

# ARSENAL TICKET TRANSFER

HOW TO 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.
- For a step-by-step guide of how to **activate your account**, please **click here**.

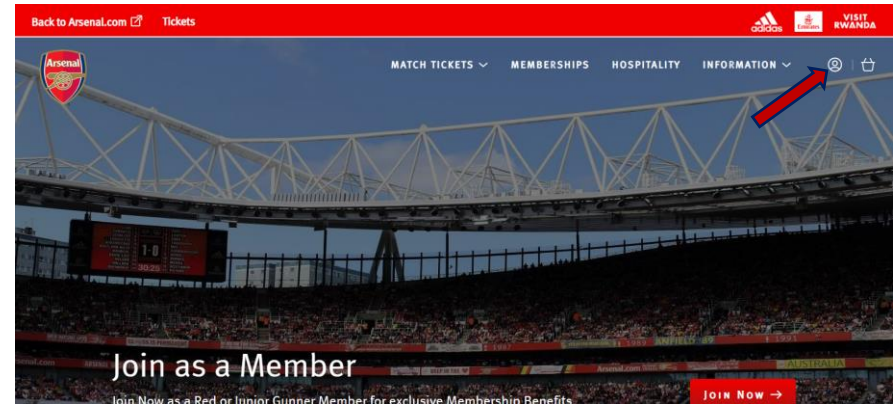
## My Network

- Linking your memberships will allow you to manage your tickets from one account.
- For a step-by-step guide on **My Network**, please **click here**.

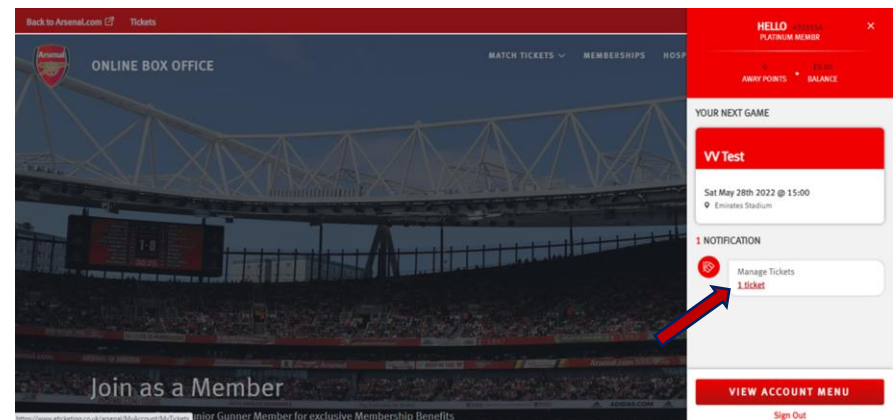
# TICKET TRANSFER GUIDE



**Step 1:** To access Ticket Exchange, visit [www.eticketing.co.uk/arsenal](http://www.eticketing.co.uk/arsenal) and **Log In** to your account using the head and shoulders button in the top right-hand side of the screen. 



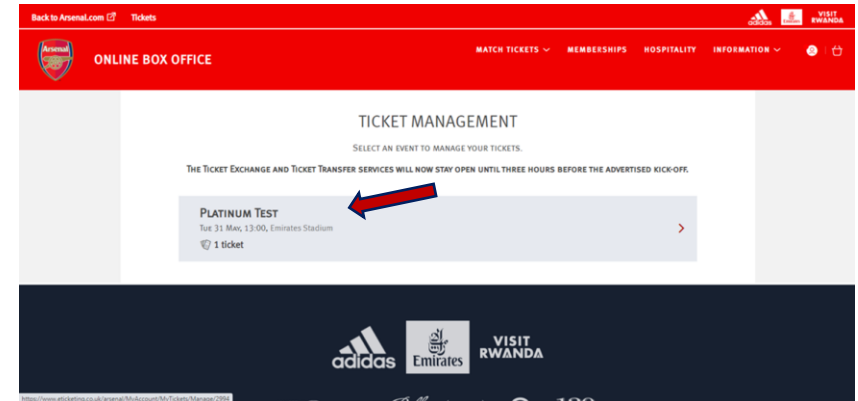
**Step 2:** Then, click on the head and shoulders icon in the top right-hand corner before clicking 'Manage Tickets'.



