

ARSENAL BOX OFFICE E-TICKETING GUIDE



CLUB LEVEL

1. ACTIVATING MEMBERSHIPS



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Please ensure that all memberships are activated when using the Online Box Office for the first time.

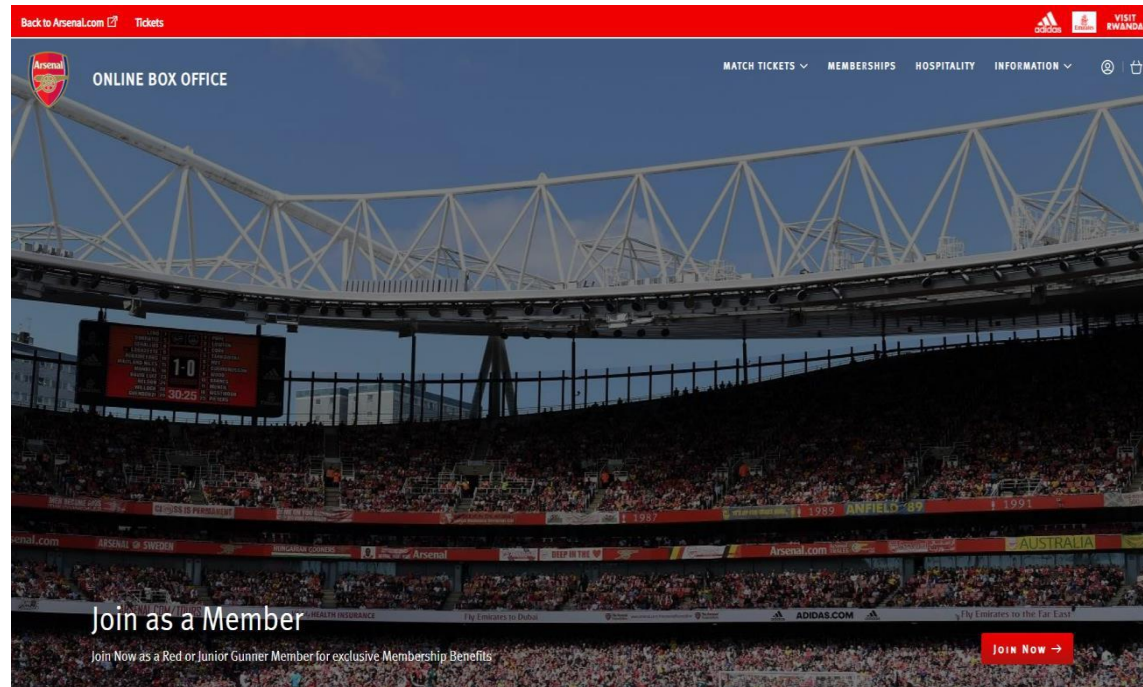
Activating your Membership

To activate your membership, visit www.eticketing.co.uk/arsenal and click the small person icon at the top right corner. Then select **Activate Membership Account** on the login page.

Type in your **Membership Number**, **Surname** and click **Find My Account**.

(Please note if tickets are owned by a company; the surname field requires the company name as written on your membership card).

Then complete online registration form.



