

TICKET EXCHANGE GUIDE

Ticket Exchange – Seat Posting

Step 1: To access Ticket Exchange, visit www.eticketing.co.uk/arsenal and click the **Log In button** in the top right-hand side of the screen.

Step 2: Then, click on the head and shoulders icon in the top right-hand corner before clicking **'Manage Tickets'**.

Step 3: The games which can be posted for sale via the Ticket Exchange platform will appear and you will need to **select the game you'd like to post your ticket for**.

Step 4: Ensure the box is ticked next to the desired seat to post for sale and click on **'Sell On Ticket Exchange'** under **'Ticket Actions'**.

Step 5: Click **'Proceed To Payment'** on the following page.

Step 6: Review the seats being posted for re-sale before **accepting T&Cs** and clicking on **'Complete Purchase'**.

Step 7: You will then see a **confirmation screen** confirming the Ticket Exchange posting.

Note:

- Supporters are charged a **5% admin fee** for posting tickets and the funds for selling your ticket
- The **funds** for selling your ticket will be added to your **online account** and can be withdrawn in a cashback window throughout the season. The dates of these cashback windows can be found here: <https://www.arsenal.com/ticketexchange>

Ticket Exchange – Purchasing

Step 1: To access Ticket Exchange, visit www.eticketing.co.uk/arsenal and click the **Log In button** in the top right-hand side of the screen.

Step 2: Then, click on **Match Tickets** at the top of the page.

Step 3: Click on **'All Matches'**.

Step 4: Select the relevant fixture and click **'Find Tickets'**.

Step 5: To view available seats via the Ticket Exchange, you will need to toggle on **'Include Tickets Posted on Ticket Exchange'** from the left-hand side menu.

Step 6: Any block with availability will be highlighted in blue and any block without availability in will be greyed out. **Click on the required block** to view specific available seats.

Available seats will be highlighted, whilst again, unavailable seats will be greyed out.

Platinum Season Ticket holders will be able to select up to **2 additional tickets** to purchase on their season ticket via the Ticket Exchange.

Step 7: Select the desired seats individually and click **'Add'** to add these to your basket.

Once the tickets are in the basket, they will automatically be assigned to the membership number of the account logged in under.

Step 8: Should they wish to be reassigned to another Member, simply click **re-assign**, where the My Network list will pop up to select from.

Step 9: When assigned correctly, click on **'Proceed To Checkout'**.

Step 10: **Select the card type** to pay on and enter the card details, followed by **review order**, in order to complete the purchase.

Once purchased, the tickets will be activated on each Members Digital Pass.