

RiverFest 2018

HOW TO BOOK TICKETS

INTRODUCTION

The Angling Trust introduced a new online booking system in 2017 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 Monday 26th March 2018.

A short step-by-step video is available to view at <https://www.youtube.com/watch?v=puqF5Waz2Ng>

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 Monday 26th March and closes 23.59pm on Thursday 5th April
- Round 2: Opens 10.30am on Thursday 12th April and will remain open until the last qualifying match.

Logging In to System

Please note: All members were sent their unique login details in 2017 via email. If you have not received these, you can easily reset your password by visiting www.anglingtrustevents.net and typing your membership number in the login box and clicking "Forgot Password". You will be emailed a link which will allow you to set your password to one of your choosing. Please make sure that you check your Spam email folder in case the email is diverted there.

In order to book tickets on the online system you must have an email address attached to your membership account. If you do not have one attached you can easily add one by telephoning the Membership Office on 0343 5077 006 (Option 1). If you do not have access to your own email address, someone can provide one on your behalf, which will enable them to receive your ticket and print it for you.

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 Monday 26th March and close at 23.59 on Thursday 5th 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 12th April. All tickets remaining following Round 1 will now be made available on a first come first served basis. Tickets will remain on sale until 15.30 on the Wednesday 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.

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 Kirsty.Marshall@AnglingTrust.net or 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 2018 and beyond. The reserve list was used in previous year to reallocate tickets that had been cancelled or no shows on the day.

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.