

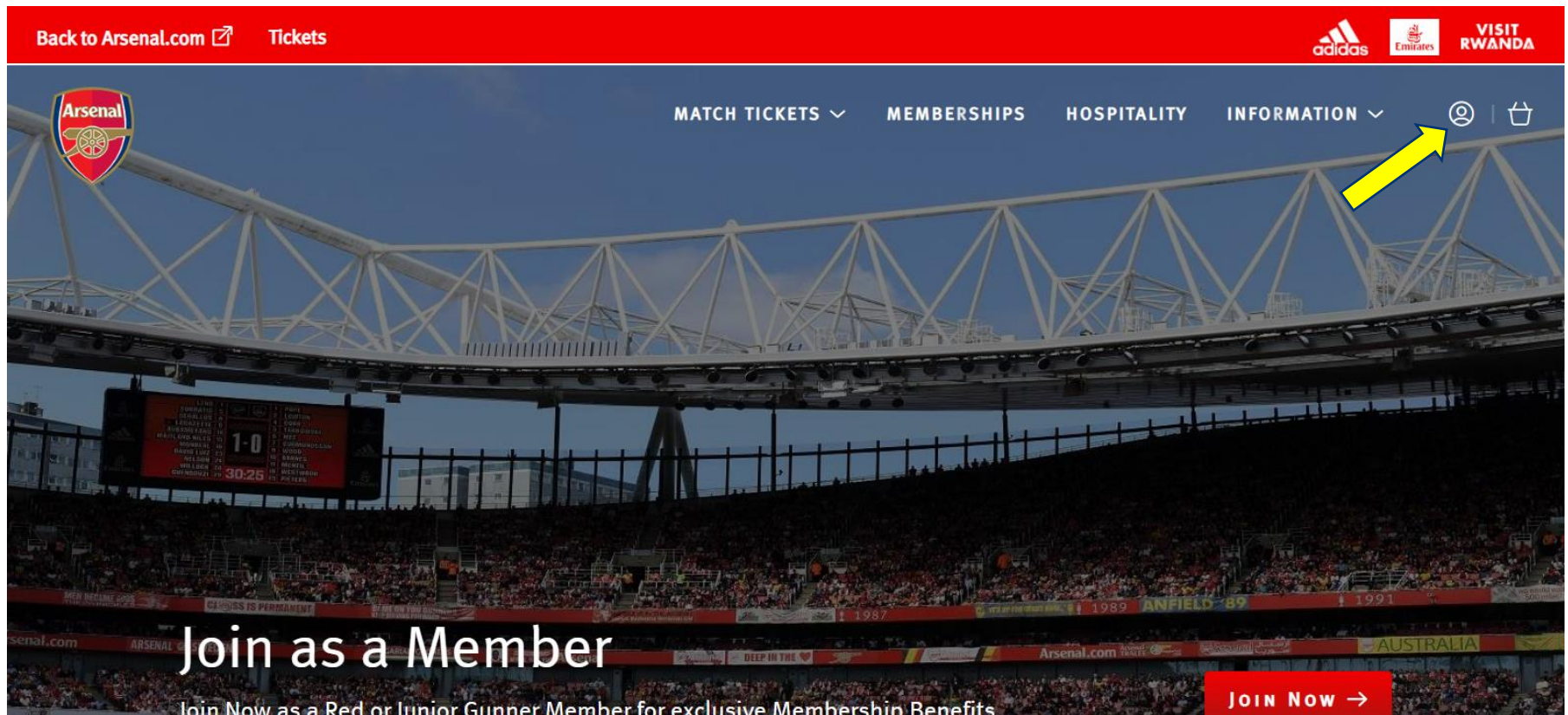


GENERAL ADMISSION RENEWALS PAY VIA FINANCE


HOW TO GUIDE

PAY VIA FINANCE – SEASON TICKET

Step 1: To access your Online Box Office account, visit www.eticketing.co.uk/arsenal and **Log In** to your account using the head and shoulders button in the top right-hand side of the screen. 





The screenshot shows the top navigation bar of the Arsenal website. The background is a photograph of the stadium stands filled with fans. The navigation bar includes the Arsenal crest on the left, followed by menu items: MATCH TICKETS, MEMBERSHIPS, HOSPITALITY, and INFORMATION. On the far right, there are icons for a user profile (head and shoulders) and a shopping cart. A yellow arrow points to the user profile icon. The top of the page features a red header with 'Back to Arsenal.com', 'Tickets', and logos for Adidas, Emirates, and VISIT RWANDA. At the bottom, there is a 'Join as a Member' banner with a 'JOIN NOW' button.

