TICKET TRANSFER GUIDE

Linking Your Memberships

Prior to being able to use Ticket Transfer, you must have activated your account and set up your Network.

Account Activation

- All memberships must be activated before linking your memberships.

My Network

- Linking your memberships will allow you to manage your tickets from one account.

Ticket Transfer Guide

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 you require to be sent via the Ticket Transfer platform will appear and you will need to **select the relevant game.**

Step 4: Ensure that the box is ticked next to the desired seat to post for sale and click on **'Transfer To Friend'** under **'Ticket Actions'.**

Step 5: Select the desired **transferee** from your network.

Step 6: You can then **review the seats** being sent and then click **'Review Order'**.

Step 7: On the next page, scroll down and click **'Proceed to Checkout'**. The total cost should be £0.

Step 8: Review the **Terms & Conditions** box and then finally click **'Complete Purchase'.**

Step 9: You will receive **an email** to **confirm your ticket(s)** has been **transferred** to your selected recipient (pending their acceptance).

Step 10: Once your ticket has been **accepted** by the **recipient**, you will receive an **email to confirm** that your season ticket has been deactivated for the relevant fixture.

Step 11: If the **recipient declines**, you will receive an **email confirmation** and your season ticket will remain active for the relevant fixture.

Note: your transfer can take up to 30 minutes to complete.

<u>Accepting Ticket Transfer</u>

Step 1: If you are the recipient of a transferred ticket, you will receive an email confirmation with the transfer offer.

Step 2: Visit **www.eticketing.co.uk/arsenal** and click the **Log In button** in the top right-hand side of the screen.

Step 3: Then, click on the head and shoulders icon in the top right-hand corner before clicking **'Forwarded Tickets'.**

Step 4: You will see a tab on the relevant fixture called **Tickets**, here you will see the ticket status of Pending, select either the **Accept** or Decline button.

Step 5: The ticket will be placed into your basket. A confirmation screen will appear, summarising the accepted ticket details. Select **Proceed to Checkout** to complete the transaction.

Step 6: Please accept the **Terms & Conditions** of this transaction.

Step 7: You will receive **an email confirming** your accepted ticket details.

If you are a member, your membership card will be activated with the relevant ticket details.

If you are a non-member, you will receive a second email containing your Ticketfast (print at home) ticket.

Declining Ticket Transfer

Step 1: If you are the recipient of a transferred ticket, you will receive an email confirmation with the transfer offer.

Step 2: Visit **www.eticketing.co.uk/arsenal** and click the **Log In button** in the top right-hand side of the screen.

Step 3: Then, click on the head and shoulders icon in the top right-hand corner before clicking **'Forwarded Tickets'.**

Step 4: You will see a tab on the relevant fixture called **Tickets**, here you will see the ticket status of Pending, select either the Accept or **Decline** button.

Step 5: An **email** will be sent to the **Season Ticket Holder** who sent the transfer offer to confirm that their **offer was declined.**

Cancelling Ticket Transfer

Step 1: Visit **www.eticketing.co.uk/arsenal** and click the **Log In button** in the top right-hand side of the screen.

Step 2: If your ticket transfer has not been accepted for the relevant game, you will be able to tick the selected ticket you wish to cancel and click on the **Cancel** button.

Confirming this cancellation **will re-activate** your season ticket **access card**. You will receive an email confirming the above.