

# TICKET EXCHANGE GUIDE

## **Ticket Exchange – Seat Posting**

**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 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 **10% 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- The **funds** for selling your ticket will be added to your **online account** and can be withdrawn in a cashback window throughout the season.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](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 **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.