

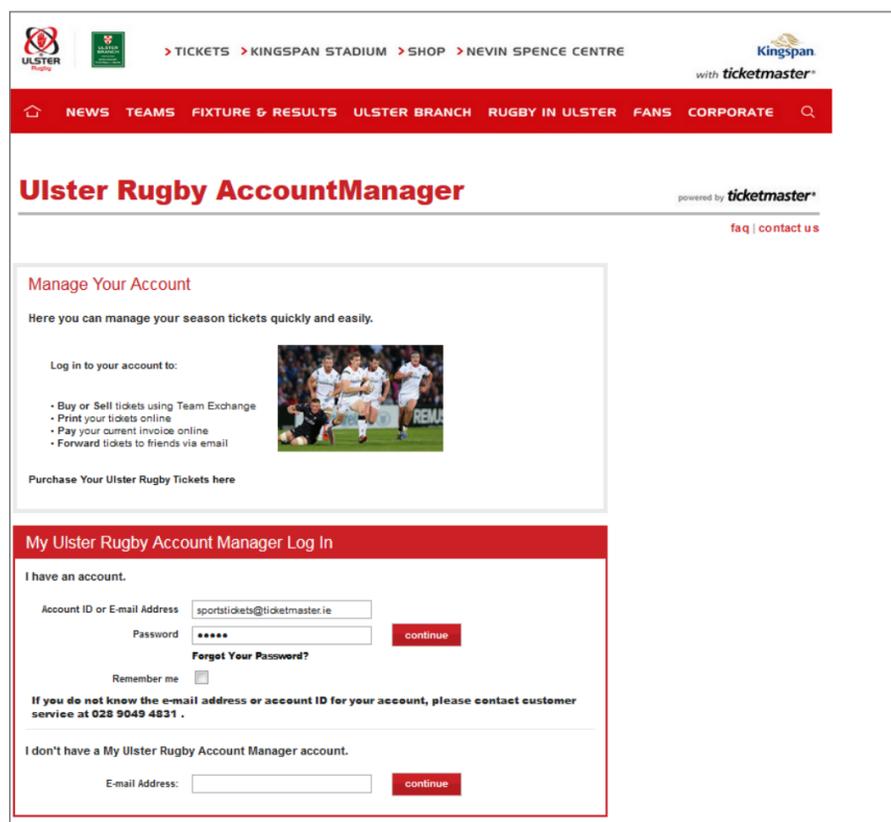
1. What is the Ulster Rugby Account Manager?

The Ulster Rugby Account Manager is your online portal for managing all aspects of your Season Ticket. From here, you can update your details, print match tickets at home, forward match tickets via email and more.

The Ulster Rugby Account Manager can be found at the following URL:

<https://oss.ticketmaster.com/aps/ulster/EN/account/login> You may wish to save this address as a shortcut on your browser for ease of access.

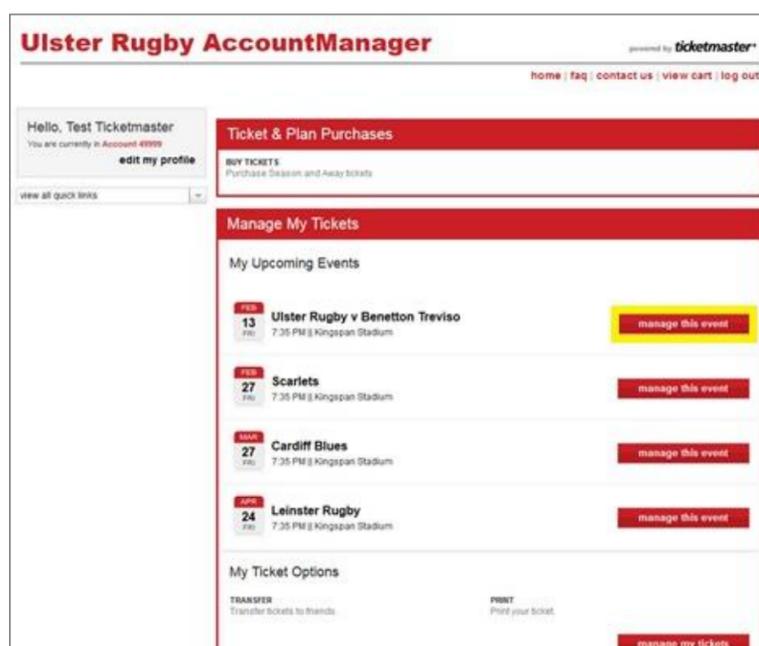
The Account Manager portal can also be accessed from the Ulster Rugby website through the Tickets section.



