

Print@HomeTickets



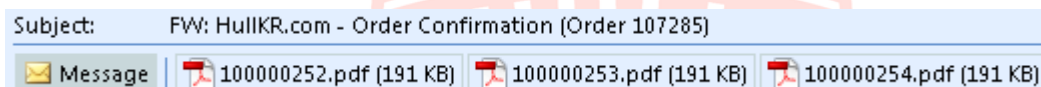
Frequently Asked Questions

What are Print@Home tickets?

- Print @ Home tickets are the fastest way to receive your tickets. They are paper tickets that you print yourself. Each ticket has a unique barcode that is scanned at the entrance to the match or event.
- **You must print out each ticket.** This is particularly important if you have ordered multiple tickets as the unique barcodes will be on each A4 sheet of paper.
- Forget standing in line to collect your tickets at the ticket office, just present your Print @Home tickets and gain quicker access to the match or event.

How does Print @ Home work?

- Print@Home tickets are sent to you via email as an attached PDF file.



- Save these attachments onto your computer and print them out at your convenience
- You **must** print out all ticket(s) and bring them to the event. There is one-page per ticket. You do **not** have to bring the confirmation receipt.



- You will need a free program (**Adobe Reader**) to open the pdf attachment
- Make sure your email program's settings allow you to download an attachment.
- If you are using **OUTLOOK** or **OUTLOOK EXPRESS**, make sure that the **OPTION** to prevent attachments from being downloaded is **UNCHECKED**.
- You can find this option in your email program under **TOOLS > OPTIONS > SECURITY** tab
- Remember to check your **JUNK** folder – some email accounts such as gmail.com, yahoo.com, hotmail.com, msn.com and aol.com immediately put emails from an unknown sender into a **JUNK** folder. Your confirmation email will be coming from shop@hullkr.co.uk

I get an error message when I try to open my 'Print@Home' tickets. What should I do?

1. Login to your account on the www.hullkrsuperstore.co.uk website (see below).

Hull KR Website | Register | Login | Contact Us



2. If you have valid tickets they will be displayed on your account screen.

| Your Tickets | | You can reprint your tickets by selecting the ticket below | | | |
|--------------------------------------|----------------|--|-----|------|---|
| Event | Area | Block | Row | Seat | |
| Hull KR Vs Blues, 15/01/2010 @ 00:00 | Roger Millward | D | A | 71 |  |
| Hull KR Vs Blues, 15/01/2010 @ 00:00 | Roger Millward | D | A | 72 |  |

3. To reprint them click the ticket icon next to each ticket.

I deleted my 'Print @ Home tickets, what should I do?

1. Login to your account on the www.hullkrsuperstore.co.uk website (see below).

Hull KR Website | Register | Login | Contact Us



2. If you have valid tickets they will be displayed on your account screen.

| Your Tickets | | You can reprint your tickets by selecting the ticket below | | | |
|--------------------------------------|----------------|--|-----|------|---|
| Event | Area | Block | Row | Seat | |
| Hull KR Vs Blues, 15/01/2010 @ 00:00 | Roger Millward | D | A | 71 |  |
| Hull KR Vs Blues, 15/01/2010 @ 00:00 | Roger Millward | D | A | 72 |  |

3. To reprint them click the ticket icon next to each ticket.

How do I print tickets?

- Once you have placed your tickets order online your ticket will be emailed to you as an email attachment..
- The ticket will be sent to you in an Adobe pdf format which will enable you to print it on your home printer.
- If you do not have the ability to view/print Adobe pdf files on your computer you are advised to install the free Adobe pdf reader (see <http://www.adobe.com/products/reader>).
- The terms and condition for your Print@Home ticket are printed on the ticket.
- To print your tickets you will only need a black ink or colour ink printer (most inkjet and laser printers are suitable) and plain white paper.
- Before allowing entrance to the game or event, your ticket has to be scanned at the relevant entrance gate so it is important that your print@home ticket is readable to the printer and not printed on poor quality paper or with on a printer that is running low on ink.

How many times can I download and print tickets for the same seat?

- You can reprint your pdf ticket file as often as you wish
- Each ticket has a unique barcode that will be scanned at the entrance gate, before access is granted. Once that barcode is scanned, any other ticket copies displaying the same barcode become invalid so it is vital that you safeguard your ticket in the same way that you would if it were a conventional ticket.
- In the event that duplicate copies appear, HKR reserves the right to refuse entry to all ticket holders and may credit the original purchaser the face value which will constitute full remuneration. HKR are not responsible for any inconvenience caused by unauthorised duplication.

What is the cut off time for ticket printing?

- There is no cut off time for ticket printing. However, late admission to the game or event is not guaranteed, (see Terms and Conditions of your Ticket Purchase)

What happens if my Print@Home ticket is lost or stolen?

Prior to Match Day

- If your ticket has been lost, report it immediately to the ticket office on tickets@hullkr.co.uk or telephone **0844 2490 105**.
- The ticket office will invalidate your original ticket and a replacement Print@Home ticket will be resent via email or will be made available for you to collect at the ticket office. A fee may be levied for this service.

Match Day

- Ring the ticket office **0844 2490 105** and report your loss. Your original ticket will be invalidated and a new ticket printed. To avoid delay your ticket will have to be physically collected at the ticket office at least one hour prior to kick off and before the event starts. Upon collection you will need to produce satisfactory ID e.g. your driving licence and provide payment of an administration fee (£2.50) before a replacement ticket is released.

What if my 'Print@Home ticket was stolen and scanned at the admission gate?

- If you have notified the ticket office and your original ticket is cancelled, the barcode would scan as invalid and the person in possession of the ticket would be refused entry.
- To avoid this scenario, you should always keep your tickets in a safe place as you would money or a conventional ticket.

What if my Print @ Home tickets are unreadable?

- When printing your tickets, you should set your printer to its highest quality setting.
- The 'Print@Home' option will allow you to print as many times as you need, so there should be no reason for your tickets to be unreadable
- Please remember, it is your responsibility to ensure that your ticket is readable. Delays in allowing admission and a possible refusal of entry may result from the inability to scan a damaged or unreadable ticket.
- HKR refuse to take responsibility for inconvenience resulting from such an event

What if I am unable to print my tickets?

- In such circumstances, call the ticket office on **0844 2940 105** and we will print your tickets and have them ready for collection. A fee may be levied for this service.
- You will need a valid ID e.g. your driving licence to collect your tickets from the ticket office