

How to buy a new season ticket online

All Season Ticket Holders will need to have an online eTicketing account to purchase a bath rugby season ticket. These accounts will have a “Client Reference Number/Season Ticket number” and each seated supporter will need an eTicketing account.

Once registered, you will simply need your Client Reference Number (otherwise known as your season ticket number).

From there you visit 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 purchase new?

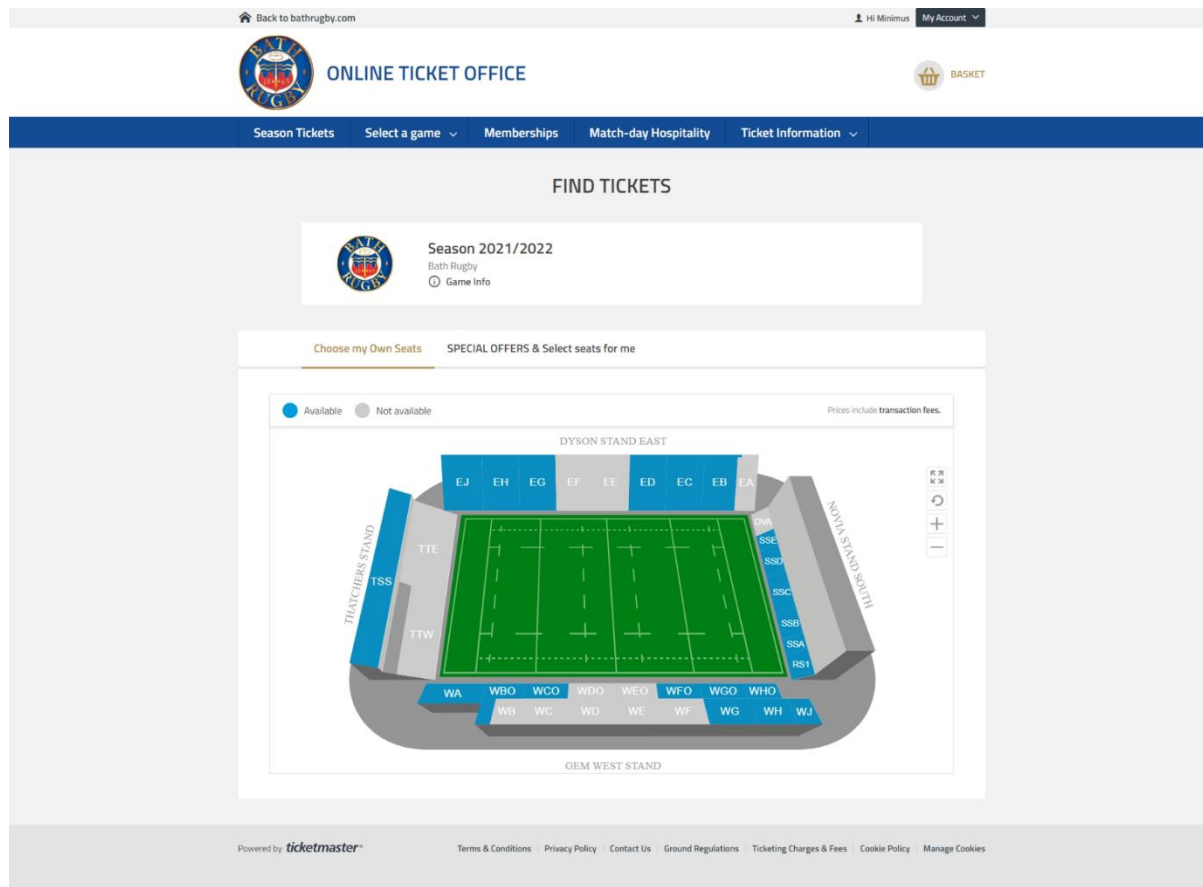
- 1) Once logged into your account at eticketing.co.uk/bathrugby, your Bath Rugby account information will be displayed (including your outstanding account credit).