Back to Arsenal.com  Tickets

adidas Emirates VISIT RWANDA

Arsenal

MATCH TICKETS ▾ MEMBERSHIPS HOSPITALITY INFORMATION ▾  

1-0
30:25

Join as a Member

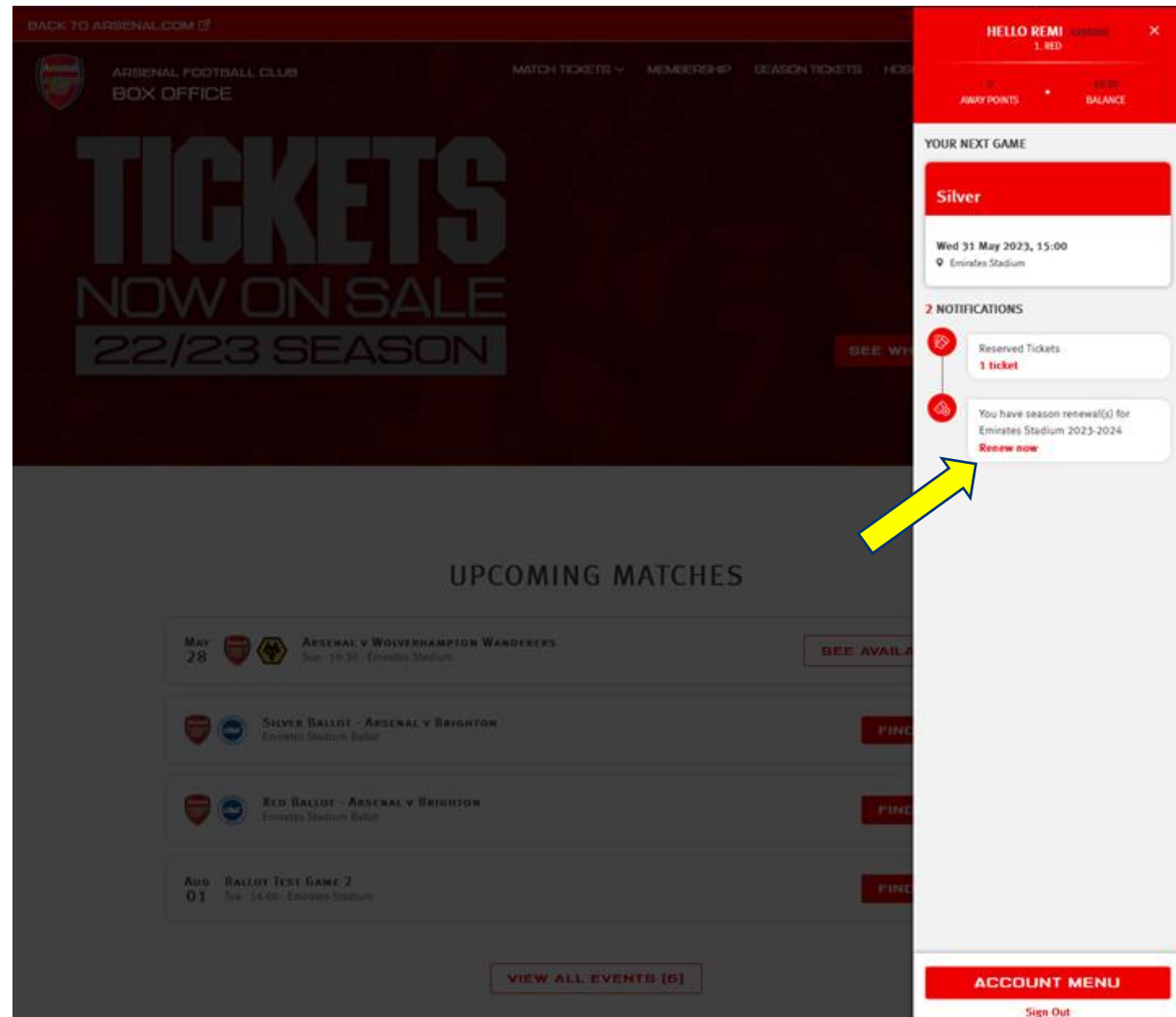
Join Now as a Red or Junior Gunner Member for exclusive Membership Benefits

JOIN NOW →

PAY VIA FINANCE – SEASON TICKET

Step 2: You should then be able to see a section outlining that “You have season renewal(s) for Emirates Stadium 2023-24” and a ‘Renew Now’ button.

Please click this **‘Renew Now’** button.



