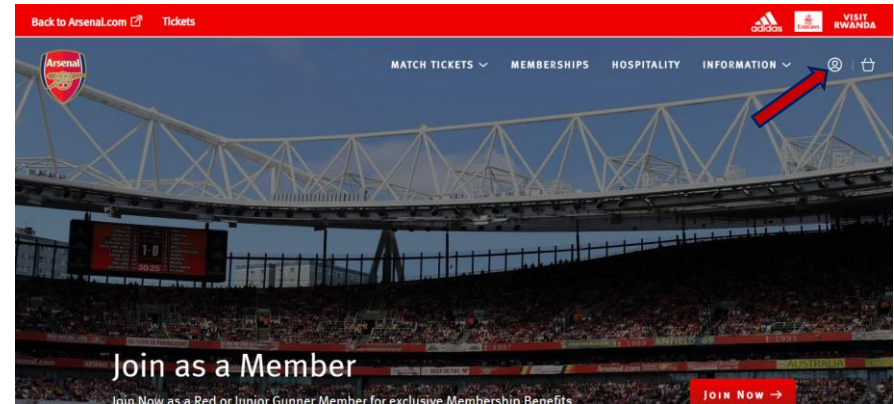# ARSENAL TICKET EXCHANGE

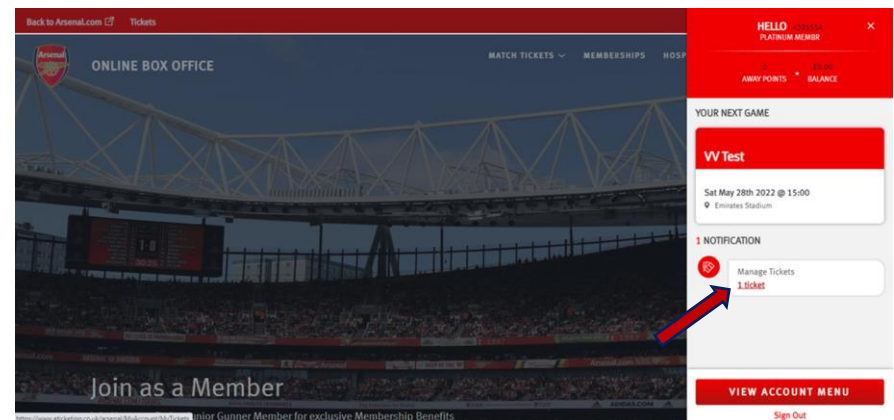## SEAT POSTING & PURCHASING GUIDE

TICKET EXCHANGE – SEAT POSTING

Step 1: To access Ticket Exchange, visit **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.
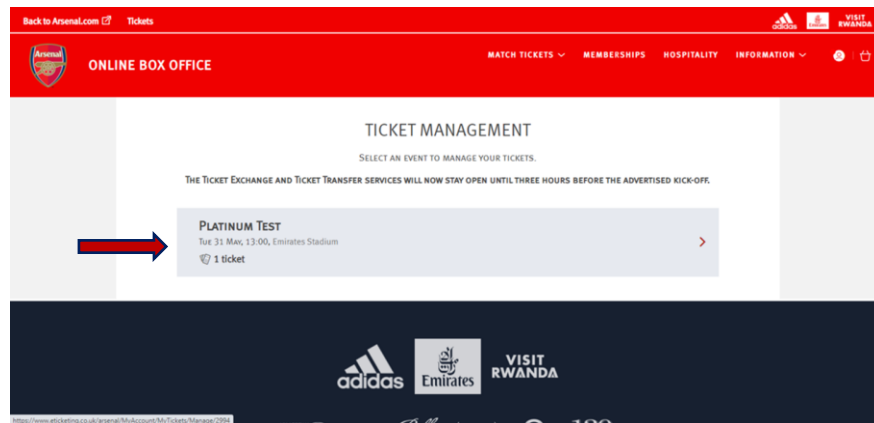
Step 2: Then, click on the head and shoulders icon in the top right-hand corner before clicking '**Manage Tickets**'.
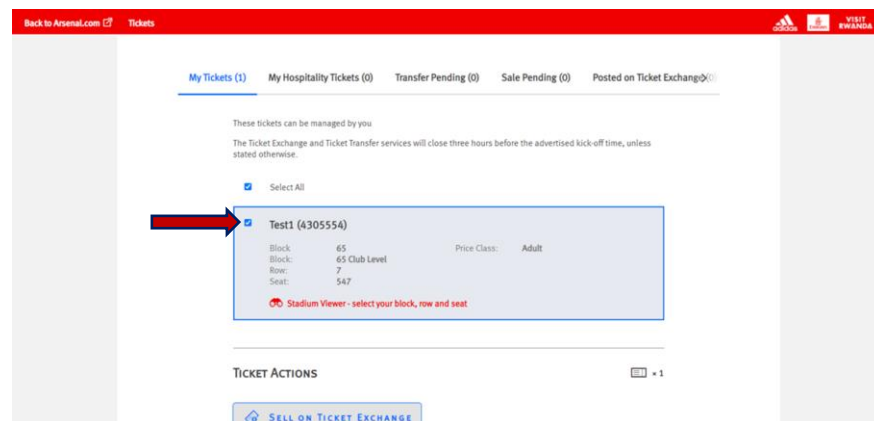
TICKET EXCHANGE – SEAT POSTING

