**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](http://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 pay the £1 fee for Gold Members by proceeding to payment (no fee required for Premium Members).

**Step 7:** Review the Terms & Conditions box and then finally click ‘Complete Purchase’.
**Step 8:** You will receive **two emails**, one to **confirm your credit card** payment and a second email **confirming your ticket(s)** has been **transferred** to your selected recipient (pending their acceptance).

**Step 9:** 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 10:** 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.

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**Accepting 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](http://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](http://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](http://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.