LINKING YOUR MEMBERSHIPS



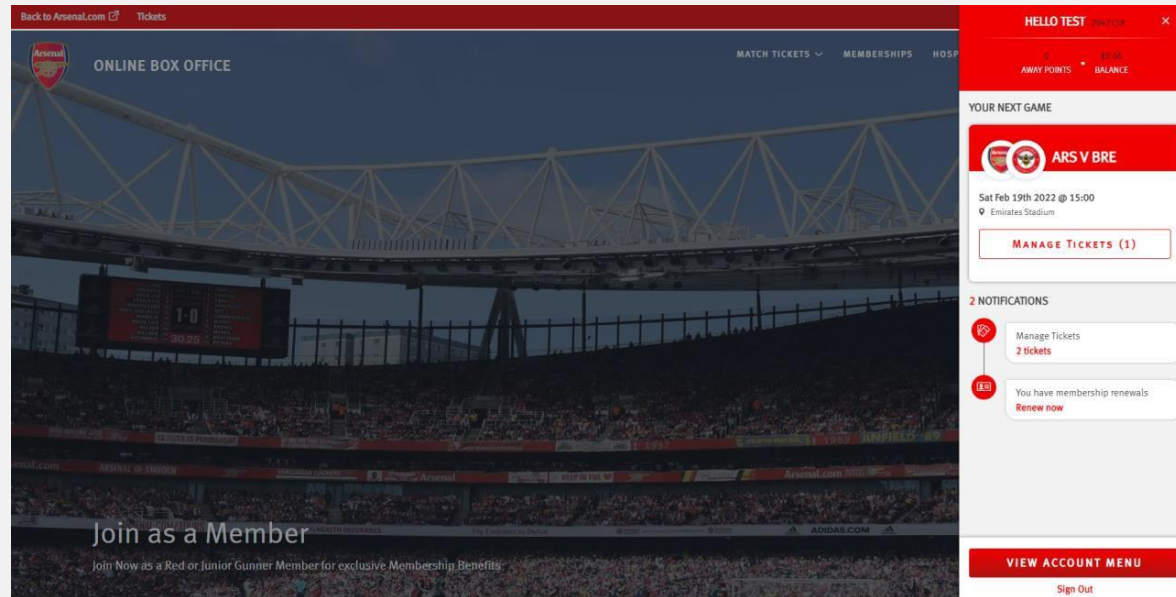
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Linking your memberships will allow you to manage your tickets from one account.

Pick one of your membership numbers to be your primary account and **log-in**.

Click on the small person in the top right corner. Then select **view account menu** in the lower right corner.

Click on **Network** under account management.



LINKING YOUR MEMBERSHIPS



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Adding existing users

Click on **add members**. Search for an existing member by entering the **membership number** and **surname** of the membership that you wish to add to your network and click **search**. Select the correct membership when found by clicking on **add member**.

Refresh the page. Find the membership you have added within your network and click the members name.

Click **edit** in the 'me' pane. Ensure the 'I can MANAGE tickets..' option has been selected. Click on **send request** to request permission.

This must be done for as many memberships as you want added to your primary account.

Please note if tickets are owned by a company; the surname field requires the company name as written on your membership card).

Search for an Existing Member

By Membership Number and Surname

Membership Number*

Surname*

Search

Alex Buttice (3916504) | Loyalty Points

Manage Ticket Privileges

Edit Settings

I can ASSIGN tickets to Alex

I can MANAGE tickets for Alex

We will send an email to request permission.

Cancel Send request

Alex Edit

Alex can ASSIGN tickets to me

LINKING YOUR MEMBERSHIPS



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Approval

The recipient will need to **approve** this request, by logging into their account. Click on the small person in the top right corner.

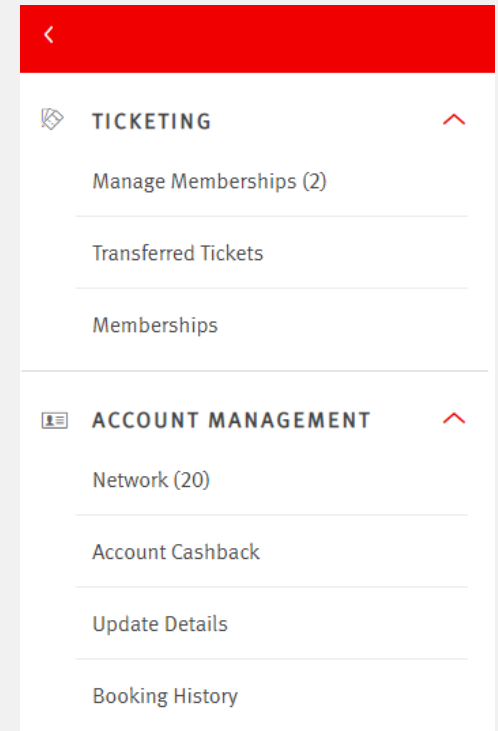
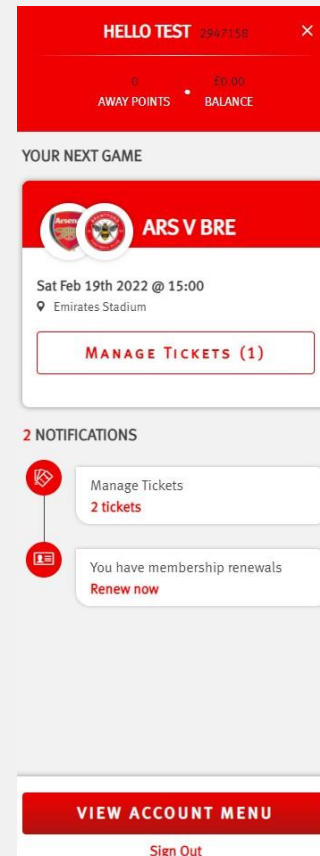
The request will appear as notification. Then select **view account menu** in the lower right corner, followed by clicking **network**. The ticket management request will be at the top of the page, click on **accept request**.

