

ONLINE RENEWAL - (Family tickets/instalments/Direct Debit accounts not available online)

Already used your account to renew last season?

- Visit <http://www.guildfordflames.com/seasontickets>
- Click the Online Renewal button
- Click on 'Sign In'
- Enter your season ticket email address (on your letter)
- Enter your password
- Once you are in you will see a live link with your name at the top of the screen. Hover over your name and scroll down to 'Subscriptions.'
- Click 'Subscriptions', where you should see your season tickets.
- Tick the boxes next the tickets you wish to renew, then click on "Renew" and follow the process through to payment. (Passes are posted regardless, but you will need to click either post or collection for the payment process to proceed)

First time online renewal or forgot password? (Same for either!)

- Visit <http://www.guildfordflames.com/seasontickets>
- Click the Online Renewal button
- Click on 'Sign In'
- Enter your season ticket email address (on your letter)
- Click 'Forgot Password'
- Check your email for your new password.
- Attempt to Login with the new password and follow instructions to complete access.
- Once you are in you will see a live link with your name at the top of the screen. Hover over your name and scroll down to 'Subscriptions.'
- Click 'Subscriptions', where you should see your season tickets.
- Tick the boxes next the tickets you wish to renew, then click on "Renew" and follow the process through to payment. (Passes are posted regardless, but you will need to click either post or collection for the payment process to proceed)

UPDATE YOUR SEASON TICKET PROFILE WHEN THINGS CHANGE

With your account you can change your Season ticket contact details including mailing address, email address and phone number to make sure the Flames and Spectrum know where you are for season pass and season ticket related correspondence delivery. If you experience technical problems accessing or using your season ticket account, email info@guildfordspectrum.co.uk.

Your account, seat changes, and ticket delivery:

- All season tickets listed on a single application this past season will show in the account of the primary account holder who is the listed name and address on our season ticket database.
- Upon completion of payment you should receive a confirmation email.
- Ticket pass delivery will remain as it has always been, which is posted to your address in mid to late August, regardless of your selection of 'collection' or 'post'.