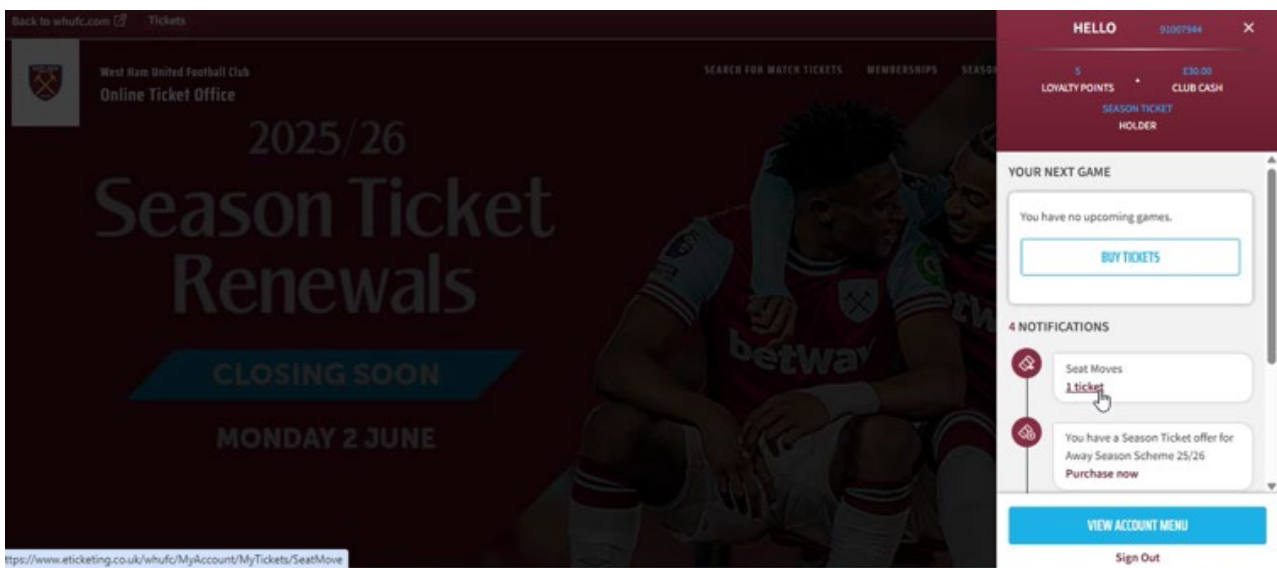




# RELOCATION PROCESS (ONLINE)

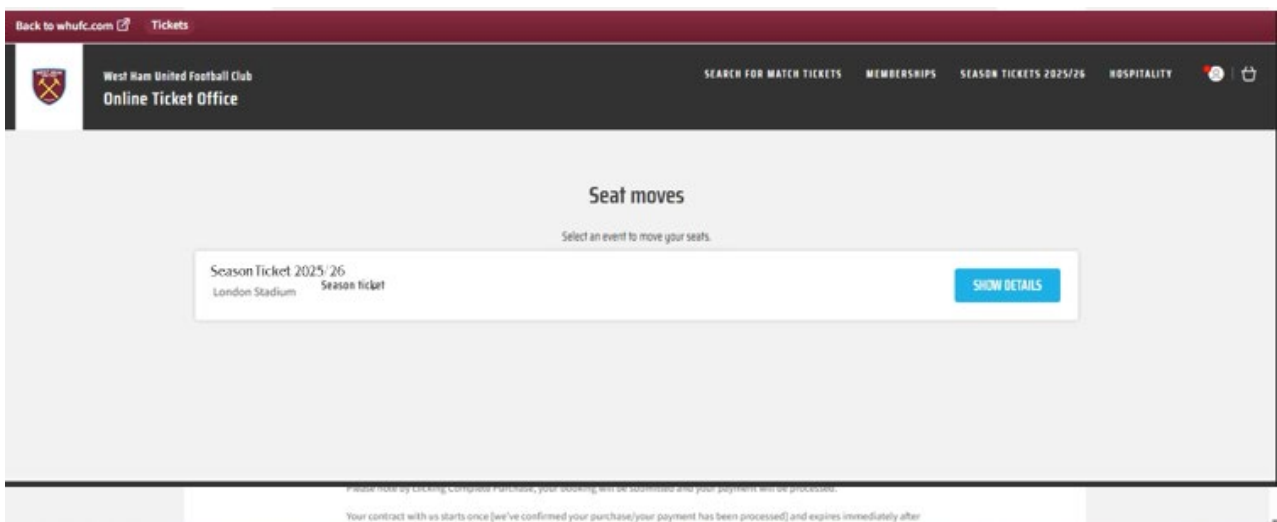
## Step 1:

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.



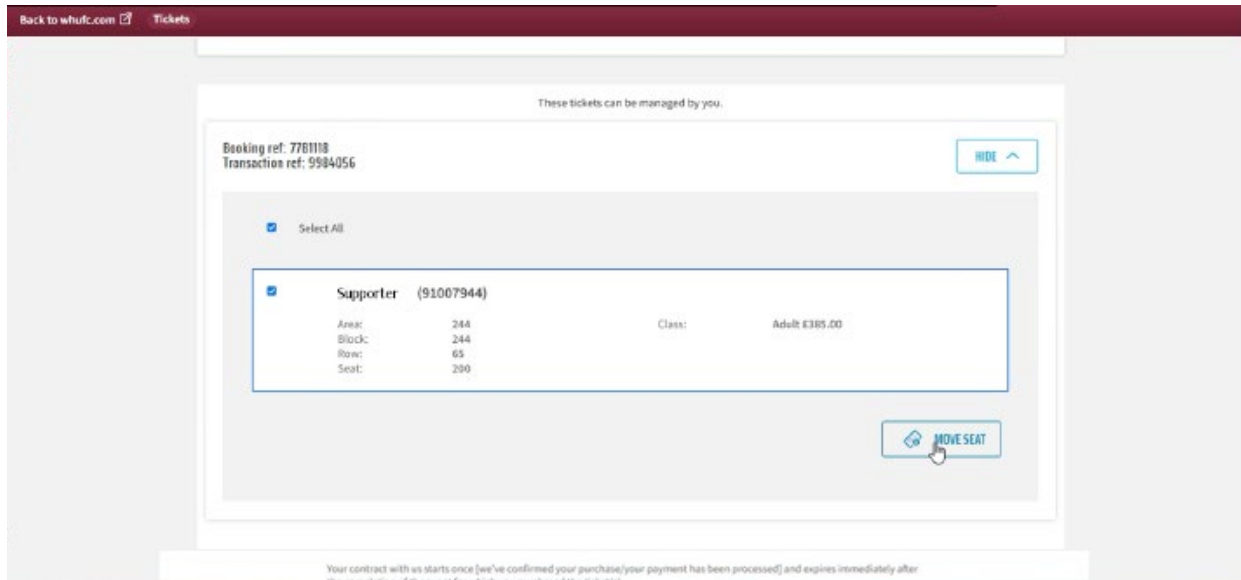
## Step 2:

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.