Checking your memberships are linked

Once **all** memberships have been approved, **log-in** to the primary account

Click on the small person in the top right corner. Then select **view account menu** in the lower right corner.

Click on **Network** under account management to check all your memberships are listed.



TRANSFERRING A TICKET



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How Does Ticket Transfer Work?

Red/Silver/Junior Gunners

Ticket Transfer enables season ticket holders unable to attend a game, to transfer their ticket electronically. Once completed the recipients membership card will be activated for the fixture.

New User/Non-Member

Transferring to a non-member will require you to 'create a new member'. This can be created by visiting www.eticketing.co.uk/arsenal and clicking the small person icon at the top right corner, followed by selecting sign up. We recommend you fill out this form using your own contact details, so that you receive the tickets to them forward on. Once you have created this account please add the (non-Member) membership number to your main accounts network.

Please note your new membership number and password for future reference.

Transferring tickets to a new user (non-member), will allow you to receive a PDF version of your tickets. When registering a new user, please ensure you have access to the email address you register, as this is where the tickets will be transferred to.

TRANSFERRING A TICKET



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Step 1

Visit the Online Box Office www.eticketing.co.uk/arsenal and log-In to the main account by clicking the small person icon at the top right corner.

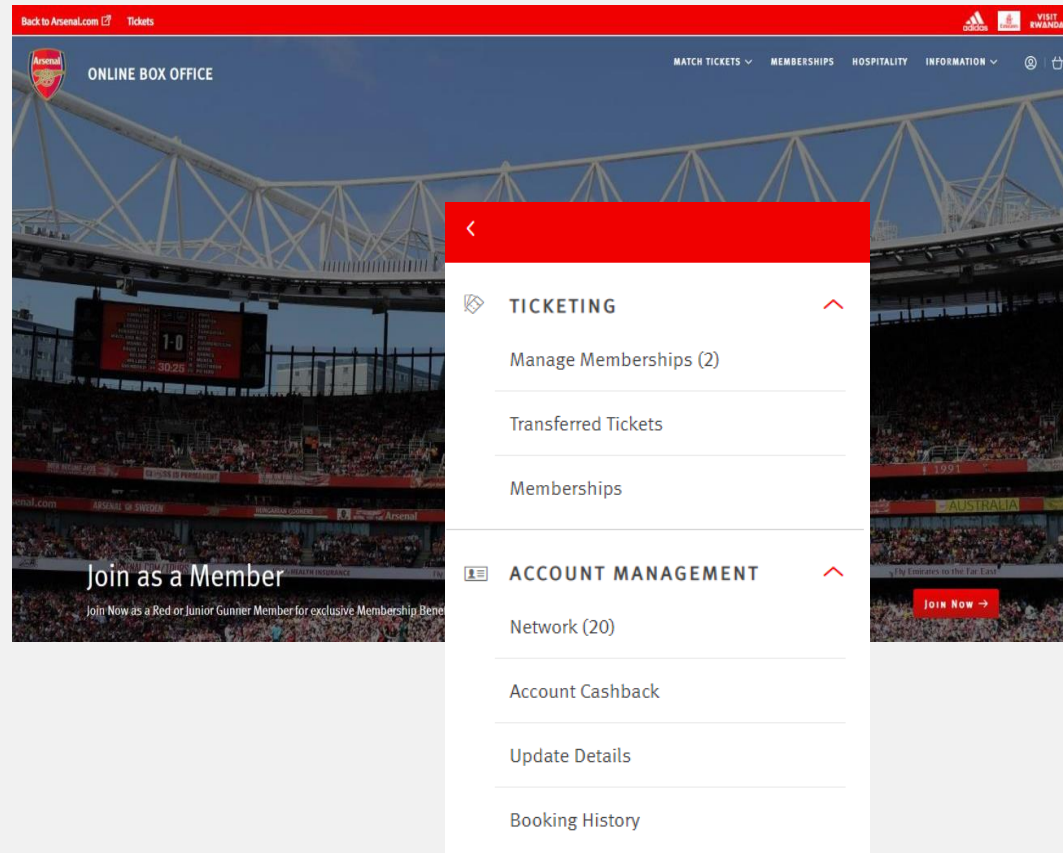
If you have forgotten your password, click [Forgot your sign in details?](#) and enter your membership number to receive a forgotten password email to your registered email address.