The screenshot displays the Arsenal website interface. At the top, there is a navigation bar with 'BACK TO ARSENAL.COM 07', 'ARSENAL FOOTBALL CLUB BOX OFFICE', and links for 'MATCH TICKETS', 'MEMBERSHIP', 'SEASON TICKETS', and 'HOS'. The main content area features a large 'TICKETS NOW ON SALE 22/23 SEASON' banner. Below this, the 'UPCOMING MATCHES' section lists several games, including 'Arsenal v Wolverhampton Wanderers' on May 28, 'Silver Ballot - Arsenal v Brighton', 'Red Ballot - Arsenal v Brighton', and 'Ballot Test Game 2' on Aug 01. On the right side, a user account menu is visible, showing 'HELLO REMI', '1 RED', 'AWAY POINTS', and 'CARD BALANCE'. Under 'YOUR NEXT GAME', it lists 'Silver' for 'Wed 31 May 2023, 15:00' at 'Emirates Stadium'. The '2 NOTIFICATIONS' section includes 'Reserved Tickets: 1 ticket' and a notification stating 'You have season renewal(s) for Emirates Stadium 2023-2024' with a red 'Renew now' button. A yellow arrow points to this 'Renew now' button. At the bottom of the account menu, there is an 'ACCOUNT MENU' section with a 'Sign Out' link.

PAY VIA FINANCE – SEASON TICKET

Step 3: You will then see all the season ticket(s) that you can renew.

Here you will also be able to view the Block, Row, Seat and Pricing details.

Once you are happy with this information, please click **‘Add to Basket’**.

The screenshot displays the Arsenal Football Club Box Office website. The top navigation bar includes 'BACK TO ARSENAL.COM', the Arsenal crest, 'ARSENAL FOOTBALL CLUB BOX OFFICE', and links for 'MATCH TICKETS', 'MEMBERSHIP', 'SEASON TICKETS', 'HOSPITALITY', and 'INFORMATION'. The main content area is titled 'SEASON TICKETS LIST' and features a card for 'EMIRATES STADIUM 2023-2024'. The card includes a 'MORE INFO' button and a notice: 'If You Pay For Your Season Ticket For The 2023/24 Season By Debit Or Credit Card, Your Season Ticket Will Automatically Renew For The 2024/25 Season Unless You Cancel Before The 2024/25 Deadline, Which Will Be Communicated In Advance.' Below this, a table shows ticket details for 'Mr Remi (4998888)'. The table lists 'Block: 1', 'Block: 1 Lower Tier', 'Row: 12', and 'Seat: 17'. The 'Price Class' is 'Adult £1,063.50'. A note indicates 'Stadium Viewer - select your block, row and seat'. An 'ADD TO BASKET' button is located at the bottom right of the card. A footer note states: '* Ticket Subtotal exclusive of delivery, payment and/or admin fees. More details.'

Block	Row	Seat	Price Class
1	12	17	Adult £1,063.50

PAY VIA FINANCE – SEASON TICKET

Step 4: Once added to your basket, you will be able to review the seat details and pricing. Please scroll down this page and click **‘Proceed to Checkout’**.

YOUR BASKET
🛒 1 ITEM

Season 2022-23 Membership Renewal £4,150.00

Test V12 Season

Block:	42	Price Class:	Adult £4,150.00
Block:	42 Club Level		
Row:	2	Member:	Platinum ST Test 1 (3855904)
Seat:	29		

👁️ Stadium Viewer - select your block, row and seat

🗑️ Remove £4,150.00

Subtotal: £4,150.00

PAY VIA FINANCE – SEASON TICKET

Step 5: You should then select the V12 Finance option and read the terms. Once you are happy with these click **‘Next’**.



We have partnered with V12 Retail Finance to provide a simple finance option to help spread the cost of your season ticket.

To pay using finance you will need to be:

- 18 years or older.
- A UK resident for 3 years of more/Permanent UK resident.
- Be able to make regular repayments by Direct Debit.
- In regular employment (minimum of 16 hours per week) including self-employment, or in a permanent residence with your spouse/partner who is regular employment*
- Have a debit card or Credit Card in your name and registered to your address and have a bank or building society current account.

*If you are retired and receive a pension, V12 may ask for proof of sufficient income.

Finance is subject to status. Terms and conditions apply.

You will need to complete a full finance application, including a credit check, with V12 Retail Finance, after you have provided your details for your season ticket.

Finance is provided by Secure Trust Bank Plc trading as V12 Season Ticket Finance. Finance is arranged by V12 Retail Finance Limited who are a credit broker and a wholly-owned subsidiary of Secure Trust Bank PLC. If a finance application is successful then V12 Retail Finance limited will receive a commission.