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'.
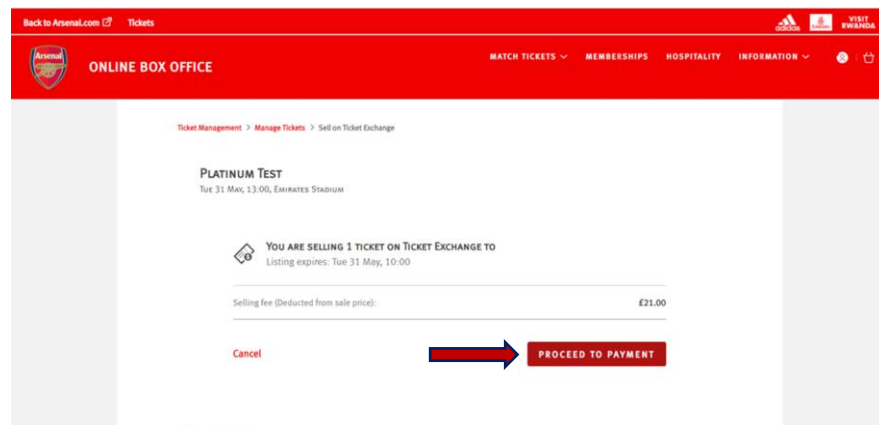
Step 5: Click **'Proceed To Payment'** on the following page.

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.
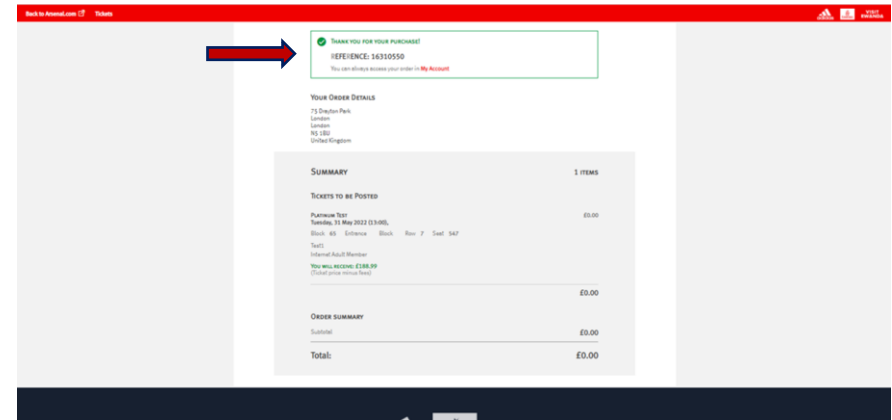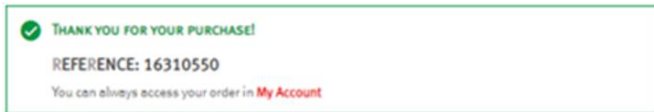
Note:

- **Season Ticket Holders are not charged** any fee for using the Ticket Exchange service

- Members 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
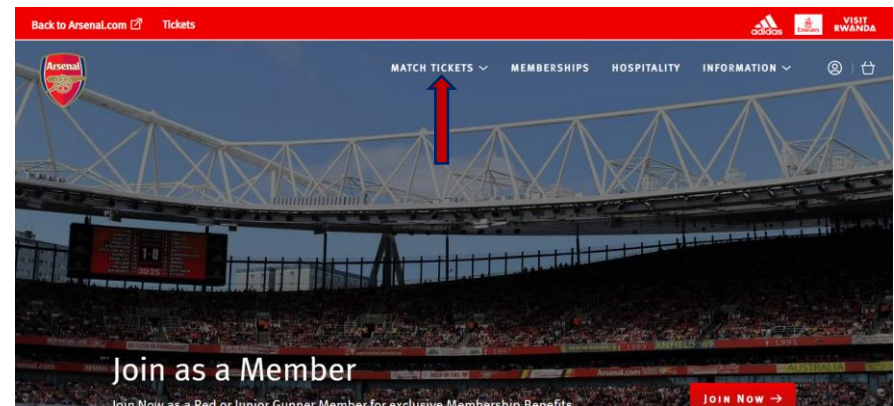
TICKET EXCHANGE – PURCHASING

