



UTILISING ACCOUNT CREDITS

Supporters who opted for a refund at the end of the 2019/20 season, or a monthly refund for the 20/21 season, may have credit available in their account to redeem.

This credit can be used against the value of your 2021/22 season ticket, or paid directly into your bank account if you prefer. Please read the guide below.

The below guide will give a step-by-step view on how to redeem the credit in your season ticket account, or how to get the money paid into your bank account.

REDEEM CREDIT AGAINST 2021/22 SEASON TICKET

Visit <https://www.eticketing.co.uk/swanstickets/> and click 'Sign in'. Enter your details to log into your account.

When you have logged in, you will see a summary of your account on the right-hand side.

If you have received a refund and have credit in your account available to use, it will show on this page.

Within the summary (highlighted in the copper box below), it may show you an account balance if you have applied for a refund, either end of last season, or this season.

Within the summary, click 'Renew Now' to renew your ticket for the 2021/22 season.

The screenshot shows the Swansea City AFC Online Ticket Office website. The main navigation bar includes 'SEASON TICKETS', 'EVENT TICKETS', 'HOSPITALITY', and 'TICKETING INFORMATION'. A large banner for 'Season Ticket Renewal 21-22' features the text 'Be Proud to be a JACK' and 'SEASON TICKET RENEWALS 2021-22'. On the right side, a user account summary is displayed, highlighted with a copper border. The summary includes the user's name 'Hello Luke', their season ticket 'STH 2020-21', an account balance of £252.52, two notifications, and 37 loyalty points. A message states 'You have a season ticket renewal for SEASON 2021-22 - Renew Now'.



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You will then be taken to the screen shown below, which will show you your season ticket. Select the ticket(s) you want to renew, by ticking the small box to the left of the season ticket holder's name. You can see the price of the ticket you have selected here too*.

Select the ticket you wish to renew and click 'Add to Basket'.

**Please note, if you need to change the ticket class (i.e. from an adults ticket to a senior), you will need to contact the ticket office. See details at the bottom of this guide.*

The screenshot shows a web browser window with the URL eticketing.co.uk/swanstickets/Seasons/Seasons. The page title is "SEASON TICKETS LIST". Under "SEASON 2021-22", it lists "Liberty Stadium" and a "MORE INFO" button. The "Season Ticket Renewals" section shows a table with one entry: "Mr Luke Hughes (157901)" with a checked checkbox. The ticket details are: Area: ELI, Row: 1, Seat: 39, Class: ADULT* £299.00*. There is a "Seat View" link and an "ADD TO BASKET" button. A small note at the bottom states: "* Ticket Subtotal exclusive of delivery, payment and/or admin fees. More details."

You will then get the opportunity to review your basket before checkout. If applicable, your account balance deduction will appear here.

The screenshot shows a web browser window with the URL eticketing.co.uk/swanstickets/Checkout/Basket. The page title is "YOUR BASKET" with a shopping cart icon and "1 item". A summary bar shows "Season Tickets" for £46.48. The main content area shows the ticket details for "SEASON 2021-22": Area: ELI, Row: 1, Seat: 39, Class: ADULT* £299.00 (in a dropdown menu), and Member: Mr Luke Hughes (157901). There is a "Seat View" link. At the bottom, there is a "Remove" button for £299.00, an "Account Balance deduction" of £252.52, and a "Subtotal: £299.00".



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The deduction will be removed automatically. Your account balance may cover the total cost of your ticket(s), alternatively you may have a final balance to pay (see example below). Click 'proceed to confirmation'.

The screenshot shows the 'My Basket - eTickets' page. The main content area displays 'SEASON 2021-22' with details: Area: ELI, Row: I, Seat: 28, Class: ADULT* £299.00, and Member: Mr Luke Hughes (15790). A 'Seat View' link is present. Below this, a 'Remove' button is shown with a price of £299.00. An 'Account Balance deduction' of £252.52 is applied, resulting in a 'Subtotal: £299.00'. A promotional code input field with an 'APPLY' button is visible. At the bottom, the 'Total' is £46.48*, with a note that this includes delivery and/or admin fees. A 'PROCEED TO CONFIRMATION' button is located at the bottom right.

You will then be able to complete the checkout process. Follow the steps on your screen to complete your season ticket purchase*.

**Please note, our provider charges a £3.50 booking fee which will also be added on at this stage. This fee is charged by Ticket Master and not by the club.*

The screenshot shows the 'Payment - eTickets' page. A progress bar at the top indicates the current step is 'Payment' (2), with 'Basket' (1), 'Review' (3), and 'Confirmation' (4) also shown. The main heading is 'SELECT PAYMENT METHOD' with a sub-heading '1 Items - £299.00'. The question 'How would you like to pay?' is followed by two radio button options: 'Debit/Credit Card' and 'V12 Finance Instalment Plan Application'. A note states: 'Due to new PSD2 security regulations and to avoid payment failures, please ensure your account information is correct and your address and contact details match those registered to your payment card.' Below this is an 'Order Summary' section with a 'Delivery:' dropdown set to 'Season Ticket Fee' and a price of £3.50. The 'Total' is £49.98. A 'REVIEW ORDER' button is at the bottom right.



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ACCOUNT CASH BACK – PAID DIRECTLY TO YOUR BANK ACCOUNT

1. Log in to your Swans Club Account [HERE](#). It must be linked to your season ticket account number.

Return to main site

Hi Luke My Account

Mr Luke Hughes (157901)
Membership: STH 2020-21
Loyalty Points: 37
Account Balance: £294.91

SEASON TICKETS EVENT TICKETS HOSPITALITY TICKETING INFORMATION

Season Ticket Renewal 21-22

Be Proud to be a JACK

SEASON TICKET RENEWALS 2021-22

Season Ticket Renewals 2021-22

SECURE YOUR SEAT

Account Management

Network (3)

Account Cashback

Account History

Sign Out

UPCOMING EVENTS

Cancellation of 2020-21 Monthly Refund Request

2020-21 Season Ticket Options

REVIEW OPTIONS

2. Head over to the ticketing website and click on the "My Account" tab at the top.
3. Under Account Management, click on "Account Cashback" as per the example above.
4. Please confirm the form and click on the "Transfer Funds" button to submit your request. You will receive an email confirmation following this. The form will look like the image on the right.

ACCOUNT CASHBACK

You can transfer cash to your bank account if you have received money into your account.

Account Balance: £294.91	Deposit To:
Amount to Transfer 294.91	Name of Account Holder <input type="text"/> Max 50 characters
	Bank/Building Society <input type="text"/> Max 45 characters
	Sort Code <input type="text"/> e.g. 01-02-03
	Account Number <input type="text"/> e.g. 0001123

Total you will receive after fees: £294.91

TRANSFER FUNDS