

Coach and Spectator Tickets – Booking Instructions and FAQs

To purchase a coach or spectator ticket to a scottishathletics event, follow these steps:

1. Log in to your SportServe membership account. If you are a coach, this should be your own account where you manage your coach membership. If you are an athlete's parent or family member, you may choose to use the athlete's account if you do not have your own. Log in to SportServe here: <https://sauser.sportserve.net/>
2. Once logged in, click on the blue 'Fixture Calendar' tile on the portal homepage.



FIXTURE CALENDAR

Click here to view upcoming events and to submit an entry

3. Within the fixture calendar, scroll down to the event date and choose the COACHES/SPECTATORS event listed. Be careful not to choose the main fixture page for the event, as this is for athlete entries only!

For a two-day event, look for the first day of competition (ie. for the 2021 U13/U15/U20 Championships, look for Saturday 28th August, even if the athlete you are supporting will only compete on the Sunday). You will choose which day to attend on the booking form.

You can also use the search bar at the top of the list to find the fixture. A search for 'spectator' will bring up all spectator events for the season.

Tip: make sure you are searching for all categories – 'Track and Field only' will not find spectator events!

Sat 14 Aug 2021	4J scottishathletics Senior/U17 Champs - COACHES/SPECTATORS	Grangemouth Sports Stadium, Grangemouth	Non-Com...	Standard	N/A	ENTER NOW
Sat 14 Aug 2021	4J Studios scottishathletics 128th Senior & U17 Championships 1	Grangemouth Sports Stadium, Grangemouth	TF	UKA Leve...	N/A	ENTER NOW
Sun 15 Aug 2021	4J Studios scottishathletics 128th Senior & U17 Championships 2	Grangemouth Sports Stadium, Grangemouth	TF	UKA Leve...	N/A	
Sat 28 Aug 2021	4J Studios scottishathletics Age Champs - COACHES/SPECTATORS	Aberdeen Sports Village, Aberdeen	Non-Com...	Standard	N/A	ENTER NOW
Sat 28 Aug 2021	4J Studios scottishathletics U13/U15/U20 Championships 1	Aberdeen Sports Village, Aberdeen	TF	UKA Leve...	N/A	ENTER NOW
Sun 29 Aug 2021	4J Studios scottishathletics U13/U15/U20 Championships 2	Aberdeen Sports Village, Aberdeen	TF	UKA Leve...	N/A	

- Once you have chosen the event you would like to attend, you will be taken to the fixture information page. Once you have read the information and are ready to book your place, click on the blue 'Book Online' link at the bottom of the page.



If registration is not yet open for an event, the date registration will open will be displayed in the blue box instead. Please return to the page once booking has opened if you are too early.

- On the booking page, you will be asked to choose your ticket-type. The coach option will only be available to current coach members of **scottishathletics**, whilst the spectator option will show for everyone.

Ticket Type COACHES (1 or 2 Day Pass) - FREE	No. 0 <input type="button" value="v"/>
Ticket Type SPECTATORS 16+ (2 Day Pass) - £5.00	No. 0 <input type="button" value="v"/>
Ticket Type SPECTATORS 16+ (Day Pass - Saturday) - £3.00	No. 0 <input type="button" value="v"/>
Ticket Type SPECTATORS 16+ (Day Pass - Sunday) - £3.00	No. 0 <input type="button" value="v"/>

Choose how many days you would like to attend, and how many people will be in your party. Do not include the athlete you are there to support as they will have already paid an entry fee when they entered the event.

- You will be asked to provide additional details on the next page of the form. This includes your coach licence URN and expiry date (coaches only); the name of the athlete(s) you will be there to support; a contact number for Test & Protect purposes (one number required per party); and which day(s) you would like to attend.
- Once you have completed the form, you will be shown the bookings in your basket. From there, you can proceed to the checkout, or add another booking. Even if there is no booking fee, you must still proceed to the checkout by clicking 'confirm' to finish booking your place.
- After completing your payment, you will receive **two** confirmation e-mails. One of these will confirm your payment; the other will be from **scottishathletics** to confirm your booking. If you have booked a free place, you will receive **one** e-mail from **scottishathletics** as your confirmation. If you do not receive one or both e-mails, please check your junk/spam folders just in case, and then get in touch with us on events@scottishathletics.org.uk as your booking may not be confirmed if you have not received confirmation via e-mail.
- Save and bring with you on the day a copy of your **scottishathletics** confirmation e-mail. This serves as your ticket for the event. If you have booked a place for more than one person, please ensure that you arrive together or that you each have a copy of the booking.

We look forward to seeing you at the event!

FAQs

- I don't know my log-in details. What should I do?
 - Your username will usually be your e-mail address. There is a 'Forgot Password' link available on the portal homepage where you can request a new password, which will be sent to you by e-mail. If you do not know your username, or if your account is locked, please e-mail membership@scottishathletics.org.uk for assistance.
- I am a UKA licensed coach, but I don't have the coach ticket option on my portal. What do I do?
 - The coach discount is available to current coach members of **scottishathletics** only. Coaches from outside of Scotland, or who are not members of **scottishathletics**, should register as a spectator and pay the spectator fee. Coaches expecting to register for free should also check that their membership is up to date, as they may need to renew before registering.
- I am attending the event to provide assistance in competition to an athlete with a disability. Do I still need to register as a spectator?
 - Athletes with a disability can request assistance in competition by completing an Assistance Request form. These are available from events@scottishathletics.org.uk on request. Once completed and returned (in advance of the competition), the person providing assistance will be added to the spectator list by the Events Team.
- How do I register for someone aged Under 16?
 - All under 16s should be accompanied by an adult, and so do not require an extra booking. On arrival, please let officials at Admissions know how many are in your party, including any under 16s. For Test & Protect purposes, the contact details of the accompanying adult will be used.
- Do competing athletes need a spectator ticket?
 - Athletes do not need a spectator ticket for the day on which they will compete.
 - If an athlete intends to spectate on the other day of a two-day event, they should book a spectator ticket for the day on which they will not be competing. If they are under 16, they should attend with a parent/guardian instead of registering for themselves.
- My confirmation e-mail says Saturday, but I want to attend on Sunday only. Will I still get in?
 - Yes – you have told us within your registration form which athlete you will be supporting and which day you will be attending. The confirmation e-mails are automatically set up to display the first date of the competition (usually a Saturday), but the details on your form allow us to know you if you will be attending on Sunday instead.