Step 1: To access Ticket Exchange, visit **www.eticketing.co.uk/arsenal** and **Log In** to your account using the head and shoulders button in the top right-hand side of the screen.
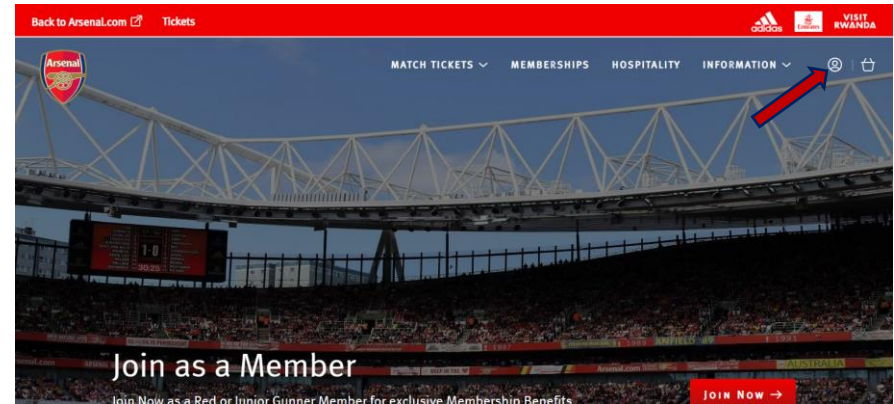
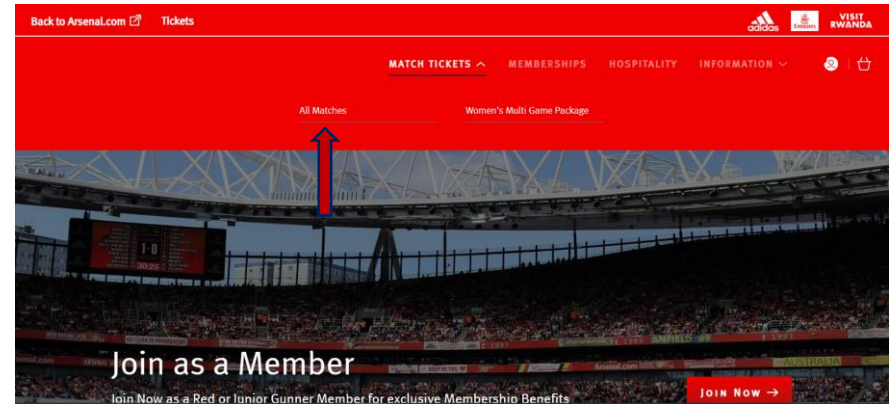**Step 2:** Then, click on **Match Tickets** at the top of the page.

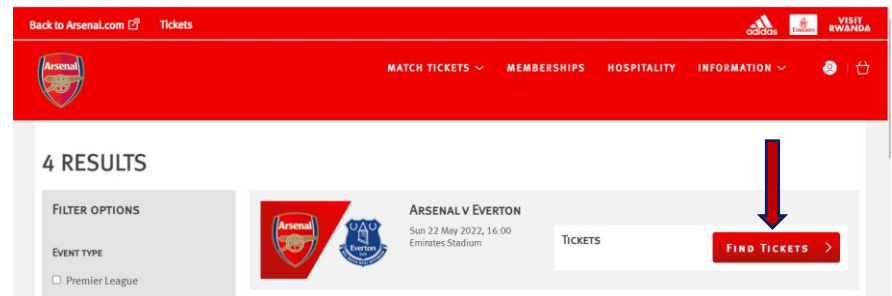**MATCH TICKETS** ⌄

TICKET EXCHANGE – PURCHASING

Step 3: Click on 'All Matches'.

All Matches

Step 4: Select the relevant fixture and click 'Find Tickets'.

FIND TICKETS

TICKET EXCHANGE – PURCHASING

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.

TICKET EXCHANGE – PURCHASING

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.

TICKET EXCHANGE – PURCHASING

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. ⟶👤 **Reassign**

Step 9: When assigned correctly, click on '**Proceed To Checkout**' **PROCEED TO CHECKOUT**

TICKET EXCHANGE – PURCHASING

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 each Members Digital Pass.