Step 2

Click on [View Account Menu](#) at the bottom right corner then click [Manage Memberships](#) under ticketing.

Step 3

Select the fixture that you wish to transfer, then select the tickets within this. Click on [Transfer to friend](#) at the bottom of the page. Click on the recipient that you will assign the ticket to.



TRANSFERRING A TICKET



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Step 4

You may write a personal message to the recipient. Click [review order](#).

All tickets must be transferred and accepted before the deadline. Check information is correct, [tick T&C's](#) and [complete transaction](#).

Step 5 – What happens next?

You will receive an email to confirm that your ticket(s) have been transferred to your selected recipient (pending their acceptance).

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

If the recipient declines, you will receive an email confirmation and your season ticket(s) will remain active for the relevant fixture.

Please note that a transfer can take up to 30 minutes to complete. During this time your ticket may still appear as available for transfer. Please do not attempt to repeat the transaction during this time.

ACCEPTING A TICKET TRANSFER



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Step 1

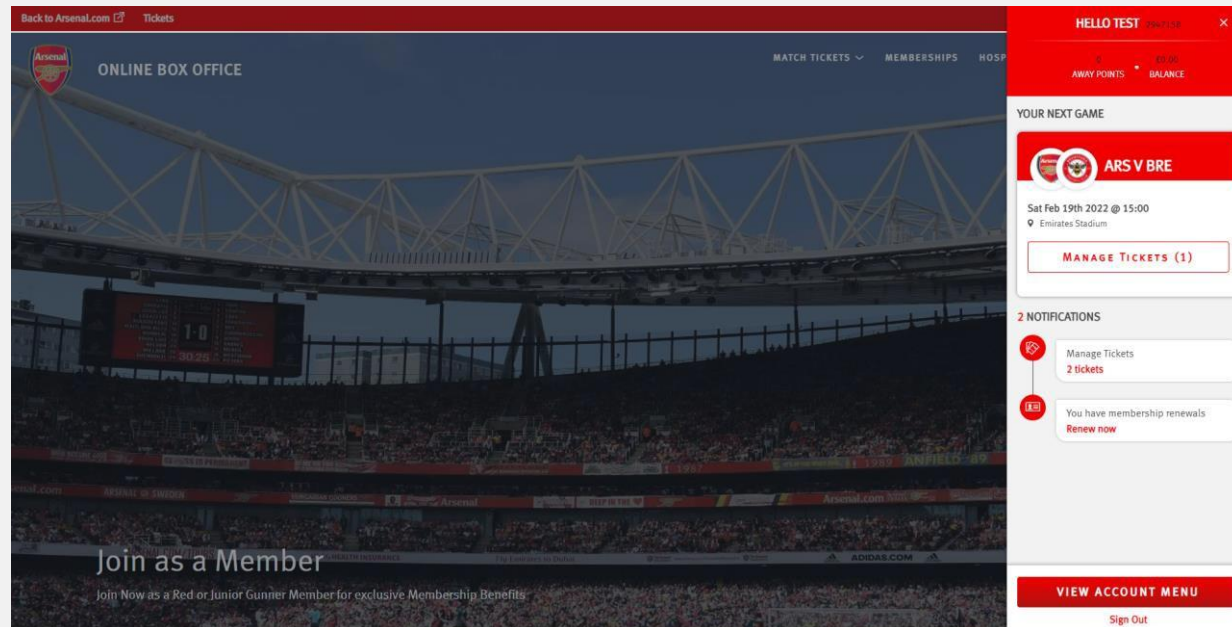
If you are the recipient of a transferred ticket you will receive an email confirmation with the transfer offer.

