



Main buyer's **Instructions**

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



A few days before the event

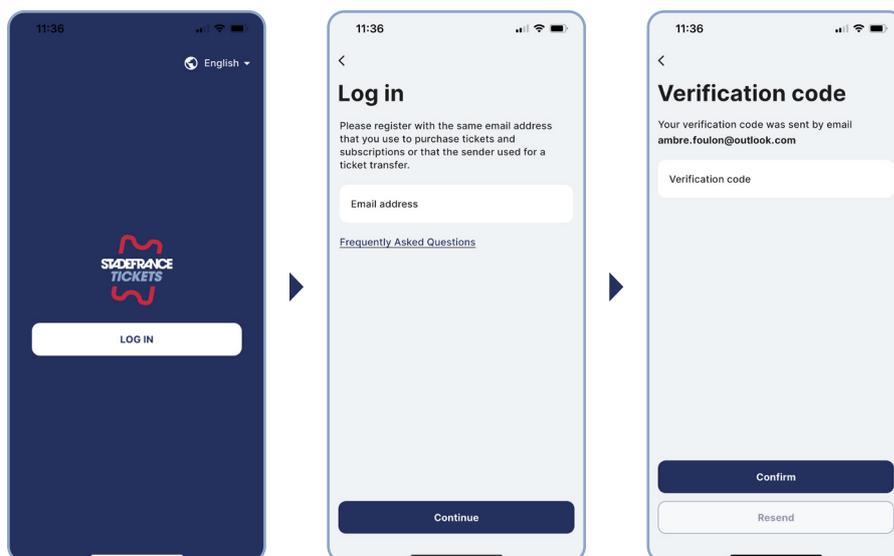
You are informed, by email, of the availability of your tickets.
You can now transfer them to third parties by following the instructions below.

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).

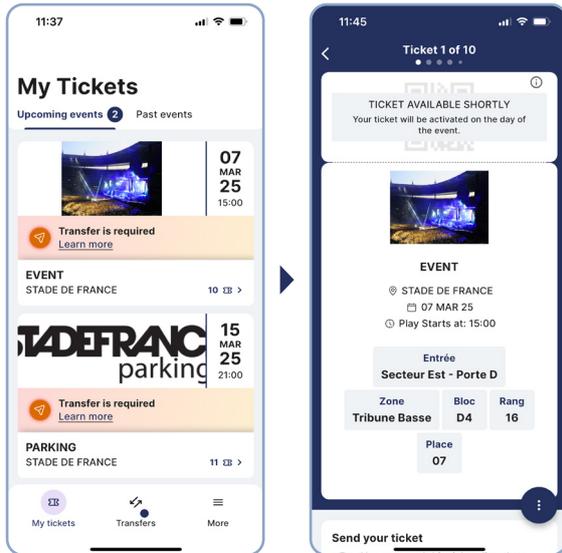
2. Access to your account



Access to your account using the email address you used when you made your purchase. Then enter the code you received at the same e-mail address.

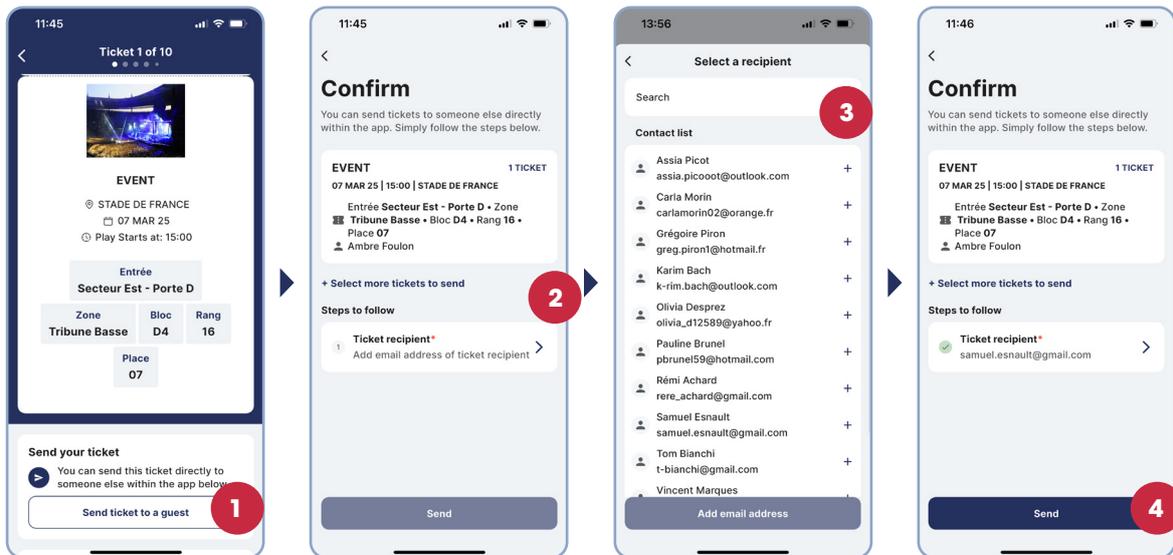
3. Provision of your tickets

- **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 also be downloaded and transferred from the app**, in the same way as your tickets.