The Arsenal Football Club Limited acts solely as a credit broker (and not as a lender) and will refer your application to V12 Retail Finance Limited on a non-exclusive basis. The Arsenal Football Club Limited receives no commission for acting as a credit broker to V12 Retail Limited.

The Arsenal Football Club Limited, 75 Drayton Park, London, N5 1BU, Company registration number 00109244 is authorised and regulated by the Financial Conduct Authority. Our FCA registration number is 742048.

NEXT

PAY VIA FINANCE – SEASON TICKET

Step 6: You will then see a page asking you ‘**How would you like to pay?**’. Please select whether you would like to pay in 6- or 10-month instalments and click ‘**Next**’.

[BACK TO ARSENAL.COM](#) 



HOW WOULD YOU LIKE TO PAY?

Debit/Credit card

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

V12 Finance Instalment Plan

1. SELECT A PLAN

How many months would you like to take in which to repay the full amount?

10 Month Instalment Plan

6 Month Instalment Plan

[Cancel Instalment Plan](#)

NEXT



PAY VIA FINANCE – SEASON TICKET

Step 7: You should then fill out all of the fields for your application.

Once you have done so, you can then click **‘Next’** to proceed to the next page.

⊙ V12 Finance Instalment Plan

2.

ACCOUNT DETAILS

*PLEASE NOTE, ALL MANDATORY FIELDS MUST BE COMPLETED

Title*

First Name*

Surname*

Date of Birth*

Gender*

CONTACT INFORMATION

Email Address*

Home Telephone* (must be numeric characters only)*

Mobile Telephone* (must be numeric characters only)*

< Previous

NEXT

Cancel Instalment Plan

PAY VIA FINANCE – SEASON TICKET

Step 8: You will then be on the confirmation page, where you will need to agree to the T&Cs before clicking the **‘Proceed’** button

HOW WOULD YOU LIKE TO PAY?

Debit/Credit card

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

V12 Finance Instalment Plan

4. CONFIRMATION

I agree to the Terms and Conditions of the club

I allow information to be passed on to trusted third parties

[< Previous](#)

[PROCEED](#)

[Cancel Instalment Plan](#)

ORDER SUMMARY

Total:


£4,150.00

[REVIEW ORDER](#)

PAY VIA FINANCE – SEASON TICKET

Step 9: You should then see a page confirming that V12 Finance have your application details. You should then click the **‘Review Order’** button.

● V12 Finance Instalment Plan



i **WE'VE GOT YOUR APPLICATION DETAILS.**
Please proceed so we can submit your application.
Once submitted we will provide a link on our confirmation page and in your confirmation E-mail where you will need to submit any extra data that is required by our finance provider in order for your finance application to be processed.

ORDER SUMMARY

Account credit (TX funds & 22/23 Cup Tie Credit):

- £5.00

Total:

£1,058.50

REVIEW ORDER

PAY VIA FINANCE – SEASON TICKET

Step 10: You will then need to tick another set of T&Cs and click on the **‘Complete Purchase’** button.

SEASON 2023-24 MEMBERSHIP RENEWAL

TEST V12 SEASON £4,150.00

Block: 42 Entrance: Club Entrance West Block: 42 Club Level Row: 4 Seat: 30

Mr Joshua Sykes
Adult

£4,150.00

ORDER SUMMARY

Subtotal **£4,150.00**

Total To Pay: **£4,150.00**

PAYMENTS

Method: Finance Application

Please complete the purchase so we can submit your application. Your purchase will not be completed if you don't progress.

TERMS & CONDITIONS

Please tick to confirm that you have read, understood and agree to the **Terms & Conditions** of The Arsenal Football Club Limited that are applicable to your purchase.

[« right click to add text »](#)[« right click to add text »](#)

By renewing your Membership for the 2022/23 season, you are opting into future seasonal renewals unless you opt out before the subsequent renewal period which will be communicated in advance.

Please note: By clicking Complete Transaction, your booking will be submitted and your payment will be processed.

Your contract with us starts once [we've confirmed your purchase/your payment has been processed] and expires immediately after the completion of the event for which you purchased the ticket(s).

By clicking "Complete Purchase" you agree to our Terms and Conditions and to the Event Partner(s) contacting you by email or other means about information that may interest you.

WARNING: Your card maybe eligible or enrolled in Verified by Visa or MasterCard SecureCode payer authentication programs. After clicking the " Complete Transaction" button, your Card Issuer may prompt you for your payer authentication password to complete your transaction.

