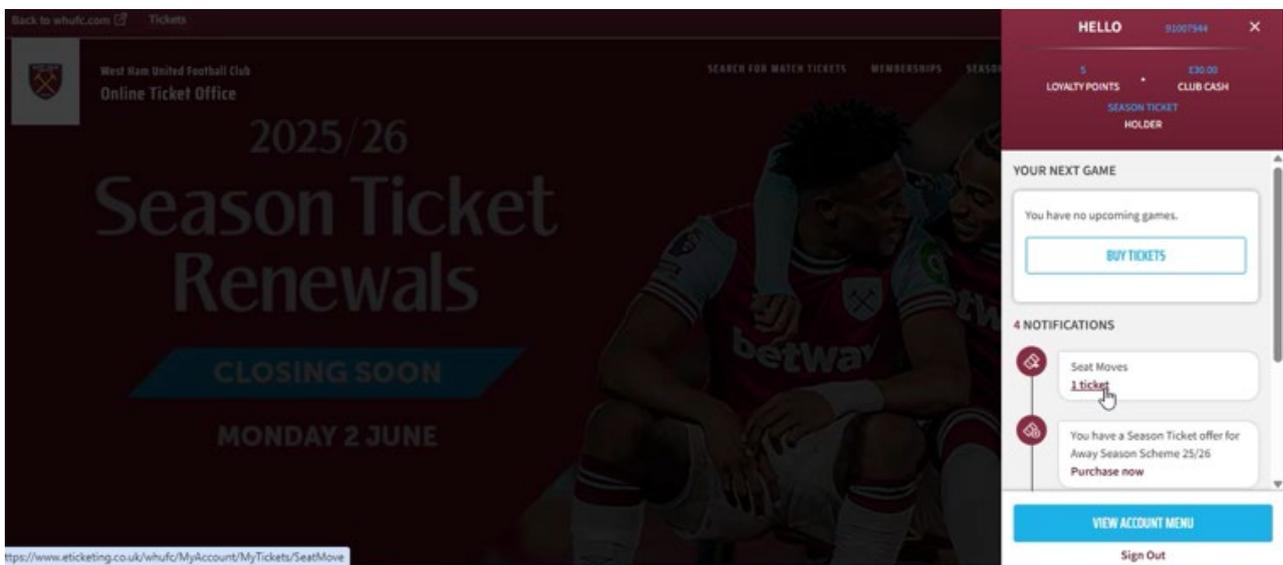




RELOCATION PROCESS (ONLINE)

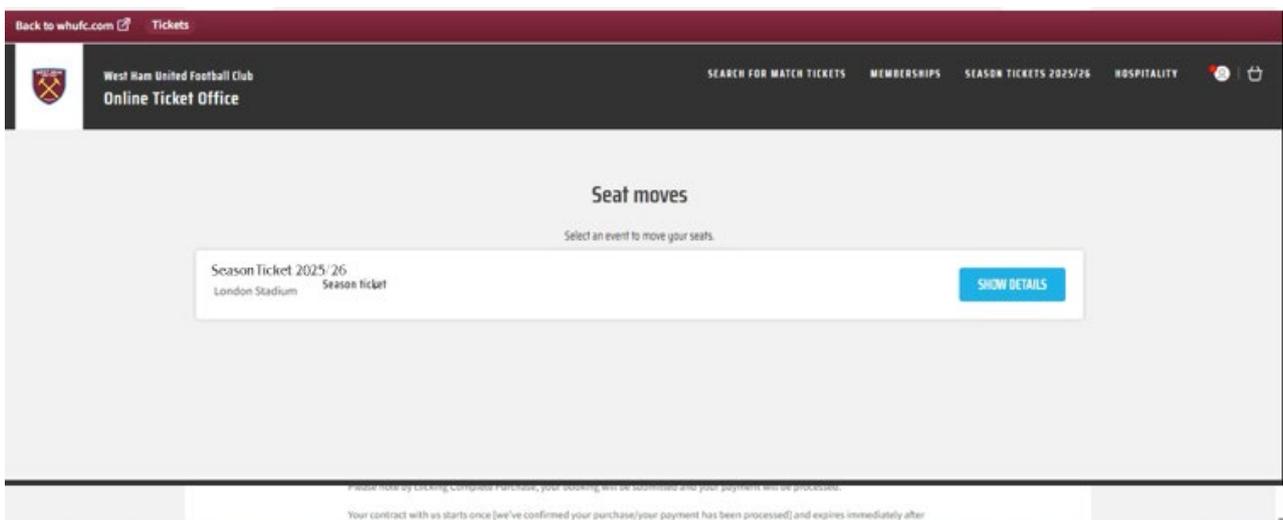
Step 1:

