



ARSENAL TICKET TRANSFER

HOW TO GUIDE

TICKET HUB GUIDE



Ticket Transfers will now be managed through the **Ticket Hub**. From here, you will be able to transfer tickets directly to people in your network. Once a transfer is sent, the recipient can log in to the Ticket Hub to accept or decline it.

You can access the **Ticket Hub** by logging into your account.

The screenshot shows the Arsenal.com website's Ticket Hub. The top navigation bar includes links for Arsenal.com, Shop, Hospitality, News, Media, Fixtures & Results, Tickets, Membership, Shop, The Club, Supporters, and a user profile icon. Below this is a secondary navigation bar with icons for My Tickets, Available Tickets, Memberships, Network, Ticket History, and FAQs. The main content area is divided into three sections: 'Showing tickets for:' with a list of users (Francis Jefferson, Sadie Jefferson, Billy Jefferson) and their ticket details; 'My next match' with three ticket cards for Arsenal v Real Madrid; and a 'Transfer multiple' button. Each ticket card displays the match, date, time, ticket type, holder name, and seat information, along with icons for Download, Transfer, and Exchange.

Holder Name	Ticket Type	Turnstile	Area	Row	Seat
Francis Jefferson	GOLD	3	113	6	531
Sadie Jefferson	GOLD	3	113	6	532
Billy Jefferson	JANOR	3	113	6	529

TICKET HUB GUIDE

MY NETWORK



You can only transfer tickets to supporters who are in your Arsenal Network.

To do this, **log in** to the **Ticket Hub**, where you can add people to your Network using their Membership Number and Last Name.

If the person you want to transfer to doesn't yet have an account, you can also invite them to join.

For a step-by-step guide on **My Network**, please **click here.**

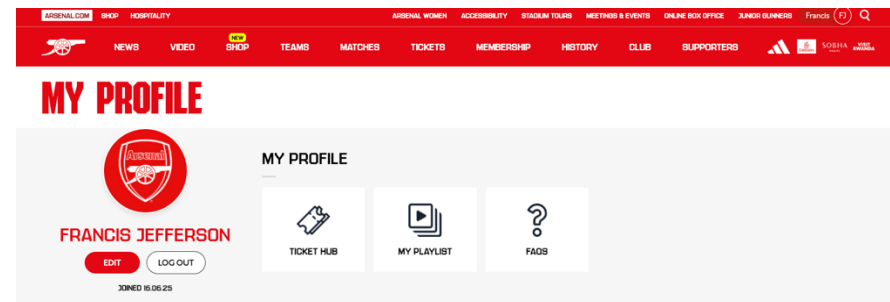
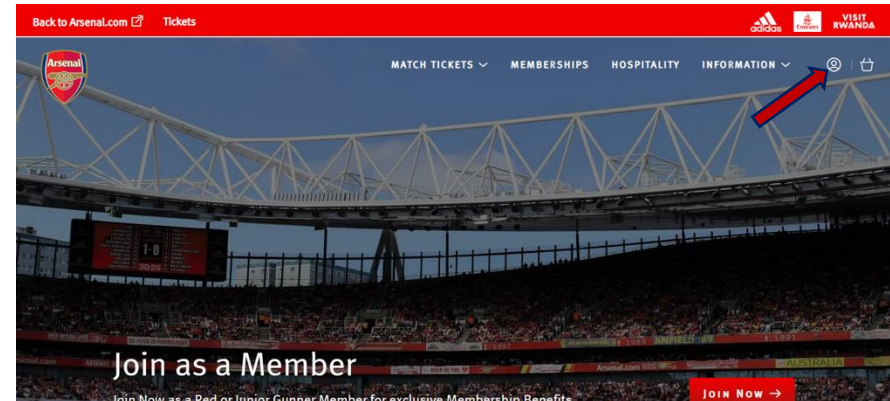
TICKET TRANSFER GUIDE



Step 1: To access the Ticket Hub, **Log In** to your account using the head and shoulders button in the top right-hand side of the screen. 



Step 2: Once logged in, click your profile name in the top navigation bar. From your profile, select the **'Ticket Hub'** tile to access your tickets.