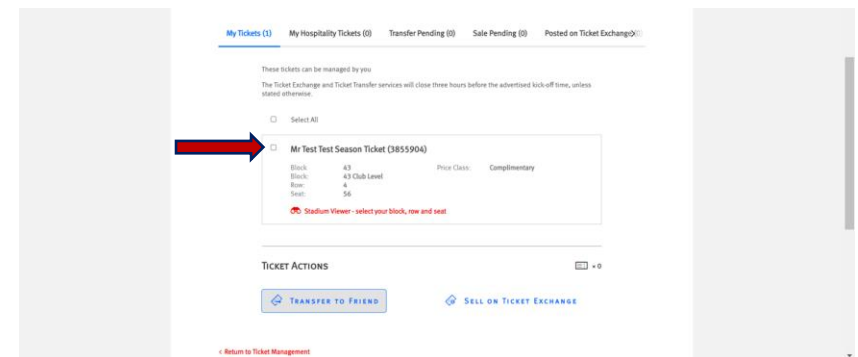
# TICKET TRANSFER GUIDE



**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'**.

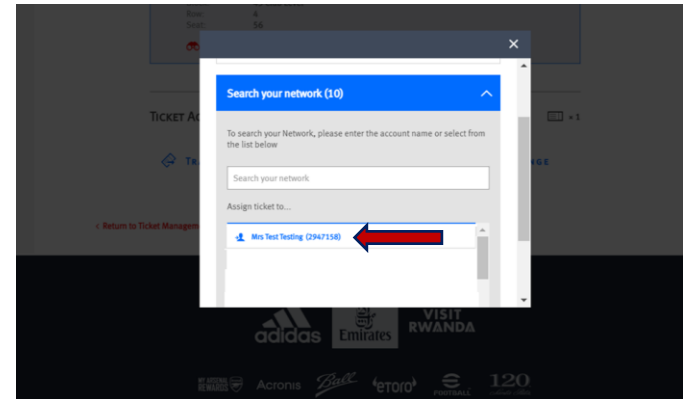


# TICKET TRANSFER GUIDE

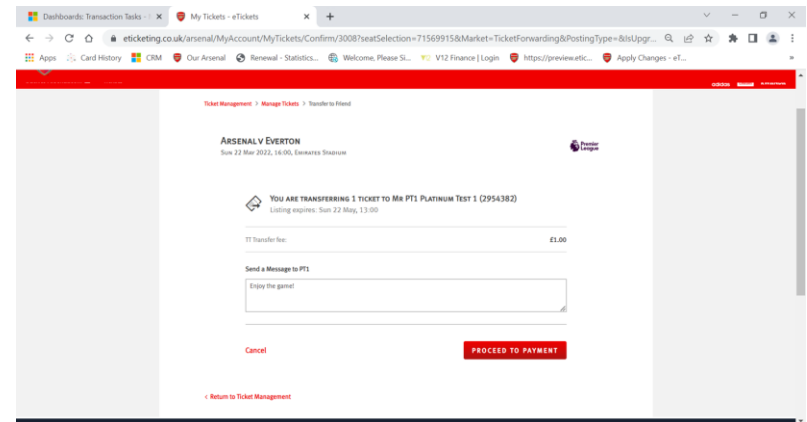


**Step 5:** Select the desired transferee from your network.

 Mrs Test Testing (2947158)



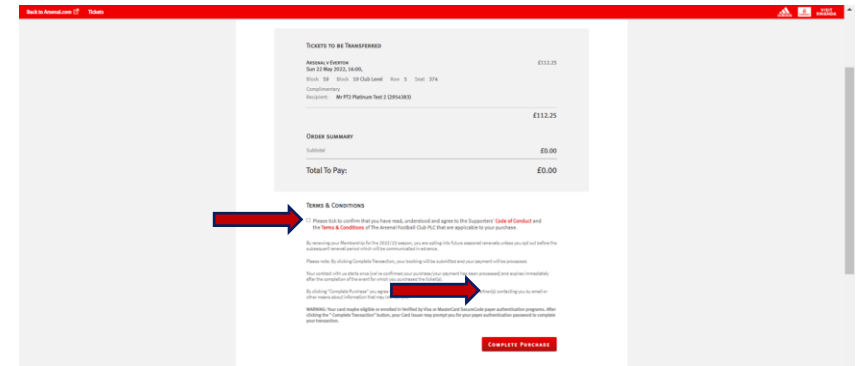
**Step 6:** You can then review the seats being sent and pay the £1 fee for Gold Members by proceeding to payment (no fee required for Premium Members).



