



How to **collect and transfer your tickets**  
via the secure mobile ticketing app

Main buyer's  
**instructions**



## A few days before the event

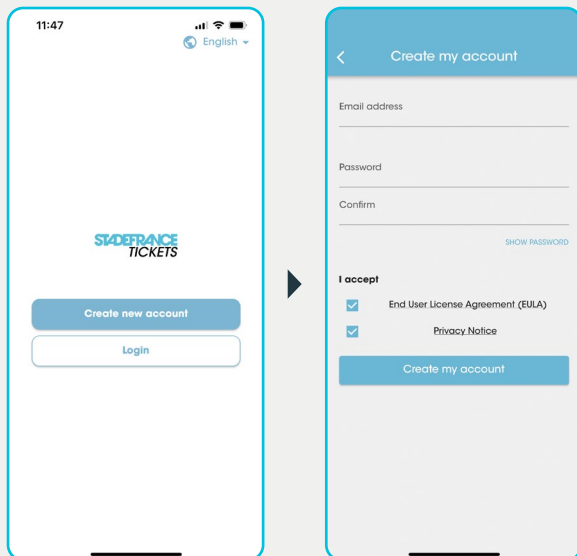
You are informed, by email, of the **availability of your tickets**.  
You can now transfer them to third parties by following the instructions below.

### 1. Download the STADEFRANCE Tickets application

Download the STADEFRANCE Tickets application from the [App Store](#) or [Google Play](#)

- In order to attend the event, it is therefore essential that you have a smartphone that allows you to download an app, except for minors (see page 3).

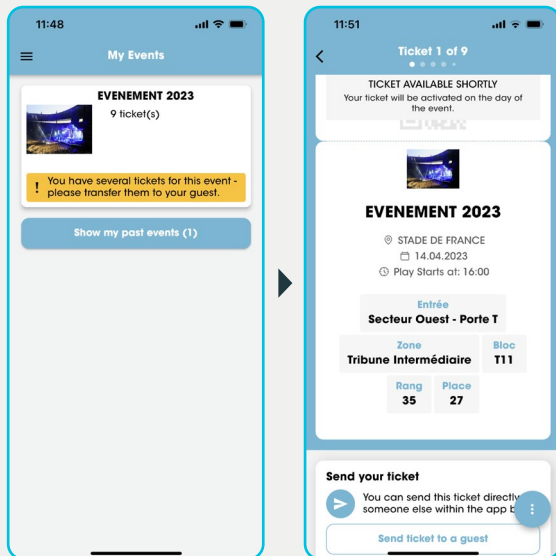
### 2. Create your account



**Create your account** using the email address you used when you purchased.

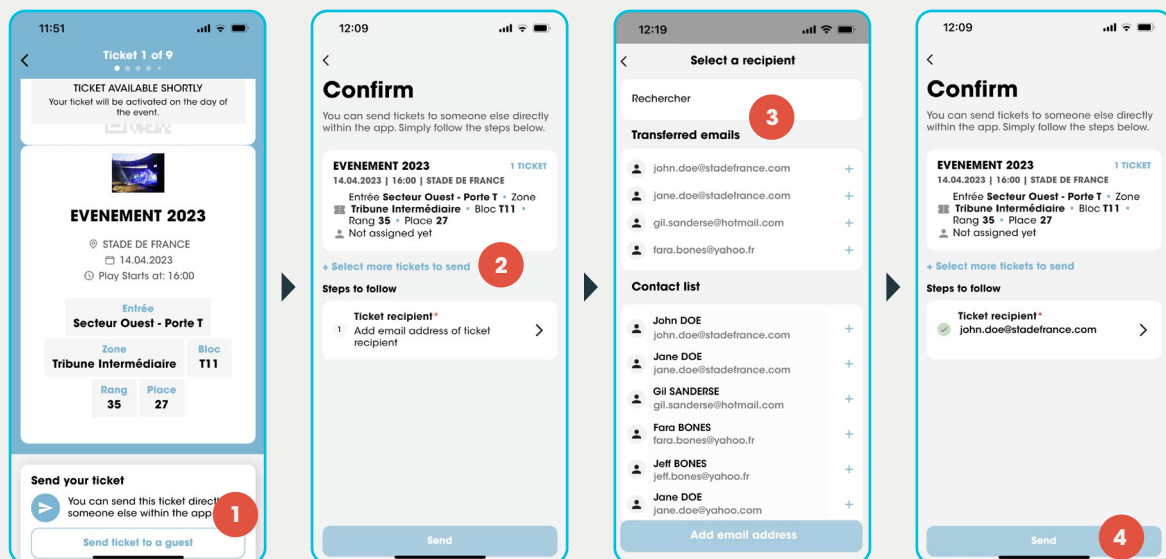
### 3. Provision of your tickets

- **Your tickets are available.** To simplify the use of the application, you can now **transfer all your tickets** or keep **one for yourself and transfer the others**.



- **For minors** who do not have a smartphone, their tickets can be kept and presented on the day of the event with the accompanying adult's ticket.
- At this stage, **your tickets** are visible but not yet activated. They **will only be activated 1 day before the event.**
- **Your parking ticket** can be downloaded directly from your **"Personal space"** on the [stadefrance.com](https://www.stadefrance.com) website and must be printed out to be presented at the car park entrance.

