

## How to renew your season ticket online

All Season Ticket Holders will have an online eTicketing account and this is where you can renew your season ticket within a few steps. You will simply need your Client Reference Number (otherwise known as your season ticket number) which is displayed on your physical season ticket or in the email about your season ticket renewal.

From there you visit [eticketing.co.uk/bathrugby](https://eticketing.co.uk/bathrugby) and on the top right of the screen, select “Sign In”.

Follow Input your “Client Reference Number” and your password.

If you have forgotten any of your login details, please view the FAQs section at the bottom of this document for help.

How do I renew:

- 1) Once logged into your account at [eticketing.co.uk/bathrugby](https://eticketing.co.uk/bathrugby), your Bath Rugby account information will be displayed (including your outstanding account credit).

The screenshot shows the Bath Rugby Online Ticket Office website. At the top, there is a navigation bar with a home icon and the text "Back to bathrugby.com" on the left, and a user profile icon with the name "Hi Maximus" and a "My Account" dropdown menu on the right. Below the navigation bar is the Bath Rugby logo and the text "ONLINE TICKET OFFICE". To the right of the logo is a "BASKET" icon. Below the logo and text is a horizontal menu with the following items: "Season Tickets", "Select a game" (with a dropdown arrow), "Memberships", "Match-day Hospitality", and "Ticket Information" (with a dropdown arrow). The main content area features a large banner for "BATH RUGBY MEMBERSHIPS 2020/21" with the subtitle "New Membership Scheme for 2020/21" and a "READ MORE" button. To the right of the banner is a user dashboard titled "Hello Maximus" which includes: "Club+ Membership Companion", "Account Balance: £96.25", and "Notifications (1)". The notification states: "You have a season ticket renewal for Season 2021/2022 - [Renew now](#)". At the bottom of the page, there is a footer with the text "Powered by ticketmaster\*" and a series of links: "Terms & Conditions", "Privacy Policy", "Contact Us", "Ground Regulations", "Ticketing Charges & Fees", "Cookie Policy", and "Manage Cookies".

- 2) Under the Notifications tab, select “**Renew now**”
- 3) All season tickets that are available for you to renew will be displayed. If there is a season ticket you are expecting to see that isn’t displayed, please view our FAQs section at the bottom of this document for help.

- 4) Your season tickets will be automatically selected, click **“ADD TO BASKET”**

The screenshot shows the Bath Rugby Online Ticket Office interface. At the top, there is a navigation bar with 'Back to bathrugby.com', user information 'Hi Maximus', and 'My Account'. The main header includes the Bath Rugby logo, 'ONLINE TICKET OFFICE', and a 'BASKET' icon. A secondary navigation bar contains 'Season Tickets', 'Select a game', 'Memberships', 'Match-day Hospitality', and 'Ticket Information'. The main content area is titled 'SEASON TICKETS LIST' and features the Bath Rugby logo, 'Season 2021/2022 Bath Rugby', and a 'FIND TICKETS' button. Below this is the 'Season Ticket Renewals' section, which lists a renewal for 'Mr Maximus M The Lion (180308)'. The renewal details include: Area: EE, Block: Dyson (East) Stand Block E, Row: H, Seat: 131, and Class: Adult £545.00. There is a 'Seat View' link and an 'ADD TO BASKET' button. A note at the bottom states: '\* Ticket Subtotal exclusive of delivery, payment and/or admin fees.' The footer includes 'Powered by ticketmaster' and various policy links.

- 5) **YOUR BASKET** will be displayed. Check over the information before scrolling down the page.

*NOTE: Some items seats will have a **“Restrictions Apply”** message regarding the seat restrictions. If this is displayed, please read the **“Important Ticket Information”** box*

The screenshot shows a warning box titled 'Important Ticket Information'. It contains the following text: 'ATTENTION! Some of your tickets selected have a view restriction. Please see "Restrictions Apply" information above before proceeding. Seats pricing has been reflected with the viewing restrictions in mind. If you are happy to proceed tick the box below to continue. If you would like more information please contact the Ticket Office on 01225 536 900 or email tickets@bathrugby.com'. At the bottom, there is a checked checkbox with the text 'I acknowledge these conditions.'

*and tick the box to **“Acknowledge these conditions”***

- 6) Click **“PROCEED TO CHECKOUT”** to continue.  
7) **SELECT PAYMENT METHOD** screen will be displayed.

- 8) If you have a credit on the Account Balance, this will be displayed. Select **“USE ACCOUNT”** to use account credit. You can choose to use the full amount or edit the amount of credit at your discretion. Click **“APPLY ACCOUNT”**.



## SELECT PAYMENT METHOD

🛒 1 items - £535.00 ▾

How would you like to pay?