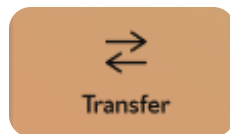


TICKET TRANSFER GUIDE



Step 3: Your match tickets should appear in the **'My next match'** section. If the ticket can be transferred, you should see the **Transfer button**.

Select the ticket you wish to transfer by clicking the **transfer button**.



The screenshot shows the Arsenal.com website interface. The top navigation bar includes links for Arsenal.com, Shop, and Hospitality. Below this is a secondary navigation bar with links for News, Media, Fixtures & Results, Tickets, Membership, Shop, The Club, Supporters, and a user profile icon. The main content area is divided into two sections: 'Showing tickets for' and 'My next match (3 tickets)'. The 'Showing tickets for' section lists three tickets for Francis Jefferson, Sadie Jefferson, and Billy Jefferson, each with a 'Transfer' button. The 'My next match' section displays three tickets for Arsenal v Real Madrid, each with a 'Transfer' button. The tickets are color-coded: gold for Francis Jefferson, orange for Sadie Jefferson, and red for Billy Jefferson. Each ticket card shows the match details, the ticket holder's name, and the ticket ID. The 'Transfer' button is prominently displayed on each ticket card.

TICKET TRANSFER GUIDE



Step 4: Select the person you would like to transfer the ticket to from your network.



Arsenal.com Shop Hospitality

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< Back to My Tickets

TRANSFER TICKET

Send to someone outside your network

Sadie Jefferson SILVER 71344712	Transfer
Francis Jefferson GOLD 91542735	Transfer
Freddie Anderson RED 5512447	Transfer

Step 5: If the person is not yet in your network, you can add them by entering their membership number and surname. If they do not have an account, you can send them an invite to register.

Arsenal.com Shop Hospitality

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< Back to My Network

ADD A MEMBER

Are they already a member? Fill in the details below to search for them. If not, [invite them to join](#).

Membership no.	Last name
98115521	Williams

SEARCH FOR MEMBER

Adding someone that is not registered? [INVITE THEM TO JOIN](#)

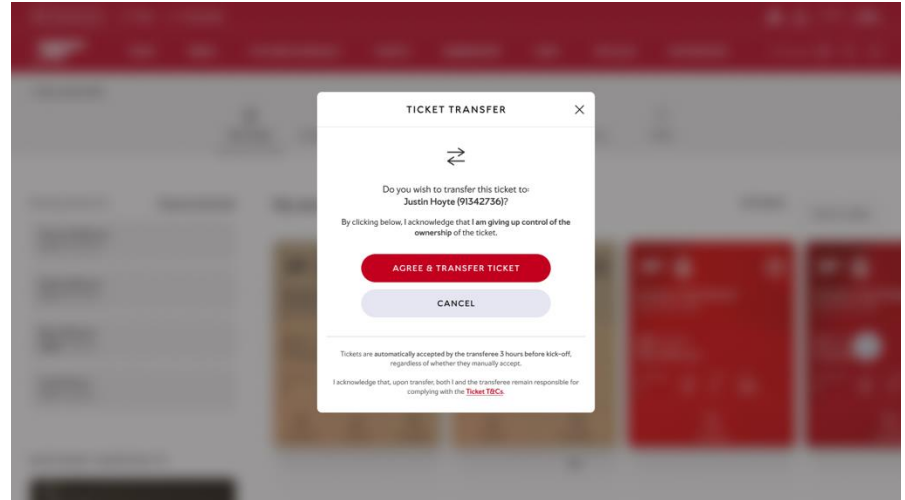
TRANSFERRING A TICKET GUIDE

TICKET TRANSFER GUIDE



Step 6: Review the **Terms & Conditions** and then click 'Agree & Transfer Ticket'.

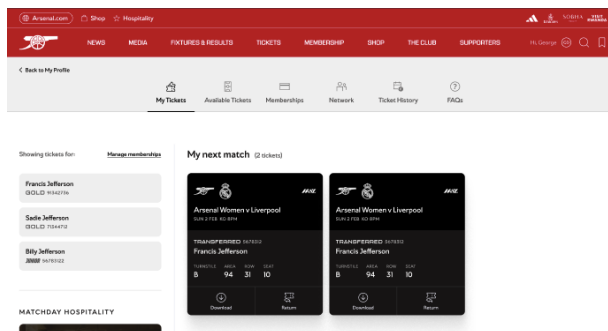
Step 7: You will receive **an email confirming your ticket(s)** has been **transferred** to your selected recipient (pending their acceptance).