When your relocation window opens you will be able to press on the profile icon in the top right corner of your page. You will then see a notification called Seat Moves.



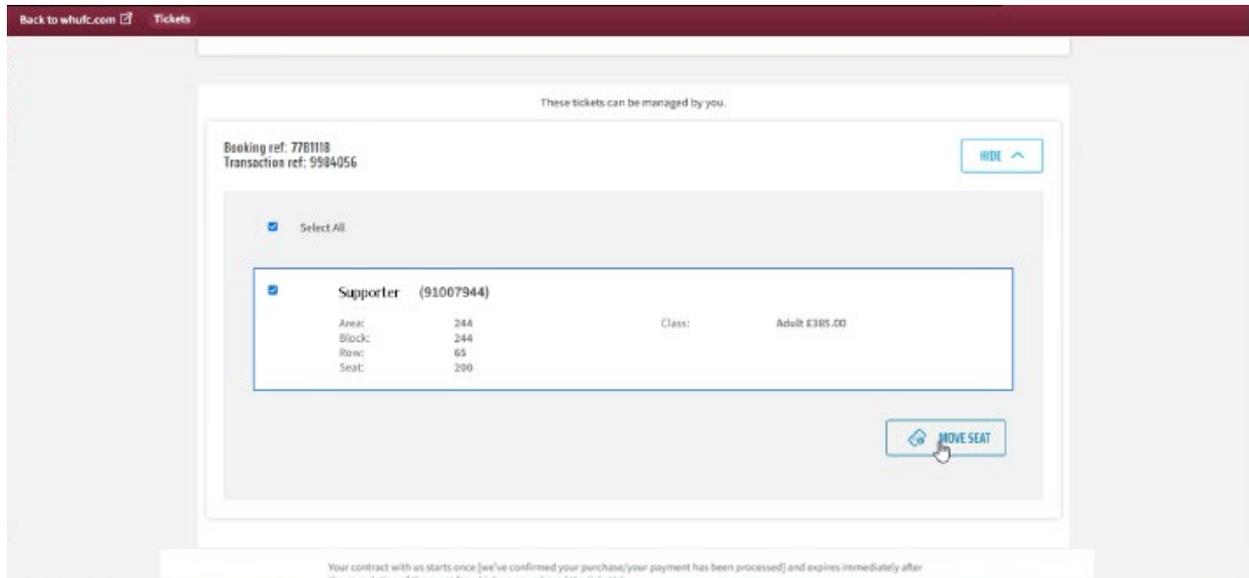
Step 2:

Press the show details button on the Season Ticket 2025/26 option.



Step 3:

The lead Booker of the season ticket seats will see a breakdown of the purchased seats listed. You can opt to select all the seats or move individual seats. Once you have selected the seats you wish to relocate, press the Move Seat button.