Step 2

Visit the [Online Box Office](#) and enter your membership number and password to [log-in](#).

Step 3

After you login, select the small person icon at the top right hand corner. You will see the notification notice on the right hand side. Click [Action Now](#) to accept the transferred ticket(s).



ACCEPTING A TICKET TRANSFER



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Step 4

Select **accept the ticket** to complete the transfer. Declining the tickets will cancel the transfer.

Step 5

You will then receive an email confirming your accepted ticket details.

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

If you declined the tickets you will receive an email confirming your decision and the original season tickets will be reactivated.

* There may be occasions when paper tickets are printed and dispatched if a fixture is available for sale to Friends and Family.

TICKET EXCHANGE



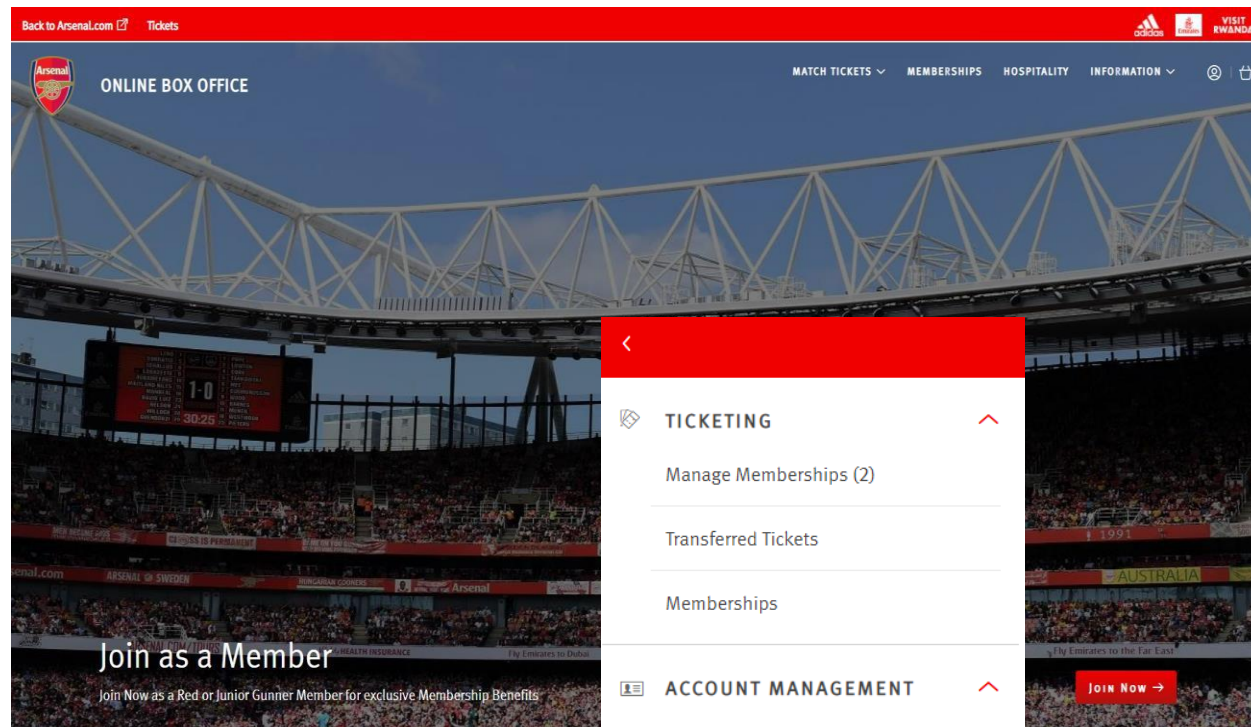
CLUB LEVEL

Step 1

Visit the **Online Box Office** www.eticketing.co.uk/arsenal and log-In to your main account by clicking the small person icon at the top right corner.