# TICKET TRANSFER GUIDE



**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).

# TICKET TRANSFER GUIDE

---



**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.

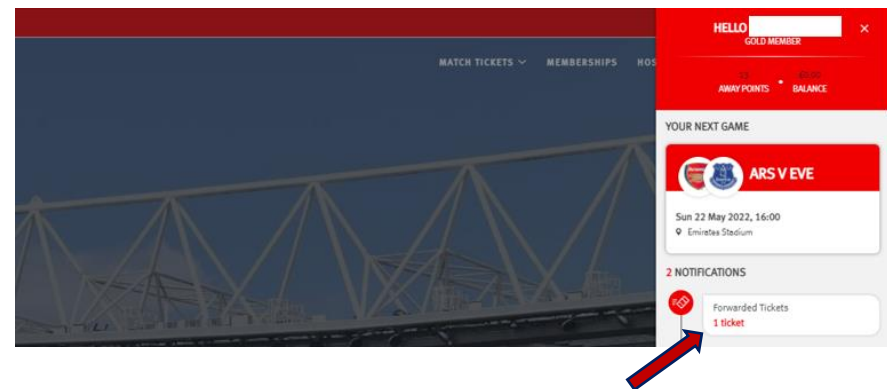
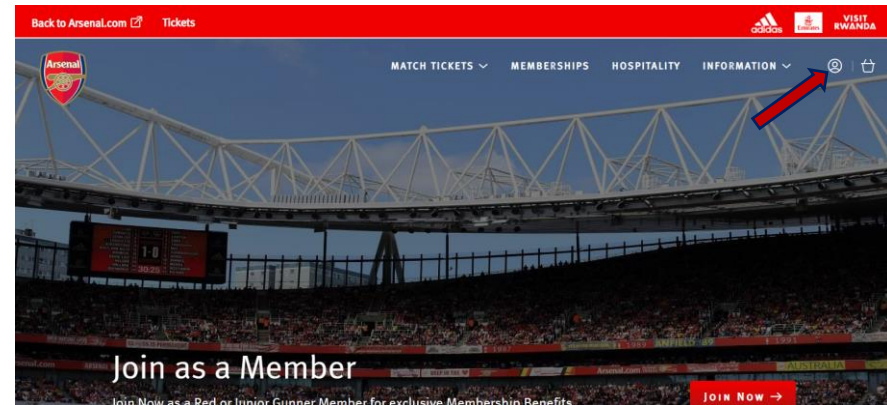
# ACCEPTING TICKET TRANSFER



**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 **Log In** to your account using the head and shoulders 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**'.





# ACCEPTING TICKET TRANSFER



**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.

ACCEPT TICKETS

**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.

ONLINE BOX OFFICE

MATCH TICKETS MEMBERSHIPS HOSPITALITY INFORMATION

### TRANSFERRED TICKETS

ACCEPT AND ADD TICKETS TO YOUR BASKET

ARSENAL v EVERTON  
Sun 22 May 2022, 16:00, Goodison Stadium

1 TICKET SENT TO YOU

Block	10	Price Class	Adult £0.00
Block	10 Lower Tier		
Row	12		
Seat	287		

Decline Tickets

ACCEPT TICKETS

TICKETS TO BE ACCEPTED	£0.00
ARSENAL v EVERTON Sun 22 May 2022, 16:00, Block 10 Block 10 Lower Tier Row 12 Seat 287 Mr Joshua Sykes Adult	£0.00
ORDER SUMMARY	£0.00
Subtotal	£0.00
Ticketfast	No Fee
<b>Total To Pay:</b>	<b>£0.00</b>

#### TERMS & CONDITIONS

Please tick to confirm that you have read, understood and agree to the Supporters' Code of Conduct and the Terms & Conditions of The Arsenal Football Club PLC that are applicable to your purchase.

By renewing your Membership for the 2022/23 season, you are opting into future seasonal renewals unless you opt out before the subsequent renewal period which will be communicated in advance.

Please note: By clicking Complete Transaction, your booking will be submitted and your payment will be processed.

Your consent with us starts once you've confirmed your purchase (your payment has been processed) and expires immediately after the completion of the event for which you purchased the tickets.

By clicking "Complete Purchase" you agree to our Terms and Conditions and to the Event Partner(s) contacting you by email or other means about information that may interest you.

WARNING: Your card may be eligible or enrolled in Verified by Visa or MasterCard SecureCode payer authentication programs. After clicking the "Complete Transaction" button, your Card issuer may prompt you for your payer authentication password to complete your transaction.