TICKET TRANSFER GUIDE



Step 8: Once your ticket has been **accepted** by the **recipient**, you will receive an **email confirming their acceptance**. The ticket will then appear in the recipient's Ticket Hub account.



Step 10: If the **recipient rejects the ticket**, you will receive an **email confirmation**, and the ticket will be returned to your Ticket Hub account.

Note: your transfer can take up to 30 minutes to complete.

TRANSFERRING A TICKET GUIDE

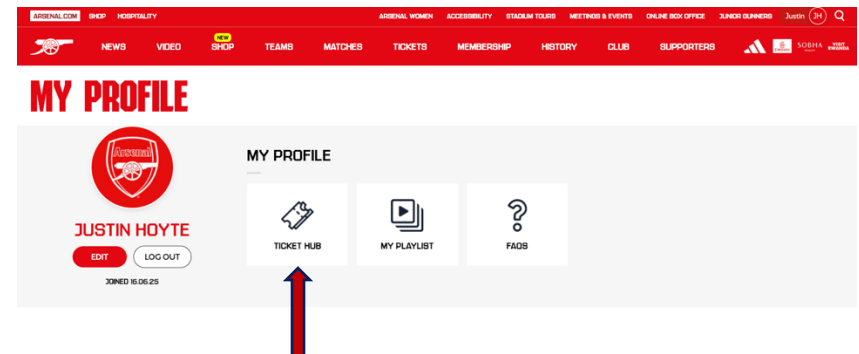
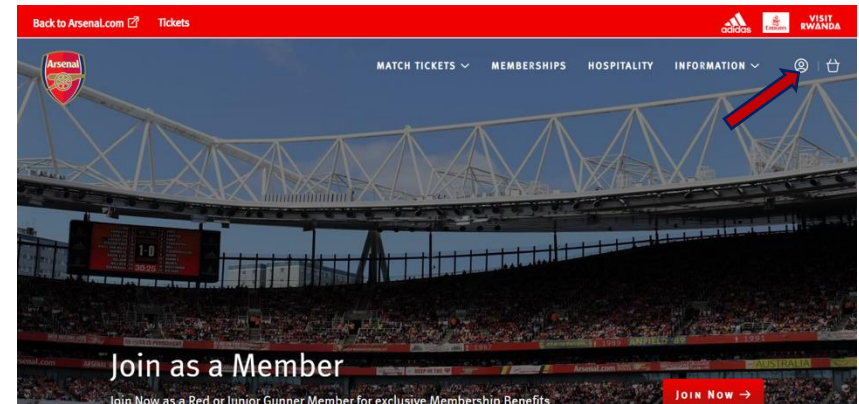
ACCEPTING TICKET TRANSFER



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

Step 2: **Log In** to your account using the head and shoulders icon in the top right-hand side of the screen. 

Step 3: Once logged in, click your profile name in the top navigation bar. From your profile, select the '**Ticket Hub**' tile to access your tickets.



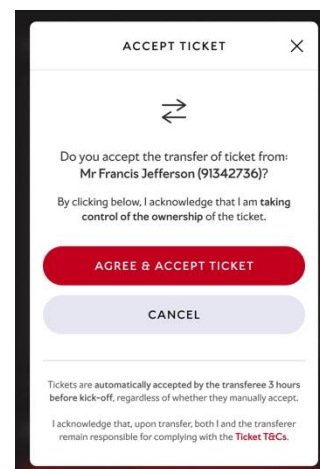
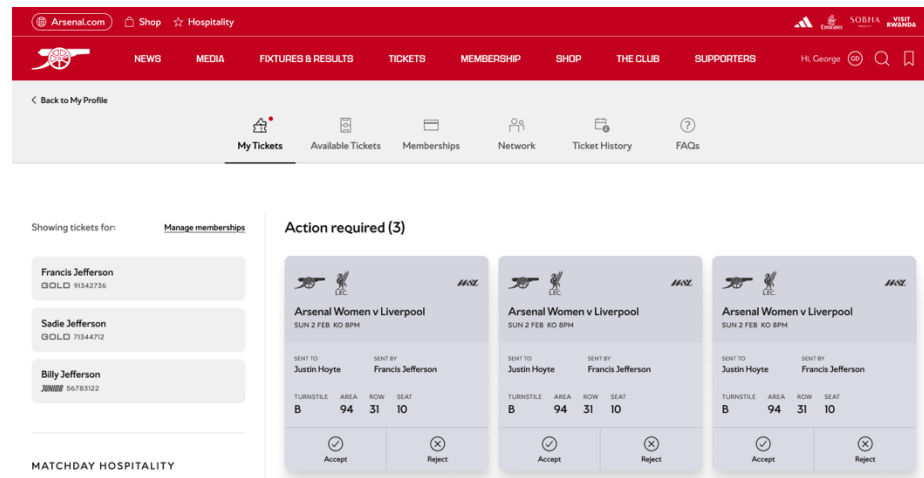
ACCEPTING TICKET TRANSFER



