

## ***WHY HAVE THE CHANGES BEEN MADE?***

The changes, which will not only ensure greater shorter term covid-19 secure compliance, will also future proof the stadium and operations for generations to come whilst reducing the environment impact of the club by reducing unnecessary journeys to the stadium and reducing the amount of plastic / paper used.

## ***WHAT IF I DON'T HAVE A SMART PHONE?***

Either print your membership / home match ticket off at home or link your membership to your friend or family members account and they can scan you in on gameday. You will need to enter the turnstile at the same time.

## ***WHAT IF I DON'T HAVE A PRINTER?***

Alongside the option to add your membership / home match ticket to your smartphone wallet, you will also be emailed a QR code as a .pdf attachment – this will work on the turnstiles without the need to print it. Your membership QR code will only be emailed once so please save or bookmark this email so you can easily find it on gameday.

## ***WHY CAN'T I SEE MY MEMBERSHIP YET?***

Memberships will be linked to the account your membership is registered under. For the initial games where capacity and covid restrictions will apply and supporters may not be in their usual stand / seat, separate match by match tickets will be issued. Therefore, digital memberships are not expected to be needed until June, it will however appear in your account, so it is ready to download.

## ***WHAT ABOUT ISSUING THE MEMBERSHIP GIFTS, LIKE THE PIN BADGE?***

To avoid unnecessary contact and congestion in store we will look to issue these at the turnstiles in a covid-19 secure way / once restrictions have lifted.

## ***WHY CAN'T I BUY MATCH TICKETS IN-STORE?***

With reduced store opening hours, releasing tickets online reduces congestion in store and gives everyone an equal opportunity to secure tickets in a first come, first served basis.

## ***WHY WILL AWAY TICKETS ONLY BE ONLINE?***

With reduced store opening hours, releasing tickets online reduces congestion in store and gives everyone an equal opportunity to secure tickets in a first come, first served basis.

## ***WILL ONLINE BOOKING FEES APPLY TO TICKETS?***

No additional booking fees will apply online for match tickets. Home match tickets will be available instantly in your smartphone wallet / emailed directly to you. If you'd prefer to print at home you can simply print the .pdf attachment which will be emailed to you.

## ***CAN I SHARE MY MEMBERSHIP WITH FRIENDS FAMILY?***

The sharing of digital memberships is possible – however, please note once you have shared your QR code it is not retractable so you must know and trust the person you have passed it to. On the gameday QR codes will only allow entry once and will not allow multiple entry. So if you have shared your QR code and they use it to enter the stadium before you, your entry will be denied. Supporters are reminded that in line with the ticket and membership terms and conditions you cannot resell your membership entitlement for individual games. We will block any QR codes we see operating in this practice. Supporters are also reminded that the person entering the stadium must be in the correct membership category. i.e. Adults cannot use junior / concession tickets or memberships to attempt entry.

Additionally, whilst covid-19 measures continue, supporters are advised to check the latest guidance on the mixing of household so please do not share your membership with someone if that contradicts any temporary entry policies which may be enforced in the short term.



## ***I DON'T GET CLUB EMAILS***

Please search your inbox for emails from [membership@hullkr.co.uk](mailto:membership@hullkr.co.uk) – if you add this email address to your address box it will prevent any emails from going into your spam / junk folders. If you still cannot see your email, ALL ticket and membership orders will appear in your online [hullkr.co.uk/ticket](http://hullkr.co.uk/ticket) account under 'mobile tickets'

Please ensure you login to the account which your membership / ticket purchase is linked to. If you have unsubscribed from any club communications, this will automatically opt you out of ALL emails – please opt back in at [hullkr.co.uk/optin](http://hullkr.co.uk/optin).

## ***WHAT IF I CHANGE MY PHONE / THE BATTERY DIES?***

Your wallet will be transferable to your new device. Supporters are urged to check their phone has enough battery to scan into the stadium when they arrive. If you anticipate your phone won't have charge, please print your ticket / membership out in advance. Our turnstile supervisors will carry portable chargers, however these are not guaranteed to be available, and it will not be possible to use these within the current covid-19 restrictions (cross contamination).

## ***DO I NEED TO BE CONNECTED TO WI-FI / MOBILE INTERNET AT THE TURNSTILE?***

No, once you have downloaded your QR code to your wallet you do not need to be online for it to work. Likewise, if you have screenshot the QR code saved to your camera roll, or have the email available on your device in offline mode, that will also work.

To access the code in your online account (through a browser) you would need internet access

## ***HOW DO I ADD APPLE / ANDROID WALLET?***

To download your membership to your device wallet you will need to log in to into your personal ticketing account. You can do this at [hullkr.co.uk/tickets](http://hullkr.co.uk/tickets). If you login and your membership is not there it is likely your email is not linked to your membership, we can assist with this via [membership@hullkr.co.uk](mailto:membership@hullkr.co.uk).

Once logged in click 'My Account' > 'My Orders' and then > 'Order Details'. You can then add it to your Apple / Android wallet.

If you have an Android device you will need to download the 'Wallet Pass' App from Playstore in advance. If you have an Apple device this will automatically download to your Apple wallet.

If you have friends and family linked to your account you will also be able to download their memberships to your wallet.