Step 2

Click on **View Account Menu** at the bottom right corner then click **Manage Memberships** under ticketing.



TICKET EXCHANGE



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Step3

Tick the desired seat(s) that you would like to sell. Click [Sell on TicketExchange](#).

Step4

Click [proceed to payment](#).

Step5

Review [order](#), click [Terms & Conditions](#) to confirm the Ticket Exchange agreement and click [complete transaction](#).

Make a note of your confirmation details in case you need to refer to them later.

You will receive an email if the tickets sell. Please note that you will NOT receive an email if the tickets do not sell.

<input checked="" type="checkbox"/>	Mr K Test Season Ticket (3855904)		
Block:	43	Price Class:	Staff Comp Season Ticket
Row:	4		£220.00
Seat:	56		

Ticket Actions

☰ x 1

 [Sell on Ticket Exchange](#)

CASHBACK



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Once the cashback window is active, you will need to login to e-ticketing www.eticketing.co.uk/arsenal with each membership number separately.

Once logged in to the account, click on the small person in the top right corner. Then select **view account menu** in the lower right corner, followed by **account cashback** under account management.

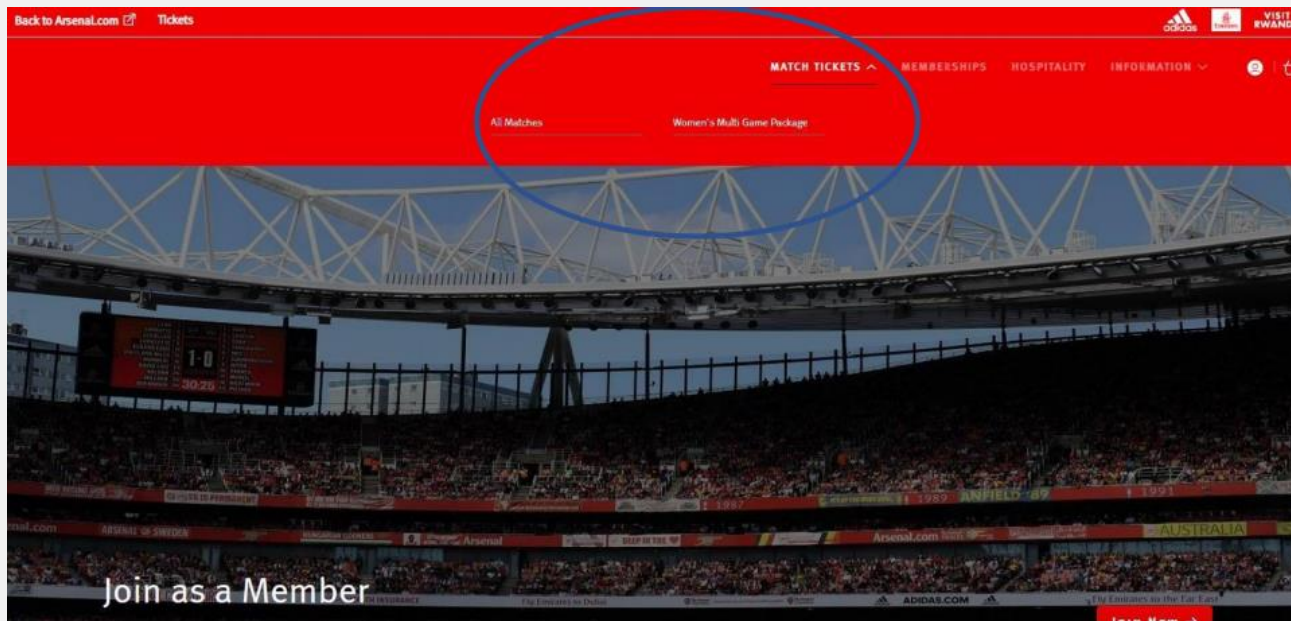
You will then be able to input your card details and withdraw any remaining funds (please make sure this is a UK bank account).