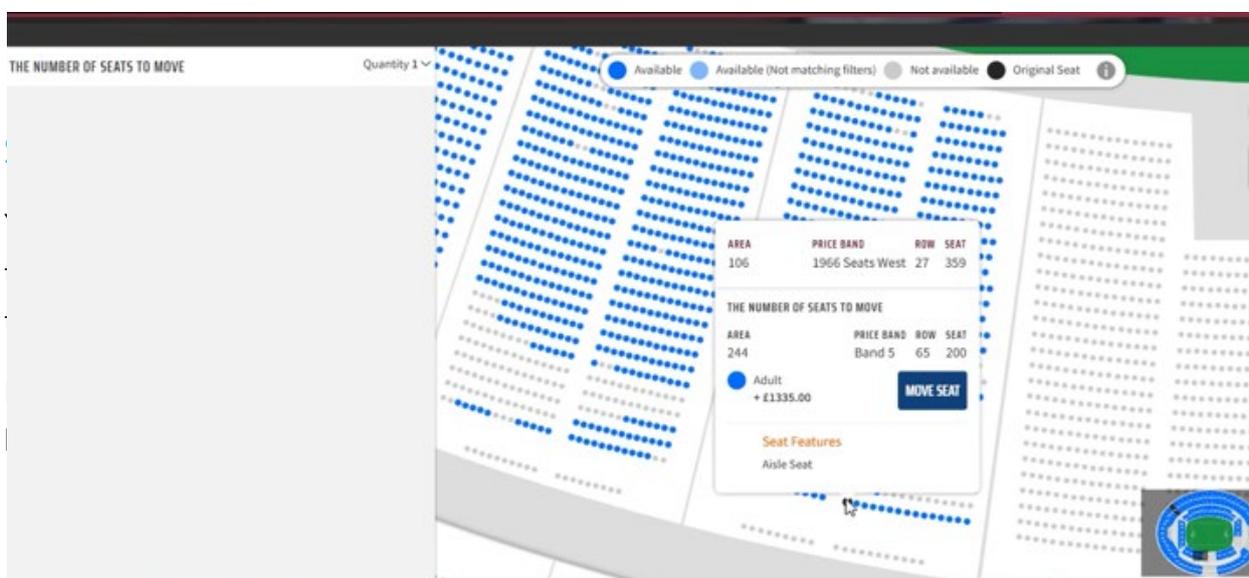


Step 4:

You will then be shown the seating plan, where any seat available will be shown as blue.

Seats can then be selected and you will be shown the additional balance to pay if applicable for each seat.

Once you have selected the new seats, to proceed to the next step, you will need to click on the move seat button.



Step 5:

You will then see a checkout summary within your basket, displaying a breakdown of the new seat(s) selected. This is the last opportunity to confirm your seat, or change to a different seat, by using the change seat button.

If you would like to confirm the seat within the basket, press the proceed to checkout button.

The screenshot shows a checkout summary for 'Season Tickets' with a total value of £1,335.00. The main section displays details for 'Season Test 01/01', including Area: 106, Block: 106, Row: 27, and Seat: 359. It also shows Price Class: Adult and Member: Supporter. Below this, there are buttons for 'Remove' and 'Change Seat', and a price of '+ £1,335.00'. The subtotal is listed as 'Subtotal: £1,335.00'. At the bottom, the total is confirmed as 'Total £1,335.00'. A note states: 'Total does not include delivery and/or admin fees. Please note, when on Home Ticket Scheme Page, admin fees are included.' Below this, there is a disclaimer: 'All tickets purchased **MUST** be for **HOME SUPPORTERS ONLY** and Children under the age of 16, must be accompanied by an Adult. All ticket transactions will be audited to ensure compliance with [HQ Refund](#) applicable.' There is a link for 'More details on Booking Fees'. At the bottom left, there is a link '< Continue shopping'. At the bottom right, there is a blue button labeled 'PROCEED TO CHECKOUT' with a mouse cursor hovering over it.

Season Tickets £1,335.00

Season Test 01/01

Area:	106	Price Class:	Adult
Block:	106	Member:	Supporter
Row:	27		
Seat:	359		

Remove Change Seat + £1,335.00

Subtotal: £1,335.00

Total £1,335.00

Total does not include delivery and/or admin fees. Please note, when on Home Ticket Scheme Page, admin fees are included.

All tickets purchased **MUST** be for **HOME SUPPORTERS ONLY** and Children under the age of 16, must be accompanied by an Adult. All ticket transactions will be audited to ensure compliance with [HQ Refund](#) applicable.

[More details on Booking Fees](#)

< Continue shopping

PROCEED TO CHECKOUT

Step 6:

You will now be able to select your method of payment, this can be any remaining Club Cash or payment in full with a credit or debit card.

Once you have completed payment (if required), you will need to accept the terms and conditions in order to proceed.