Account balance: £541.25

Choose your amount

Cancel Account

Debit/Credit card

Due to the new PSD2 security regulations and to avoid payment failure, please ensure your account information is correct and your address and contact details match those registered to your card

- 9) Select **“Debit/Credit card”**. You will now be asked for your card payment details for the remaining balance. Enter the following:

- **Card Type**
- **Name of Card Holder**
- **Card Number**
- **Start Date**
- **End Date**
- **Security Number (CVV2)** – last 3 digits stored on the back of the card

- 10) Scroll to the bottom of the page and select your **“Delivery options”** using the drop down box:

- **Digital Delivery** - Free - Have you season ticket information added to your existing season ticket card and have a new DIGITAL season ticket sent to your mobile device.
- **New Season Ticket Card + Postage** – £10 – If you require a new season ticket card to be reprinted.

- 11) Select **“Extras”** to view additional extras such as special season ticket renewal gifts and donations. Or select **“No Extras”**.

- 12) Click **“REVIEW ORDER”**.

- 13) On the final page, you can review your order. Tick the “Terms & Conditions” box to confirm.
- 14) Click “**COMPLETE**” to finish order.
- 15) You may be re-directed to your banks card authorisation screen. Follow the prompts on screen to finish the purchase.
- 16) Your **CONFIRMATION** screen will be displayed.

Congratulations and we look forward to seeing you at the Rec next season!

## Frequently Asked Questions

### **Q: I have forgotten my Client Reference Number or Password. How can I login online?**

A: All Season Ticket Holders will have an online eTicketing account, and this is where you can renew you season ticket within a few steps. You will simply need your Client Reference Number (otherwise known as your season ticket number) which is displayed on your physical season ticket or in the email about your season ticket renewal.

If this is not displayed, simply visit [www.eticketing.co.uk/bathrugby](http://www.eticketing.co.uk/bathrugby) and on the top right of the screen, select “Sign In”.

Underneath the “Password” click on the “Forgot your login details?”

*For forgotten Client Reference Details:*

Click on the text that says – “Forgot your Client Reference Number? - Please click here.”

*For forgotten passwords:*

Enter your Client Reference Number in the Client Reference Number box and press “Reset Password”. An email with a link to reset your password will be sent to you. Click that link from your email and set a new password.

### **Q: I received an error message when I went to pay, has my payment been taken?**

If there is an error at the checkout, please reload the page and go back to your eTicketing home screen of [www.eticketing.co.uk/bathrugby](http://www.eticketing.co.uk/bathrugby) if your Season Ticket is no longer available to purchase your payment was successful. You will also receive a confirmation email.

If your Season Ticket offer is still in place, your payment was unsuccessful.



### **Q: Will I be able to use another account’s credit?**

A: No, if there is credit on an account, this is only able to be used if the person who has credit is the person signed in. If you have two season ticket accounts which both have credit, we advise you to log in via each account and purchase each season ticket separately.

**Q: How will I know its been successful?**

You will see a confirmation at the end of the Purchase:


Back to bathrugby.com Hi Maximus My Account

 **ONLINE TICKET OFFICE**  BASKET

Season Tickets | Select a game | Memberships | Match-day Hospitality | Ticket Information

Basket — Payment — Review — Confirmation

## CONFIRMATION

 **Thank you for your purchase!**

**REFERENCE: 1357436**

You can always access your order in **My Account**

**Your Order Details**

**Additional info:**

Match Tickets: All match tickets, memberships and season tickets are strictly non-refundable. Please see **terms & conditions** for more information.

Tickets purchased less than 4 days prior to a game will be delivered as Print at Home or Digital Tickets.

All items will be delivered to the following address unless you have chosen another method of delivery.

Memberships: All Memberships will be delivered digitally within 5 working days of purchase.

Bath Rugby  
The Recreation Ground  
Spring Gardens Road  
Bath  
BAMES  
BA2 4DS  
United Kingdom

**Payment by Account Balance**

You have paid for this purchase using Account Balance. This amount has been automatically debited.

**Paid by Card**


You have paid for this purchase using the card number ending in 3454, the amount of our purchase has been automatically debited.

**Summary** 1 items

**Season Tickets**

Season 2021/2022 £535.00

Area: EE Entrance: SPORTS CENTRE GATE Block: Dyson (East) Stand Block E Row: H Seat: 131  
Mr Maximus M The Lion  
Adult

 **Restrictions Apply**  
Structural pillars obstructing the view of the pitch some of these seats are directly behind the pillars.

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**£535.00**

**Order summary**

|                           |         |
|---------------------------|---------|
| Subtotal                  | £535.00 |
| Digital Delivery          | No Fee  |
| No Contribution           | No Fee  |
| Season Ticket Booking Fee | £3.50   |

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**Total:** **£538.50**

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