Step 4: You should see the tickets you have been transferred in the '**Action Required**' section. Here you will be prompted to select either the **Accept** or **Reject** button.



Step 5: When you click **Accept**, a confirmation screen will appear, summarising the accepted ticket details. Select '**Agree & Accept Ticket**' to complete the transfer.



ACCEPTING TICKET TRANSFER



Step 7: You will receive **an email confirming** your accepted ticket details.

You can access your ticket from the Ticket Hub.

The screenshot displays the Arsenal.com website's Ticket Hub. The top navigation bar includes links for Arsenal.com, Shop, and Hospitality, along with social media and partner logos. The main menu features News, Media, Fixtures & Results, Tickets, Membership, Shop, The Club, and Supporters. Below this, a secondary menu highlights 'My Tickets' as the active section, with other options like Available Tickets, Memberships, Network, Ticket History, and FAQs.

Under 'My Tickets', there's a section 'Showing tickets for:' with a 'Manage memberships' link. It lists three tickets for Francis Jefferson (GOLD 91342736), Sadie Jefferson (GOLD 71344712), and Billy Jefferson (JUNIOR 56783122). Below this is a 'MATCHDAY HOSPITALITY' section.

The 'My next match (2 tickets)' section shows two identical ticket cards for 'Arsenal Women v Liverpool' on 'SUN 2 FEB KO 8PM'. Both tickets are 'TRANSFERRED' to Francis Jefferson (5678312). The ticket details table is as follows:

TICKET	TURNSTILE	AREA	ROW	SEAT
1	B	94	31	10
2	B	94	31	10

Each card includes 'Download' and 'Return' buttons.

ACCEPTING A TICKET GUIDE

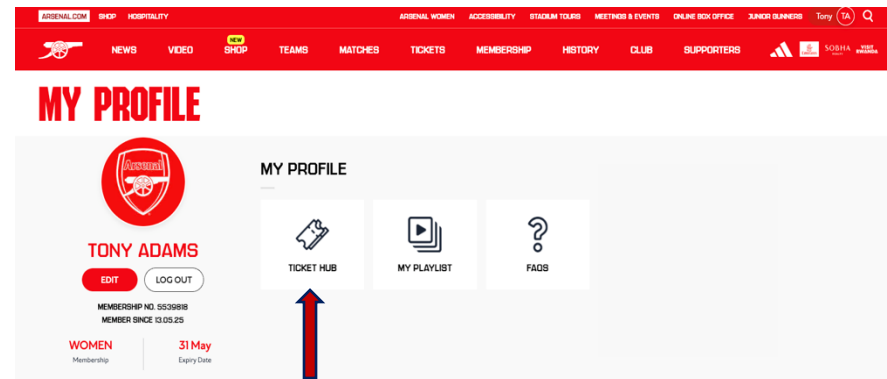
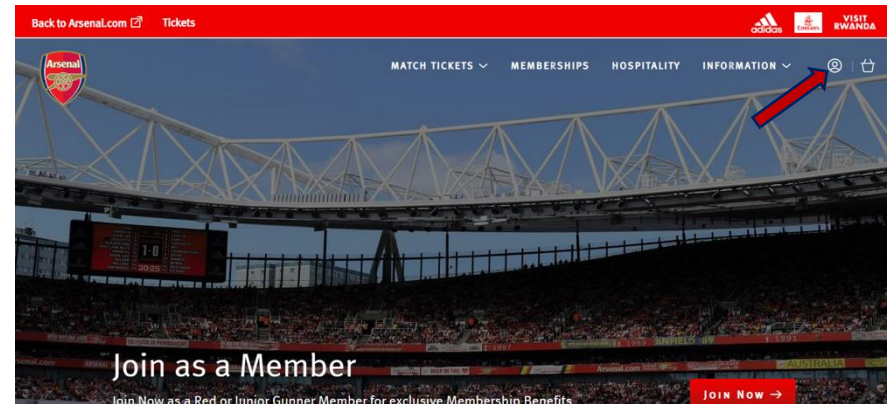
REJECTING TICKET TRANSFER



