SAINSBURY CENTRE

HOW TO BOOK EXHIBITION TICKETS AS A MEMBER

Once you have followed the steps to book a ticket, you will receive a confirmation email with your ticket details.

START

Visit **sainsburycentre.ac.uk**

Go to **What's On**

Select the exhibition that you would like to attend

Click **BOOK NOW**

Select the exhibition date of your choice

Click ☰

Click **LOG IN**

I do not have an account

I have an account

Click **SIGN UP**

Enter your details and click **LOG IN**

Enter your details*. Click **SIGN UP**

A window will pop up which says **Your Exclusive Offers**. Click **SELECT**

Click **ADD TO CART**

Select the number of free Members tickets that you would like and any additional paid tickets

Read the t's & c's, tick the relevant boxes and click **PLACE ORDER**

Your tickets are now booked!

* Please enter the email address that you signed up with when purchasing your membership. **If you are unsure of this please call 01603 593199 or email scva@uea.ac.uk**

MEMBERSHIP FAQ

Will you remind me when my membership runs out?

We will contact you via email to let you know that your membership has expired. You can then choose to renew if you wish to.

I am a UEA or NUA student, how do I apply for free student membership?

Email **scva.student@uea.ac.uk** with your name, UEA or NUA email address and let us know if you would like to opt in for bi-monthly Members' newsletters.

How do I renew my membership?

Visit **sainsburycentre.ac.uk/members** to renew online, call **01603 593199** or visit the Sainsbury Centre reception desk.

How do I get my discount in the Sainsbury Centre shop?

When you purchase or sign up to a Sainsbury Centre membership, you will receive a letter containing the online Sainsbury Centre shop discount code. If you forget this, please contact **scva@uea.ac.uk**.

When purchasing goods in the onsite Sainsbury Centre shop, please show your membership card to receive discount.

Can I set up a direct debit for my annual membership?

If you would like to set up a direct debit, so that you automatically pay for your membership each year, please email **scva@uea.ac.uk** for a direct debit form.

I can't log into my account and receive the message **invalid login**.

This means that you have entered the incorrect password or email address, or you have not yet set up an online account.

Click the **Reset Password** option. If an account exists with this email address, a reset email will be sent to you. If an account has not been set up with this email, then an **Invalid Information - We cannot find a patron** pop up will show. Contact **scva@uea.ac.uk** if you are unsure what email is associated with your account.

Please note that when signing up in person or via telephone, we do not automatically sign you up for an online account, you must do this yourself at home using the same email given when you purchased your membership. Click **Members Login** on **sainsburycentre.ac.uk** homepage and follow the how-to guide above. Memberships purchased online will automatically create an online account.

I am trying to set up a new account but I receive the message **account already exists with this email**.

This means you have already created a login. If you do not remember your password, choose the **Reset Password** option. This will send a reset email to you, please follow the instructions immediately.

I created an account but the Member benefits aren't popping up on my account when I book a ticket.

This may be because you have entered in a different email address to the one you signed up with. Please email **scva@uea.ac.uk** with your details to check which email address is associated with your account. Alternatively, your membership may have expired, please email **scva@uea.ac.uk** to check.

Your online account email address must match up with our records in order to show your benefits online.