To log on to your account, please use either the email address you used to register with Ulster Rugby or the account number on the reverse of your Season Ticket.

Please note, upon your first log in you will need to enter your Season Ticket Account number as the username and click on the 'Forgot Your Password?' link. This will provide you with the opportunity to reset your password via email.

Upon successfully logging in to the Ulster Rugby Account Manager, you will see the following home screen (please note this is an example screen only and dates shown are not accurate for the 2016-17 season):



To manage a particular event, please select 'manage this event' as highlighted.

To edit account details such as address and date of birth, please click on 'edit my profile' on the upper left of the screen.

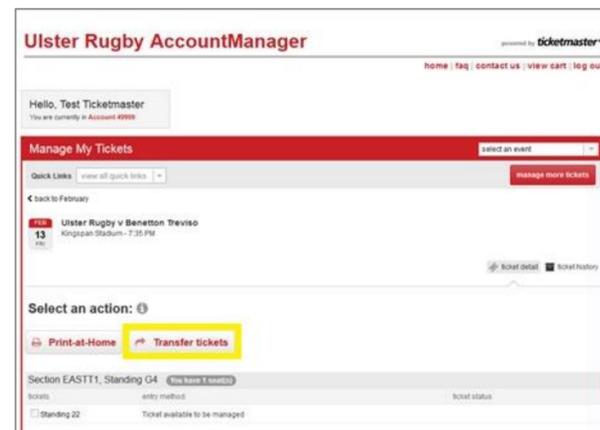
2. Can I transfer my ticket to a friend if I can't attend a game?

If you are unable to make certain matches, you may wish to pass your tickets on to a supporter you know. Rather than having to physically hand-over your season ticket, we offer the ticket transfer function, whereby tickets can be forwarded by email to whomever you desire. Please note someone wishing to use a Senior, Junior or Student ticket, must meet the relevant criteria for the ticket.

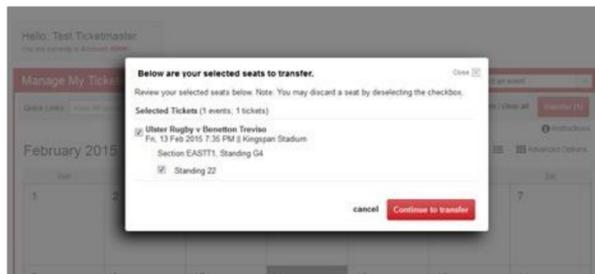
1. Select the match for which you wish to transfer tickets and 'manage this event'



2. Click 'Transfer tickets'



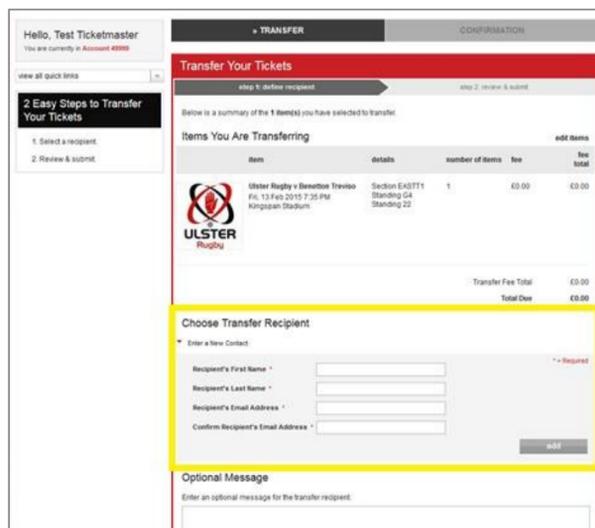
3. Select the tickets to be transferred by selecting the relevant tick box and then proceed by clicking the 'transfer' button in the top right of the screen.



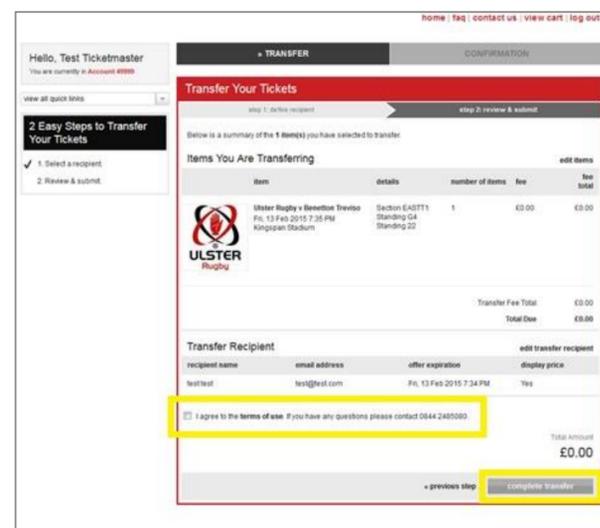
4. Review the selected seats and click 'Continue to transfer'