The screenshot shows the Bath Rugby Online Ticket Office website. At the top, there is a navigation bar with a 'Back to bathrugby.com' link on the left and a user profile 'Hi Minimus My Account' on the right. Below this is the Bath Rugby logo and the text 'ONLINE TICKET OFFICE'. A 'BASKET' icon is also visible. The main navigation menu includes 'Season Tickets', 'Select a game', 'Memberships', 'Match-day Hospitality', and 'Ticket Information'. The 'Season Tickets' option is highlighted. The main content area features a large banner for '2021/2022 SEASON TICKETS' with the text 'LET'S REUNITE AT THE REC' and a 'PURCHASE NOW' button. To the right of the banner is a user profile sidebar for 'Hello Minimus' which includes 'CLUB+ MEMBERSHIP' (Current Season Ticket Holder), 'Account Balance: £68.00', and 'Notifications (0)'. At the bottom of the page, there is a footer with 'Powered by ticketmaster' and various links like 'Terms & Conditions', 'Privacy Policy', 'Contact Us', 'Ground Regulations', 'Ticketing Charges & Fees', 'Cookie Policy', and 'Manage Cookies'.

- 2) Click, “**Season Tickets**” from the main navigation menu

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- 3) The Season will be displayed with an interactive venue map to select your seats. Select and click on the desired stand and the Interactive map will advance into the stand at seat level.



*Note – Using your mouse you can hover over a stand to see stand availability

- 4) Click on the desired seat and a “Price Class” popup will be displayed. Select and click on the price class which is applicable to the seated supporter:

- Junior – Ages 3-16
- Young Adult – Ages 17-25
- Adult – Ages 26-64
- Concession – Ages 65+

- 5) For additional tickets, repeat step 4.
- 6) Click “BUY TICKETS”

Please select your tickets
4 Price Types Available
Prices do not include transaction fees.

Adult	£567.00
Junior	£212.00
Concession	£515.00
Young Adult 17-25	£377.00

Continued >>

Season Tickets £102.00 ^

Season 2021/2022

Area:	SSC	Class:	Junior
Block:	Novia (South) Stand Block C	Member:	Mrs Minimus A Lion (333155)
Row:	B		
Seat:	058		

! **Restrictions Apply**
Seats in the South Stand are at pitch level and a low level.

Seat View
 Reassign

Remove
£102.00

Subtotal: £102.00

- 7) The Basket Summary will be displayed.
- 8) You can use **“SEAT VIEW”** to see preview of the seat (based on stand).
- 9) The supporter logged into the eticketing account will be placed as the seat occupier in the Member section. To change this select **“Reassign”** and this will load the **“My Network”**. Select the desired supporter from your network or for more help on networks and how to set them up [click here](#).
- 10) *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 and tick the box to **“Acknowledge these conditions”***

! **Important Ticket Information**

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

I acknowledge these conditions.

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

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13) 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

14) 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

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

- **Digital Delivery** - Free - For all new 2021/22 season ticket purchases we will be issuing a free digital season ticket that can be downloaded to any Apple Wallet and Google Pay supporting devices. Please select "Digital Delivery" to receive your digital season tickets only.
- **New Season Ticket Card + Postage** – £10 – To purchase a new physical printed season ticket please select "New Season Card + Postage" and a £10 charge will be added to your basket to cover the cost of printing, postage & packaging. Please note you will also be sent a digital ticket via email

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- 16) Select “**Extras**” to view additional extras such as special season ticket renewal gifts and donations. Or select “No Extras”.
- 17) Click “**REVIEW ORDER**”.
- 18) On the final page, you can review your order. Tick the “Terms & Conditions” box to confirm.
- 19) Click “**COMPLETE**” to finish order.
- 20) You may be re-directed to your banks card authorisation screen. Follow the prompts on screen to finish the purchase.
- 21) 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 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 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
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.

£535.00

Order summary



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

Total: £538.50

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