COMPLETE PURCHASE

ACCEPTING A TICKET GUIDE

# ACCEPTING TICKET TRANSFER

---



**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

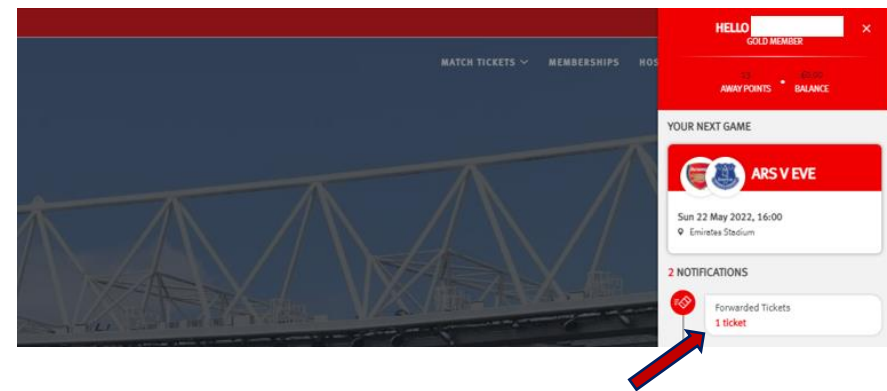
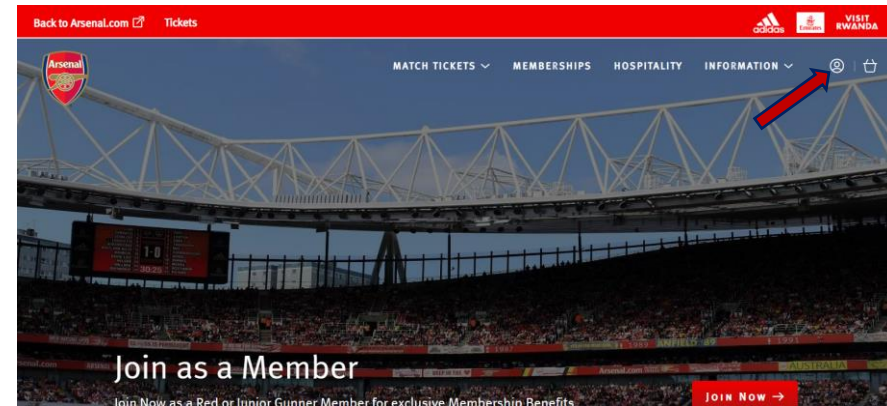


**Step 1:** If you are the recipient of a transferred ticket, you will receive an email confirmation with the transfer offer.

**Step 2:**

Visit [www.eticketing.co.uk/arsenal](http://www.eticketing.co.uk/arsenal) and **Log In** to your account using the head and shoulders 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**'.

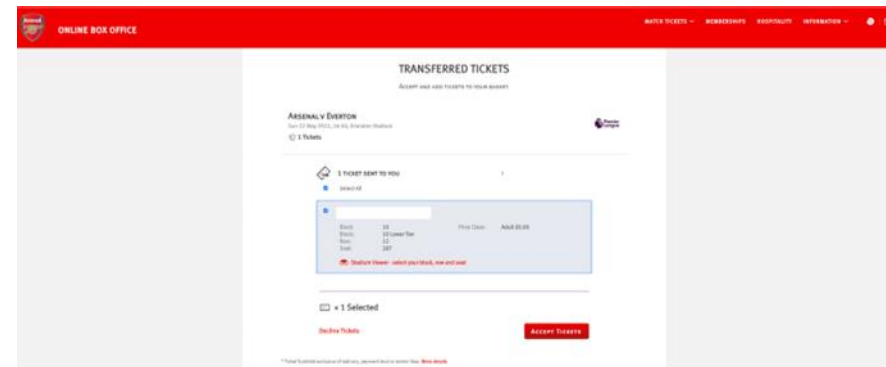


# DECLINING TICKET TRANSFER



**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.

**Decline Tickets**



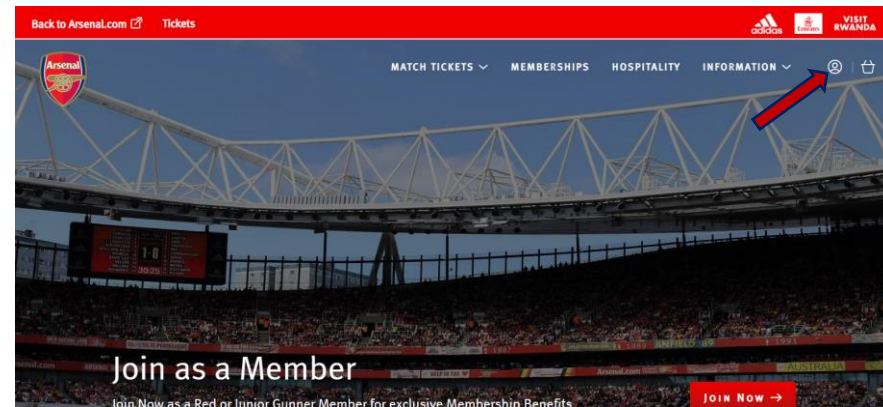
**Step 5:** An **email** will be sent to the **Season Ticket Holder** who sent the transfer offer to confirm that their **offer was declined**.

# CANCELLING A TICKET TRANSFER



**Step 1:** Visit [www.eticketing.co.uk/arsenal](http://www.eticketing.co.uk/arsenal) and **Log In** to your account using the head and shoulders 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.