5. Enter the recipients details



6. Agree to terms and click 'complete transfer'



2016-17 Season Ticket Guide



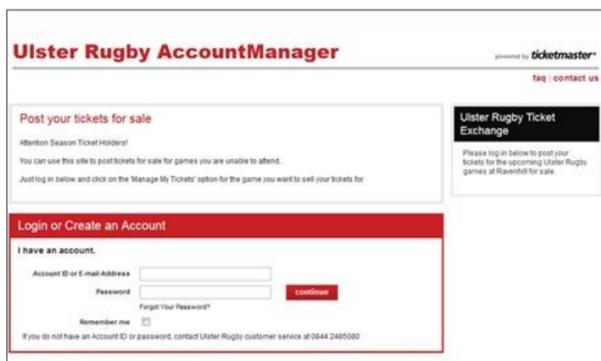
3. What is the Ticket Exchange?

As an Ulster Rugby Season Ticket holder, you will have access to the Ticket Exchange service, enabling you to list your ticket for resale, once 85% of the stadium capacity has been sold. Season Ticket holders who exchange tickets through this service will have their accounts credited with 70% of the ticket value.

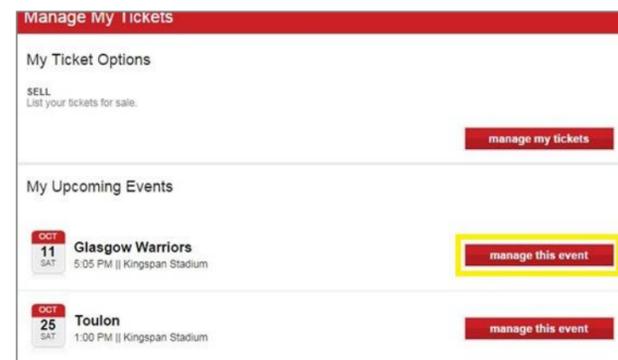
Credit accrued can be used to reduce payments on additional match tickets or Season Ticket renewals.

To list your tickets for sale on the Ulster Rugby Ticket Exchange, simply follow the instructions as shown below. Please note Ticket Exchange is only available to full-priced adult, non-concessionary tickets. It is not available to Junior, Senior or Student tickets.

1. Select the match for which you wish to transfer tickets



2. Select the match for which you wish to list your tickets



3. Select the seats you wish to list for sale and click 'post for sale'



4. Review your selected seats and click 'continue to post for sale'



5. Confirm posting price and expiration date



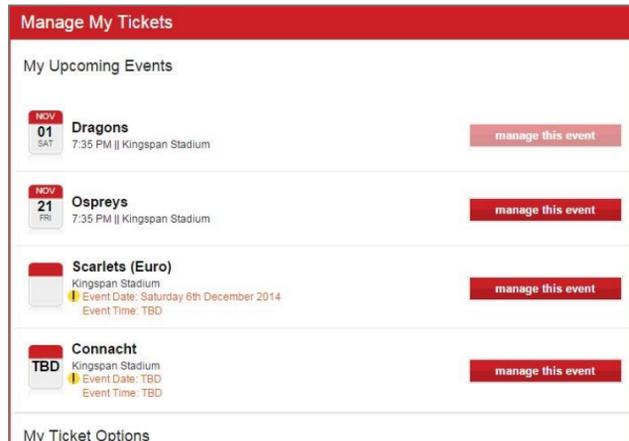
6. Confirm details and 'post tickets for sale'



4. Can I print a ticket at home?

Should you misplace your ticket or require a paper copy for a single match, you may do so by following these simple instructions*:

1. Log in to the Ulster Rugby Account Manager



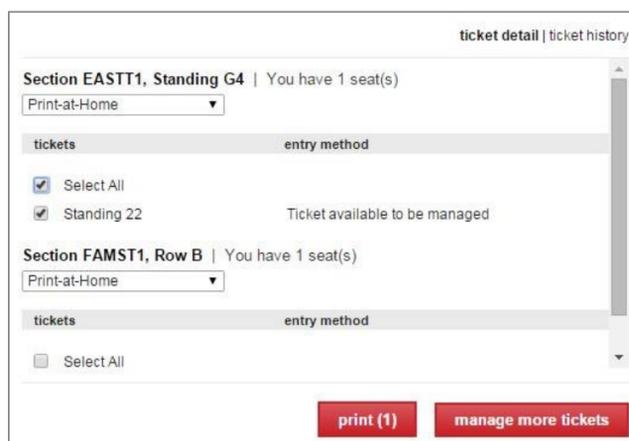
Manage My Tickets

My Upcoming Events

- NOV 01 SAT** **Dragons** 7:35 PM || Kingspan Stadium [manage this event](#)
- NOV 21 FRI** **Ospreys** 7:35 PM || Kingspan Stadium [manage this event](#)
- Scarlets (Euro)** Kingspan Stadium
Event Date: Saturday 6th December 2014
Event Time: TBD [manage this event](#)
- TBD** **Connacht** Kingspan Stadium
Event Date: TBD
Event Time: TBD [manage this event](#)

My Ticket Options

2. Click 'Manage this event' for the relevant fixture



ticket detail | ticket history

Section EASTT1, Standing G4 | You have 1 seat(s)

Print-at-Home

tickets	entry method
<input checked="" type="checkbox"/> Select All	
<input checked="" type="checkbox"/> Standing 22	Ticket available to be managed

Section FAMST1, Row B | You have 1 seat(s)

Print-at-Home

tickets	entry method
<input type="checkbox"/> Select All	

[print \(1\)](#) [manage more tickets](#)

3. Select 'print at home' and choose the seats that you wish to print. Click 'print'



Below are your selected seats to print. [Close](#)

Review your selected seats below. Note: You may discard a seat by deselecting the checkbox.

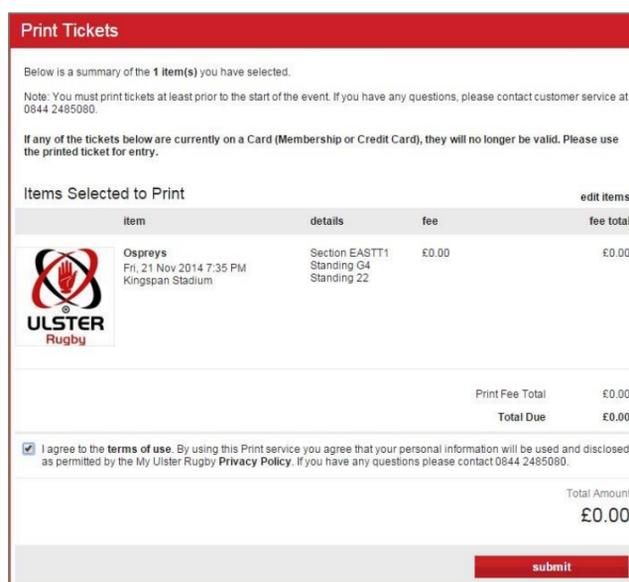
Reprinting tickets? Check this box if you wish to generate new barcodes for tickets which were never received, misplaced or stolen. Your previously printed or issued tickets will no longer be valid.

Selected Tickets (1 events; 1 tickets)

- Ospreys**
Fri, 21 Nov 2014 7:35 PM || Kingspan Stadium
Section EASTT1, Standing G4
 Standing 22

[cancel](#) [continue to print](#)

4. 'Select continue to print'



Print Tickets

Below is a summary of the 1 item(s) you have selected.

Note: You must print tickets at least prior to the start of the event. If you have any questions, please contact customer service at 0844 2485080.

If any of the tickets below are currently on a Card (Membership or Credit Card), they will no longer be valid. Please use the printed ticket for entry.

item	details	fee	fee total
 Ospreys Fri, 21 Nov 2014 7:35 PM Kingspan Stadium	Section EASTT1 Standing G4 Standing 22	£0.00	£0.00
		Print Fee Total	£0.00
		Total Due	£0.00

I agree to the [terms of use](#). By using this Print service you agree that your personal information will be used and disclosed as permitted by the My Ulster Rugby [Privacy Policy](#). If you have any questions please contact 0844 2485080.

Total Amount
£0.00

[submit](#)

5. Check the tick-box to agree to the terms of use and submit

*Please note once you have selected this option, your season ticket card will no longer be valid for the selected game.

5. What is a priority booking period? How does it work?

For all home and select away fixtures, Ulster Rugby Season Ticket holders will receive a priority booking period. For home matches, this will enable the Season Ticket holder to purchase additional match tickets before general sale. For away and play-off matches, this will give Season Ticket holders the opportunity to purchase tickets for the matches before they are released to general sale, but tickets will be subject to availability and may be restricted in number.

The priority booking periods are exclusively online and are usually limited in the number that can be purchased.

Instructions for priority booking periods are delivered by email prior to the sale of tickets.