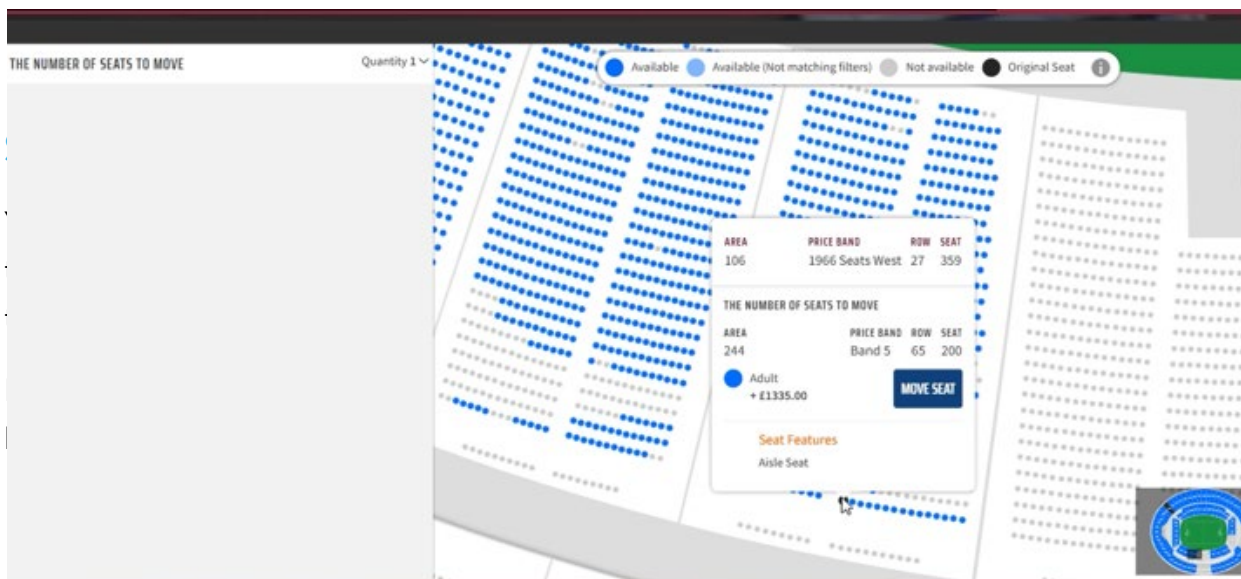


### Step 4:

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.

**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

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**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.

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**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 [H&B](#) [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 on the West Ham United Football Club Online Ticket Office. At the top, there's a navigation bar with the club's name and logo, 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' (the current step, highlighted with a red circle and number 2), 'Review', and 'Confirmation'. The main heading is 'SELECT PAYMENT METHOD'. Below it, a summary shows '1 items - £1,335.00'. The question 'How would you like to pay?' is followed by a radio button selection for 'Debit/Credit card'. A note explains that if using Club Cash as a part payment, the full amount of the transaction will be presented, but the payment card will only be debited for the outstanding amount after Club Cash has been deducted. Another note mentions PSD2 security regulations, advising users to ensure their account information is correct and matches their registered details.

The screenshot shows the 'Order summary' and 'Ticket Terms & Conditions' screen. The 'Order summary' section displays a 'Subtotal' of £0.00 and a 'Total to pay' of £0.00. Below this, the 'Ticket Terms & Conditions, Code of Conduct and Concession Purchase Agreement' are listed. A checkbox is checked, indicating agreement to the terms and conditions. The terms state that football clubs can take disciplinary action against supporters who engage in discriminatory or offensive behavior. It also mentions that supporters agree to provide proof of age for 'Concession' seats (Under 18, Under 21, or Over 66) prior to the start of the 25/26 Season. A note states that Season Ticket/Match Ticket will be cancelled (no refund applicable) if proof of age is not provided. All ticket transactions will be audited for compliance with 'No Refund' applicable. A final note states that the booking will be submitted and payment processed upon clicking 'Complete Purchase', and the contract starts once confirmed and expires immediately after.

## 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, name, and links for 'SEARCH FOR MATCH TICKETS', 'MEMBERSHIPS', 'SEASON TICKETS 2025/26', and 'HOSPITALITY'. Below the navigation bar, a progress bar indicates the steps: Basket, Payment, Review, and Confirmation. The 'Confirmation' step is highlighted with a red circle and a checkmark. The main content area features a green box with a checkmark icon and the text 'Thank you for your purchase!', followed by the reference number 'REFERENCE: 9985719' and a link to 'My Account'. Below this, the 'Your Order Details' section is displayed, containing information about 'Match-by-Match Tickets' and 'Season Ticket'.

sk to whufc.com Tickets

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.