The screenshot shows the 'SELECT PAYMENT METHOD' screen in the West Ham United Online Ticket Office. At the top, there is a progress bar with four steps: Basket, Payment (highlighted with a red circle and the number 2), Review, and Confirmation. Below the progress bar, the text reads '1 items - £1,335.00'. The main heading is 'SELECT PAYMENT METHOD' followed by 'How would you like to pay?'. There is a radio button next to the option 'Debit/Credit card'. Below this option, there is a paragraph of text: 'If using Club Cash as a part payment, please note that when processing a debit/credit card payment the full amount of the transaction will be presented. However, the payment card will only be debited the outstanding amount after the Club Cash has been deducted.' Below this is another paragraph: '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'.

The screenshot shows the 'Order summary' and 'Ticket Terms & Conditions' screen in the West Ham United Online Ticket Office. The 'Order summary' section shows a subtotal of £0.00 and a total to pay of £0.00. Below this is the 'Ticket Terms & Conditions, Code of Conduct and Concession Purchase Agreement' section. There is a checkbox that is checked, with the text: 'Please acknowledge that you agree to the Terms & Conditions and our Code of Conduct and that you are a West Ham United Supporter.' Below this is a paragraph of text: 'Football clubs can now face disciplinary action if their supporters are found to have engaged in discriminatory and offensive behaviour at home or away matches, including discriminatory chanting. Any individual found to have committed such behaviour will be banned from future matches and may face criminal prosecution. In agreeing to the Terms and Conditions, you have agreed to conduct yourself in a manner befitting a representative of the Club and will not do anything or procure that anything be done which might bring the name or reputation of the Club into disrepute.' Below this is another paragraph: 'Supporters also agree that when purchasing a 'Concession' seat (i.e. Under 18, Under 21 or Over 66) are doing so on the provision that they will provide proof of age prior to the commencement of the 25/26 Season. Season Ticket/ Match Ticket will be cancelled, (no refund applicable) should you not be able to provide proof of age on request.' Below this is a paragraph: 'All ticket transactions will be audited to ensure compliance with No Refund applicable.' Below this is a paragraph: 'Please note by clicking Complete Purchase, your booking will be submitted and your payment will be processed.' Below this is a paragraph: 'Your contract with us starts once [we've confirmed your purchase/your payment has been processed] and expires immediately after [the contract term] and [the contract term] [we've confirmed your purchase/your payment has been processed] and expires immediately after [the contract term] and [the contract term]'.

Step 7:

Once you have completed your seat move successfully, you will be shown the booking confirmation screen as below and will also receive a confirmation email.

The screenshot shows the 'YOUR CONFIRMATION OF BOOKING' page on the West Ham United Football Club Online Ticket Office. At the top, there is a navigation bar with the club's logo and name, and links for 'SEARCH FOR MATCH TICKETS', 'MEMBERSHIPS', 'SEASON TICKETS 2025/26', and 'HOSPITALITY'. Below the navigation bar, a progress indicator shows four steps: 'Basket', 'Payment', 'Review', and 'Confirmation'. The 'Confirmation' step is highlighted with a red checkmark. The main content area features a green box with a checkmark icon and the text 'Thank you for your purchase!' followed by 'REFERENCE: 9985719' and 'You can always access your order in My Account'. Below this, the 'Your Order Details' section includes information about 'Match-by-Match Tickets' and 'Season Ticket'.

West Ham United Football Club
Online Ticket Office

SEARCH FOR MATCH TICKETS MEMBERSHIPS SEASON TICKETS 2025/26 HOSPITALITY

Basket Payment Review Confirmation

YOUR CONFIRMATION OF BOOKING

✓ Thank you for your purchase!
REFERENCE: 9985719
You can always access your order in [My Account](#)

Your Order Details

Match-by-Match Tickets
All tickets will be delivered by a digital ticket approximately 7 days prior to the fixture purchased to the email address provided. Unless you have specifically requested otherwise. Your registered postal address for card authorisation, is as detailed below.

Season Ticket
If purchasing a [Season Ticket](#) (when applicable during the renewal period) your digital Season Ticket will be sent ahead of the following season normally in July.