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

Step 2: **Log In** to your account using the head and shoulders in the top right-hand side of the screen. 

Step 3: Once logged in, click your profile name in the top navigation bar. From your profile, select the '**Ticket Hub**' tile to access your tickets.



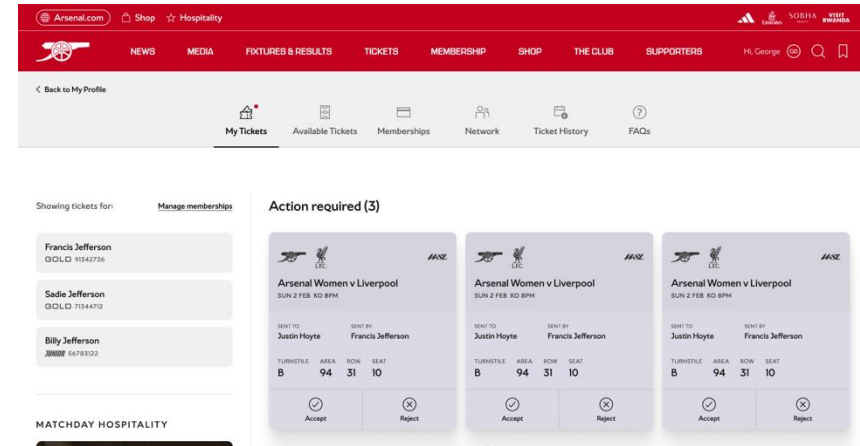
REJECTING TICKET TRANSFER



Step 4: This should take you to the Ticket Hub where you will see the **Action Required** section. You will see the ticket(s) you have been transferred that require action, select either the Accept or **Reject** button.



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



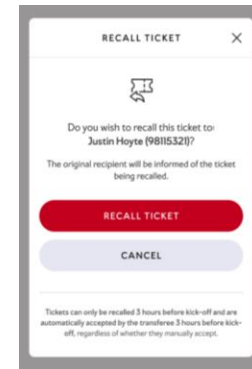
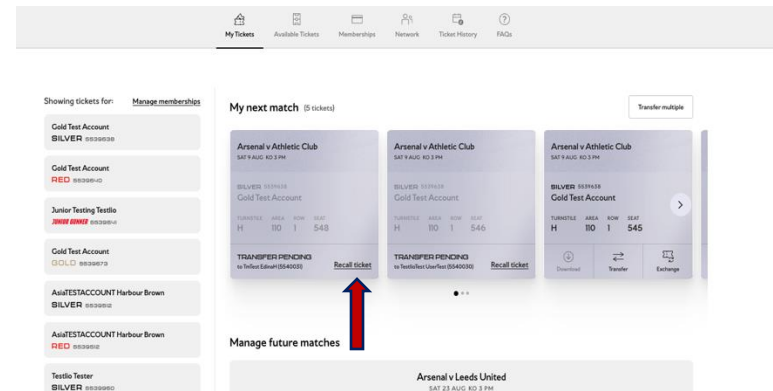
RECALLING A TICKET TRANSFER



Step 1: Log In to your account using the head and shoulders button in the top right-hand side of the screen. Once logged in, click your profile name in the top navigation bar. From your profile, select the **'Ticket Hub'** tile to access your tickets.



Step 2: If your ticket transfer has not been accepted and the transfer window is still open for the relevant game, you will be able to recall the ticket by clicking the **'Recall Ticket'** button.



Confirming this ticket recall **will re-activate** your season ticket **access card**. You will receive an email confirming the above.

RECALLING A TICKET GUIDE