#### 4. Transfer of 1 or more tickets to a third party



- Select a ticket and click on **"Send ticket to a guest"** **1**
- If you want, you can add more tickets by clicking on **"Select more tickets to send"** **2**
- Fill in the email address of the recipient **3**
- Click on **"Send"** **4**

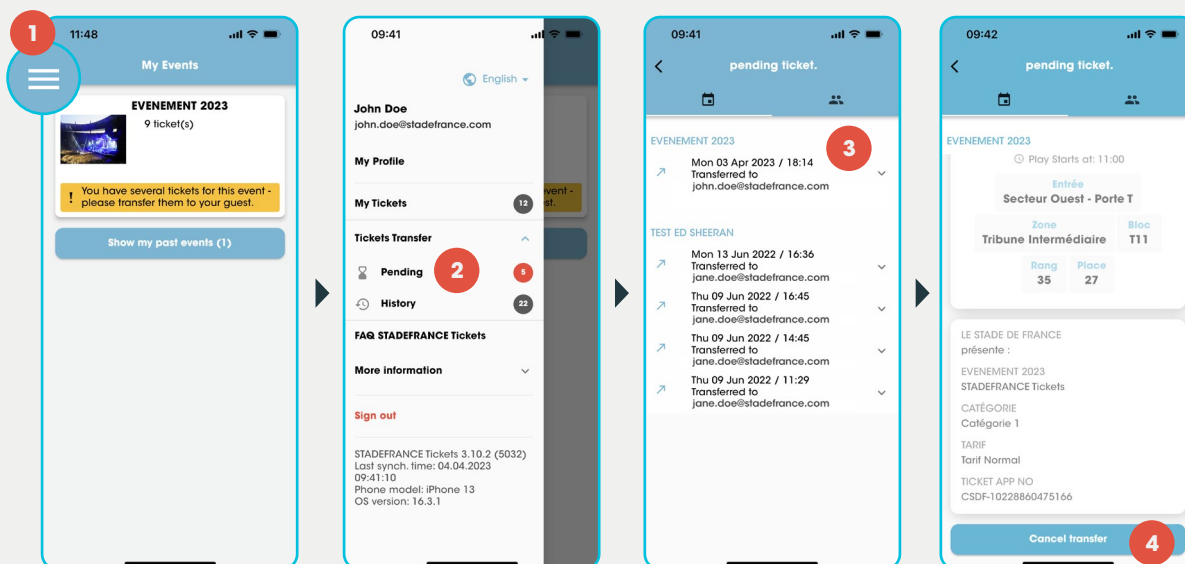
**You are then informed** that the **transfert** of the ticket is **in progress**. The recipient is also informed by email. The transfert may take a few minutes.


## 5. Cancellation of a ticket transfer

You wish to cancel a transfer because :

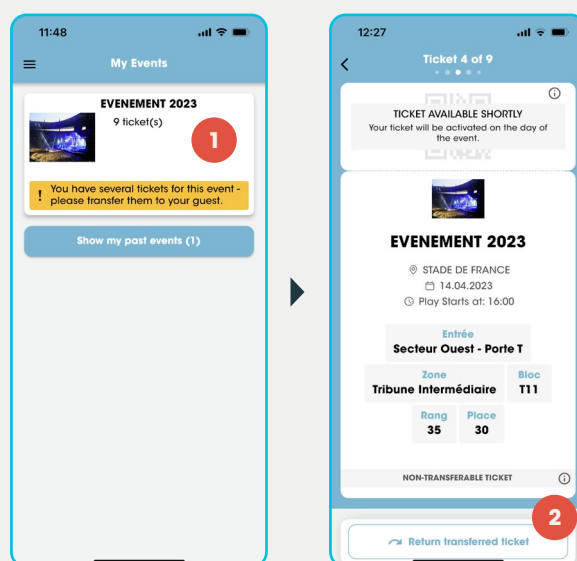
- You got the **wrong** email
- The person has not accepted the transfer and will not come...

### The recipient has not yet validated the transfer



- Go to the **Main Menu**  of the home page, top left **1**
- Select **"Tickets Transfer" > "Pending"** **2**
- Select the ticket(s) whose transfer you wish to cancel **3**
- Then click on **"Cancel transfer"** at the bottom of your screen. **4**

## The recipient has already validated the transfer



You must return your ticket via the application **STADEFRANCE Tickets** because you cannot transfer it to a third party yourself. To do this, you must :

- Go to the **STADEFRANCE Tickets** App
- Select the ticket in question **1**
- Then click on **"Return transferred ticket"** **2**

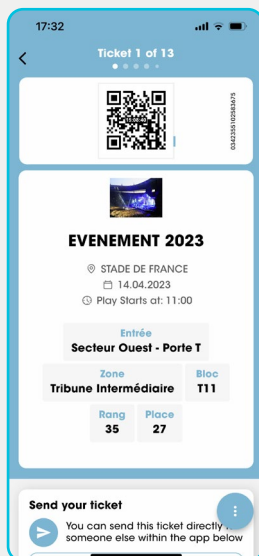
After a few moments, the ticket appears in your Main Menu.



# 1 day before the event

## 1. Activate your ticket

**The day before the event**, your tickets will be automatically activated when you log in to the **STADEFRANCE Tickets** application.



- Only an **“activated ticket”** on your smartphone **will allow you to access the Stadium**. You do not need to print the ticket.
- The same applies to the people to whom you have given other tickets. They must each present their “activated ticket” on their own personal phone.

# D-Day

## ⚠ Important information to remember

- **Before you go to the Stadium,** make sure your **smartphone** is fully **charged**.
- Only **one ticket** is **presentable** per phone (excluding minors).
- In other words,



1 phone = 1 person = 1 entry ticket

- Only the **ticket available on the app is accepted** at the Stadium entrance.
- **No screenshot or video recording of the ticket** will be valid as an entry ticket.