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



- Select a ticket or a parking 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

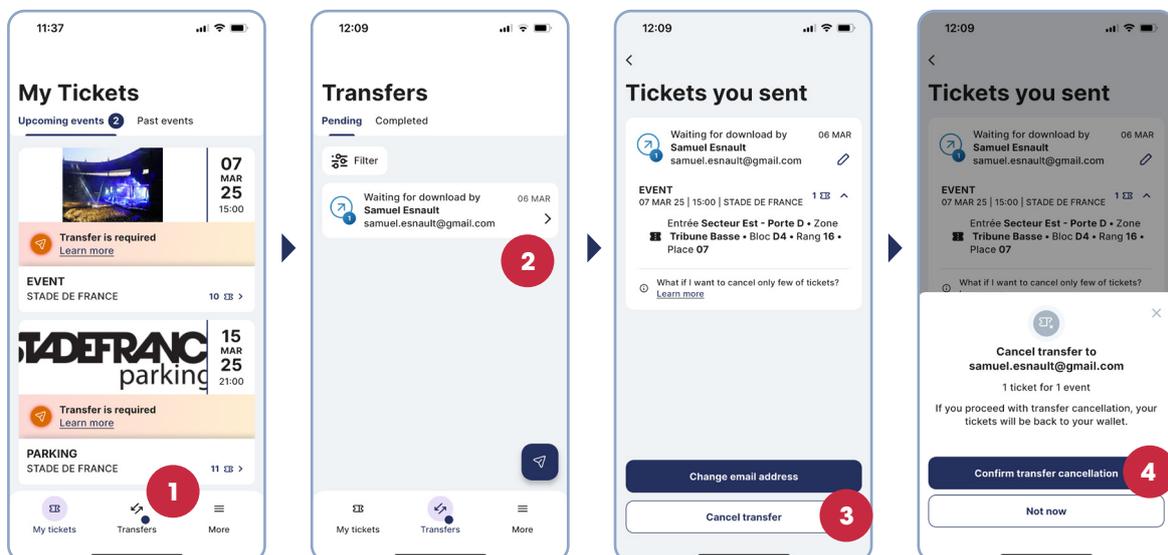
You are then informed that the **transfert** of the ticket is **in progress**. The recipient is also informed by email. The transfert may take a few minutes.

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...

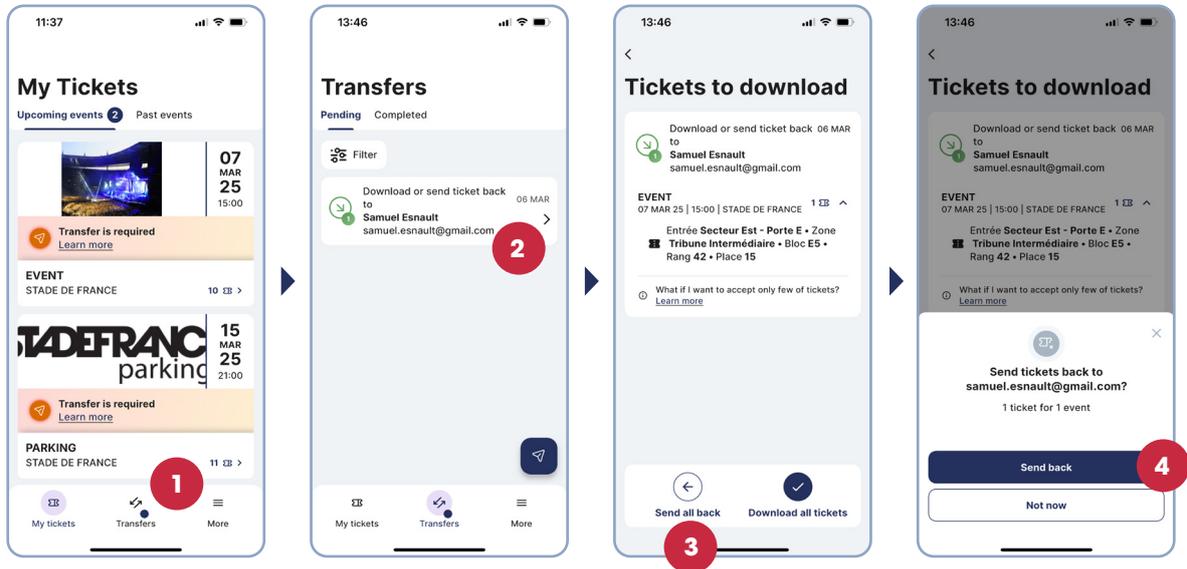
The recipient has not yet validated the transfer



Click on **"Transfers"**  at the bottom of your screen **1**

- **Select the ticket(s) and/or car park(s)** whose transfer you wish to cancel **2**
- Click on **"Cancel transfer"** **3**
- Then click on **"Confirm transfer cancellation"** **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
- Click on **"Transfers"**  at the bottom of your screen **1**
- **Select the ticket(s) or car park** in question **2**
- Click on **"Send all back"**  at the bottom of the screen **3**
- Then click on **"Send back"** to confirm **4**

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.