PURCHASING ADDITIONAL TICKETS



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1. Once logged in on the e-ticketing site, click on 'Match Tickets', followed by 'All Matches'



PURCHASING ADDITIONAL TICKETS



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2. Click on the 'Find Tickets' button for the desired fixture.

7 RESULTS









FILTER OPTIONS

EVENT TYPE

- FA Women's Super League
- Premier League

DATE

- Next 7 days
- Next 30 days

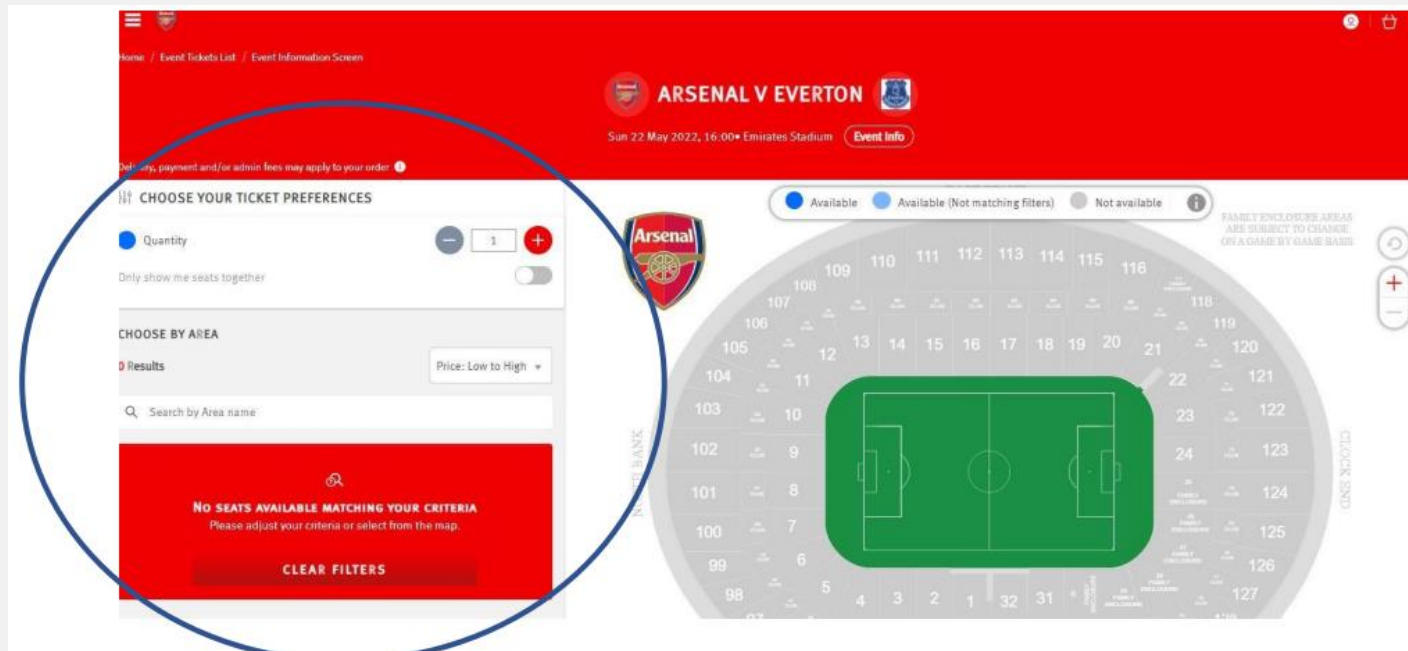
 	ARSENAL U23 v LEEDS UNITED U23 Fri 29 April 2022, 19:00 Emirates Stadium	TICKETS	FIND TICKETS >
 	ARSENAL WOMEN v TOTTENHAM HOTSPUR WOMEN Wed 4 May 2022, 19:15 Emirates Stadium	TICKETS	FIND TICKETS >
 	ARSENAL v LEEDS UNITED Sun 8 May 2022, 14:00 Emirates Stadium	TICKETS	FIND TICKETS >
		DISABILITY SALES	Find Tickets
 	ARSENAL v EVERTON Sun 22 May 2022, 16:00 Emirates Stadium	TICKETS	FIND TICKETS >

