

RiverFest 2017

HOW TO BOOK TICKETS

INTRODUCTION

The Angling Trust has introduced a new online booking system for RiverFest and other Angling Trust events. The old system of applying for tickets and a random draw has been scrapped and has been replaced with this new system and process. This document will explain how you can book tickets and how tickets will be allocated. The tickets for RiverFest will go on sale from 10.30am on Tuesday 28th March 2017.

A short step-by-step video will also be available at www.anglingtrust.net/riverfest2017 from Monday 6th March.

Tickets will only be sold via the new online system. The web address for booking tickets is www.anglingtrustevents.net

The booking system is available on desktop and mobile devices so you can book on the move.

KEY INFORMATION

- Members only – you must be signed into the system to book.
- Tickets are only sold via the online booking system.
- Tickets are sold in 2 rounds; first come first served.
 - Round 1 – Max 1 tickets per angler.
 - Round 2 – No limit on number of tickets that can be purchased.
- Pay for & receive e-tickets at the time of booking.
- No reserve lists.
- Subscribe for news on additional tickets.
 - Refunded/cancelled tickets will be added back to the online system for sale.
- You can still turn up on the day for no shows but these are not guaranteed.

KEY DATES

- Round 1: Opens 10.30am on Tuesday 28th March and closes 23.59pm on Thursday 6th April
- Round 2: Opens 10.30am on Thursday 13th April and will remain open until the last qualifying match.

Logging In to System

Existing members - On Monday 23rd January all Angling Trust members received an email providing them with a user name and unique password. Members should visit the booking system and log into change their password to something memorable. At the top right hand side of the screen there is a log in button, click and enter user name and password supplied in your email. RiverFest is a members only event so you will only be able to book tickets once you are signed in.

New Members – from Monday 23rd January new Angling Trust members will receive an email providing you with your username and unique password for the online booking system upon your membership application being processed. There may be a delay up to 3 hours before you receive this email. Please note they will be different from the log in details you use to access the members area of the Angling Trust website. Once you have received your user name and password follow the steps outlined above.

No Email or Forgot Password - If you cannot find the email or have forgotten your password you can reset your password by **clicking Forgot Password**. Complete the fields, hit submit and you will be issued with an email containing a link to reset your password.

Booking Tickets

Tickets will be sold in two rounds and sold on a first come first served basis. Round 1 will open at 10.30am on Tuesday 28th March and close at 23.59 on Thursday 6th April. During this period anglers will be able to book a **maximum of 1 ticket per person**, there are no restrictions on which qualifiers you may book.

Round 2 will open at 10.30am on Thursday 13th April. All tickets remaining following Round 1 will now be made available on a first come first served basis. Tickets will remain on sale usually until 15.30 two days before the event. Any tickets unsold after the closing date will be available on the day of the event for those turning up on spec and advertised on the events page of the booking site.

To find the qualifiers you wish to book click **Coarse** or use the search function **RiverFest**, and the events will be displayed on the screen. Find the event you wish to book, click on the event name or **view event** and you will be taken to the event info page then click **BUY**. You will have 30 minutes to enter details into the relevant fields to complete the transaction, note: you will need your **EA rod licence number** handy. Click **submit** to move to the payment screen, select your chosen method of payment, add your details and click **Proceed**. On the next screen click **Pay Now**, If payment is successful you will see an **Order Confirmation** message and receive an email instantly with receipt of payment and an e-ticket for your chosen qualifier. You can print your ticket from the Order Confirmation page if you wish.

To book additional tickets repeat the process outlined above

Your Tickets

You will receive an email with your e-ticket. You **MUST** print this out and bring it with you to the event.

- You are required to print a copy of your e-ticket and bring it to the event with you.
- You must be in possession of a hard copy when you arrive at your chosen qualifier.
- Tickets are non transferrable and must not be given or sold to a third party. Refunds will be issued in accordance with our refund policy (see below).
- Please ensure you check the ticket for information regarding dates, times and locations of the qualifier.
- It is your responsibility to know the rules for the fishery or club
- If an angler requires assistance getting to and from their peg, please notify a member of the organising team upon arrival at the venue.

Cancellations/Refunds

Anglers are entitled to cancel their ticket and receive a refund as has been the case in previous years. The rules on cancellations remain the same, anglers must notify the Competitions Department in writing a minimum of 7 days before the event date to receive a full refund, any requests received inside of the 7 day period will not be accepted. It is recommended you notify the Competitions Department via email at Sandra.johnson@anglingtrust.net

Competitors who qualify for the final will automatically have their remaining tickets cancelled and receive a full refund. Tickets will then be added to the booking site for resale.

Reserve List & Subscribe to Ticket News

There will be **no reserve list** for RiverFest 2017 and beyond. The reserve list was used in previous year to reallocate tickets that had been cancelled or no shows on the day. We will still have cancellations but we have now introduced a 'subscribe to ticket' news service. On the RiverFest web page of the Angling Trust site there will be a **Subscribe to News** button, when tickets are cancelled and added back to the booking system we will send an email to members who have subscribed notifying them there are tickets available for sale, these tickets will be sold on a first come first served basis. This service will be available no later 6th March 2017.

No Shows/Turn Up on the Day

For one reason or another, a number of anglers do not turn up to the event on the day. Historically anglers have turned up on spec in the hope of picking up a ticket from a no show. While this is a source of frustration to both the Angling Trust and the anglers in the competition, it provides others with an opportunity to fish the qualifier and fill otherwise empty pegs. **Members will still be able to turn up on the day** in the hope of securing a ticket to fish the match. Those members **must make register with the match organiser before the draw takes place and have their Angling Trust membership card**. Payment of £25 is required on the day and an acknowledgement of payment made on the ticket by the organiser. The organiser will forward your payment to the Competitions Department the next working day.