REQUESTED A MONTHLY REFUND

Season ticket holders who have received a live streaming code for the 2020-21 season can now renew their season ticket seats for the 2021-22 season by clicking **HERE**.

Please ensure you are logged in to your Swans Club Account and that it is linked to your current season ticket number. You will not be able to renew if you have not linked your accounts.

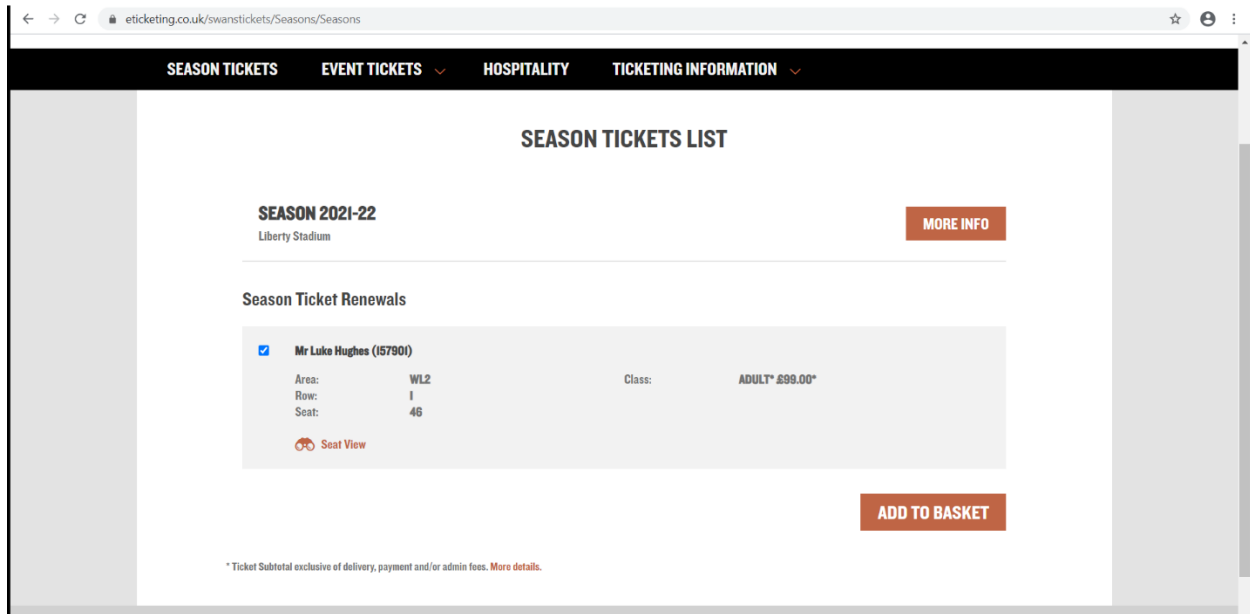
If your Swans Club Account is not linked to your current season ticket number, please email [accountquery@swanseacity.com](mailto:accountquery@swanseacity.com).

When logged in, your screen will look similar to below. If linked, there will be a message saying 'You have season ticket renewal available for Season 2021-22'. Click '**Renew Now**'.