PURCHASING ADDITIONAL TICKETS



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3. The Interactive Seating Map will appear, and any available seats will display here (Subject to Availability).



Q. Who is eligible to use the new Ticket Transfer service to transfer their seat(s)?

A. Platinum (Club Level) Members.

Q. Is this service available over the telephone?

A. No, unfortunately due to the number of transfers that are likely to take place and the need for automation this is an online service only available through www.eticketing.co.uk/arsenal

Q. I am a Platinum Disabled Member can I use the Ticket Transfer service?

A. Unfortunately you will not be able to use this facility online, however, please contact the Disability Team on 020 7619 5050 for more details.

Q. My friend does not have access to a computer can I transfer their ticket for them via the Ticket Transfer service?

A. Yes, season ticket holders will also have the facility to transfer other members' tickets as long they have already been added to your Arsenal Network and upgraded to manage tickets.

Q. Is there a fee to transfer my season ticket?

A. There is no fee for Platinum Members to transfer their ticket(s).

Q. I have transferred my seat through the Ticket Transfer service which has been accepted and now wish to attend the fixture, is there anything I can do?

A. Unfortunately no, once a transfer has been accepted your season card will be deactivated. However, you can ask the recipient to forward the TicketFast email on to you.

Q. I am a Platinum member; can I use the service to transfer ticket(s) for Cup fixtures?

A. Yes, you will be able to transfer your ticket(s) for Cup fixtures.

Q. When can I transfer my seat for a game?

A. You will be able to transfer your seat for Premier League games from approximately two months prior to a fixture.

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Q. Is there a deadline for Ticket Transfer?

A. You can set your own individual deadline, but the final deadline is 3 hours before kick-off. Please check the Ticket Information page on www.arsenal.com for up to date details or you can view the deadline by entering your membership number & password into the Online Box Office (ticket hub). *This service may not be available for all fixtures.

Q. Is there a limit to how many times that I can transfer a seat in season?

A. Subject to Ticket Transfer being 'live' for a fixture, you can transfer for as many fixtures as you wish.

Q. Can I check the status of my transferred seat(s) online?

A. Yes, you can view the status by entering your membership number and password into the Online Box Office and selecting the small person icon at the top right corner. Then click 'view account menu' followed by 'transferred tickets' which can be found underneath ticketing. This will allow you to view your booking history.

Q. When is the latest that a Recipient can accept a ticket transfer?

A. You can select the date & time the recipient has to either accept or decline the transfer.

Q. If the person I have transferred my ticket to has declined can I select another person to transfer to?

A. Yes, you can select another person within your Arsenal network to transfer your ticket to.

Q. What can I do if I have transferred my seat and then change my mind?

A. If the recipient has not accepted your transfer offer then you will have the ability to cancel the pending offer.

Q. What if I transfer a ticket and the recipient does not accept or decline the transfer?

A. If a transfer offer is not accepted or declined within the default date and time, the transfer offer will expire without notice and the original tickets will be valid for entry to the game. Be sure to remind your transfer recipient to accept the transfer.

Q. I am not a member, how will I receive my ticket?

A. As a non member you will receive a Ticketfast (print at home) ticket.

Q. I am a member, will be my membership card be activated?

A. If you are a member, your membership card will be activated with the relevant ticket details, however there maybe occasions when paper tickets are printed and dispatched if a fixture is available via the Friends and Family service or on General sale.

Q. What is My Arsenal Network?

A. Adding Arsenal members to your Arsenal Network will make it easier for you to use our online services. A full step by step guide can be found on 'Linking your memberships' in this guide.