[< Return to Payment](#)

COMPLETE PURCHASE

PAY VIA FINANCE – SEASON TICKET

Step 11: Your purchase will be confirmed from an AFC perspective, but you will now need to complete the finance application on the V12 site by clicking the **‘Complete Finance Application’** button.



CONFIRMATION

✓ THANK YOU FOR YOUR PURCHASE!

REFERENCE: 18247541

You can always access your order in [My Account](#)

PLEASE SELECT THE BUTTON BELOW WHERE YOU WILL BE TRANSFERRED TO THE V12 RETAIL FINANCES APPLICATION SITE WHERE YOU WILL NEED TO COMPLETE A FULL FINANCE APPLICATION WITH V12 RETAIL FINANCE, INCLUDING A FULL CREDIT CHECK.

YOUR CONTRACT STARTS WHEN YOUR FINANCE APPLICATION IS APPROVED AND SIGNED WITH V12 RETAIL FINANCE

[COMPLETE FINANCE APPLICATION](#)

YOUR ORDER DETAILS


75 Drayton Park
LONDON
N5 1BU
United Arab Emirates

SUMMARY

1 ITEMS

PAY VIA FINANCE – SEASON TICKET

Step 12: Here, you will need to **follow the V12 Finance journey** and fill in all of the required fields



Need help?
029 2046 8900

Reference: 13517147

This is a test application and will not be credit checked.

Welcome Provide details Decision Information and Signature

Hello there!
Welcome to V12

Our application shouldn't take you long. To complete it you'll need to give us some information about you, so it would be worth having it ready:

- Your address history for the last 3 years.
- Your employment and income information.
- Your bank account number and sort code.
- Your email address so we* can send you information about your application by email.

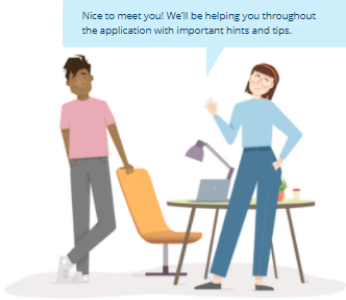
If you don't have any of this information to hand, don't worry, you can click the button below and we'll send you a link so that you can complete your application later.

[Send me the link](#)

V12 Retail Finance Limited act as a credit broker and will introduce you to Secure Trust Bank PLC, our parent company. If your application is successful, V12 Retail Finance Limited will receive a commission.

*We are Secure Trust Bank PLC trading as V12 Retail Finance.

Nice to meet you! We'll be helping you throughout the application with important hints and tips.



Next

V12 Retail Finance Limited, 20 Neptune Court, Vanguard Way, Cardiff, CF24 5PJ. Authorised and regulated by the Financial Conduct Authority. Registration number: 679653
V12 Retail Finance is a trading name of Secure Trust Bank PLC. Registered in England and Wales: 541132
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registration number: 204550.
Registered Office: One Arleston Way, Solihull, West Midlands, B90 4LH

Privacy policy | © V12 Retail Finance Limited 2021 | 1.0.12.1126 | RS-V12-WBB-03-16

PAY VIA FINANCE – SEASON TICKET

Step 13: Once you have completed all of the necessary steps on the V12 Finance site, you will receive an email for an **e-signature**.

Dear Test,

This email is regarding your purchase from The Arsenal Football Club Plc - our application reference is **16655526**.

Secure Trust Bank PLC

We (Secure Trust Bank PLC) are pleased to tell you that your finance application for your recent purchase has been approved by us.

By clicking the link below you can finalise the finance process by signing your documents online (if you have not already done so).

Once you have done this your order will be authorised for processing.

[Complete your application](#)

If you need any help then please call us on 029 2046 8900.

PAY VIA FINANCE – SEASON TICKET

Step 14: After completing the credit agreement and e-signature stage, your finance application will either be **accepted or rejected**.



Credit agreement

✔ Congratulations, you're all set! Your credit agreement is signed and complete.

The online application process is now complete and the credit agreement has been signed.

As the credit agreement has been signed by both you and V12, it is now an executed credit agreement.

We will send you an email with a link which you can use to access a copy of the executed credit agreement.

You can download a copy of your credit agreement now by clicking on this link:- [Download signed credit agreement](#)



PAY VIA FINANCE – SEASON TICKET

Step 15: If you are accepted, you will have renewed your 2023/24 seat(s).

However, if you are rejected, your seat(s) will not have been renewed.

In this instance, you have different options:

- You can choose to submit another finance application (but there is a likelihood this could fail again)
- You can choose to pay via card instead

Note: if you do not have a successful finance application or pay via other methods, your seat(s) will not be renewed.