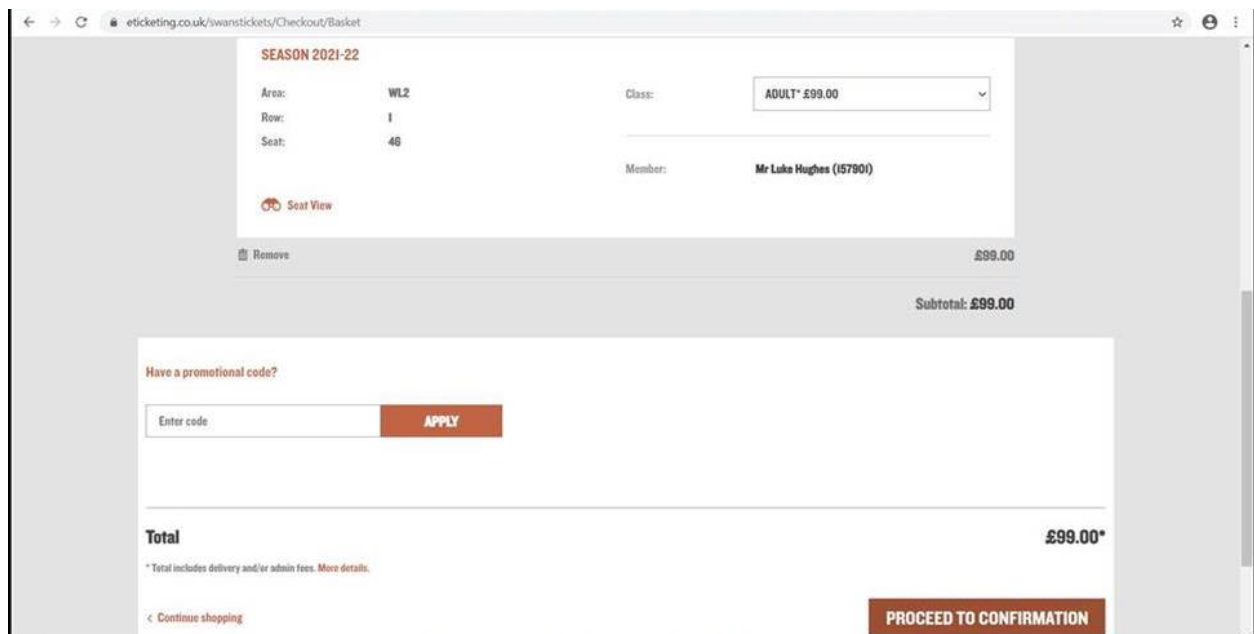


The screenshot shows the Swansea City AFC Online Ticket Office website. The main navigation bar includes 'SEASON TICKETS', 'EVENT TICKETS', 'HOSPITALITY', and 'TICKETING INFORMATION'. The main content area features a banner for 'FOREVER AND ALWAYS Season Ticket Renewal 20-21' with a 'SECURE YOUR SEAT' button. On the right, a user profile for 'Hello Luke' is visible, showing 'Loyalty Points (37 points)' and a notification: 'You have season ticket renewal available for for SEASON 2021-22 - Renew Now'. This notification is circled in red.

You will then see your season ticket details and the renewal price. You must select the tick in the box next to your name and click 'Add to basket'.



You will then be taken to your basket, which will show you confirmation of your seat and the ticket price. Click 'Proceed to confirmation'.



You will then reach the payment screen. Follow the instructions on how to pay and when you have added all details required, click 'Review order'.

eticketing.co.uk/swanstickets/Checkout/Payment

### SELECT PAYMENT METHOD

🛒 1 Items - £99.00

How would you like to pay?

Debit/Credit card

Card Type

Order Summary

Delivery:	
Season Ticket Fee	£3.50
<b>Total:</b>	<b>£102.50</b>

[REVIEW ORDER](#)

You will then be shown a confirmation screen, showing your payment method and the total cost of your order. Remember to acknowledge the terms and conditions by ticking the box and then click 'Complete order'.

eticketing.co.uk/swanstickets/Checkout/ReviewAndPay

Subtotal	£99.00
Season Ticket Fee	£3.50
<b>Total to pay:</b>	<b>£102.50</b>

**Payments**

**Method:** Paying by Card

You have opted to pay for this purchase using the card number ending in 2839, the amount of £102.50 will be automatically debited.

**Terms & Conditions**

Please also acknowledge that you agree to the [Terms & Conditions of sale](#).

Please note: By clicking Complete Purchase, your booking will be submitted and your payment will be processed.

Your contract with us starts once [we&C™ve confirmed your purchase/your payment has been processed] and expires immediately after the completion of the event for which you purchased the ticket(s).

By clicking "Complete Purchase" you agree to our Terms and Conditions and to the Event Partner(s) contacting you by email or other means about information that may interest you. Please also note: Tickets cannot be exchanged or refunded after purchase, save as provided in our Terms and Conditions; We may cancel any order(s) in excess of the ticket limit without notice. And All orders are subject to account approval and billing address verification.

[Return to Payment](#) [COMPLETE ORDER](#)

## **SEASON TICKET HOLDERS WHO **HAVE** SELECTED MONTHLY REFUND**

Season ticket holders who have selected the 2020-21 monthly refund option but wish to take up the reduced rate season ticket for the 2021-22 season can now opt out of the monthly refund plan. Supporters who have initially selected the monthly refund plan but are yet to withdraw monies from their ticketing account balance via the account cashback facility, may request to opt out of the monthly refund option [HERE](#).

Once the option has been selected, please allow 24 hours for your 2021-22 season ticket seat to display in your online account at the reduced rate.

Please note: Supporters who have already received credits for 2020-21 season fixtures played in previous months, will have these monthly credits removed from their account balance.

If there are supporters who have opted for monthly refunds and have already withdrawn funds to your bank account then please contact the ticket office by calling 01792 616400 and then select option 1 to speak to a member of the team. Alternatively, you can email us here: [ticketoffice@liberty-stadium.com](mailto:ticketoffice@liberty-stadium.com).

**Please note: The Ticket Office remains closed for all in-person visits.**