



Guest Instructions

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

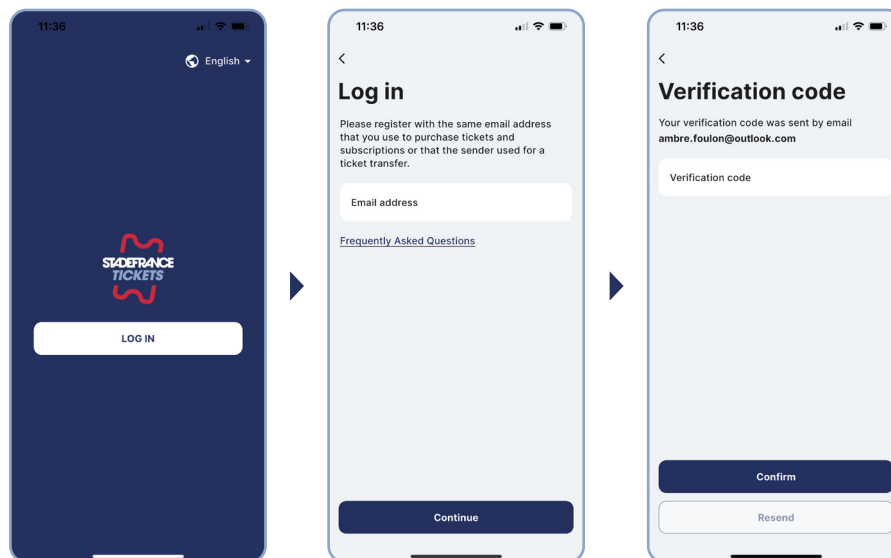
Someone has transferred a ticket to you to attend the event.
You will be notified by email. To get it back, you will have to follow the instructions below.

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.

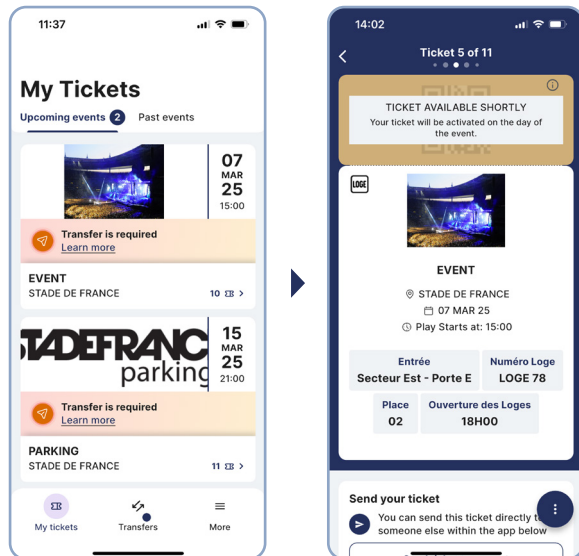
2. Access to your account



Create your account using your email address.
The one the main buyer used to transfer your ticket to you.

3. Provision of your ticket

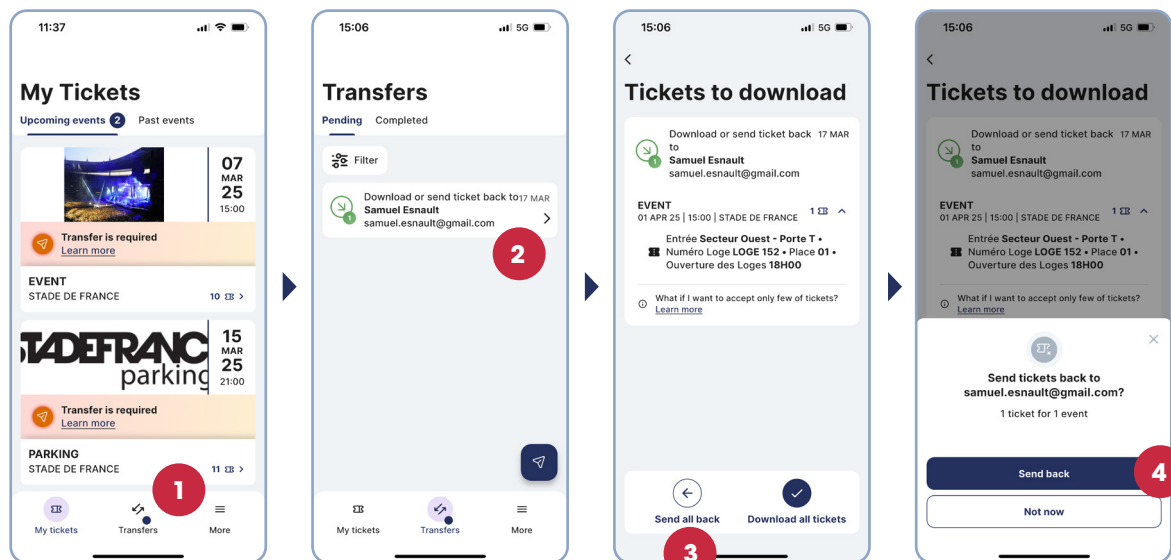
- **Your ticket is available.**
- At this stage, **your ticket** is visible but not yet activated. It **will only be activated 1 day before the event.**
- **If you have more than one ticket, remember to transfer them.** Each spectator must be able to show a ticket on their phone to enter the stadium.



- If you have bought a **parking ticket**, it **can also be downloaded and transferred from the app**, in the same way as your tickets.

4. Cancellation of a ticket transfer

You have validated the transfer of the ticket but finally, you can't go to the event.



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:

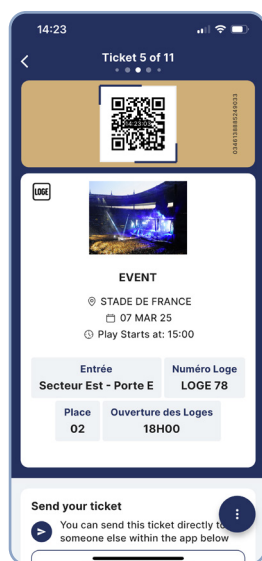
- Go to the **STADEFRANCE TICKETS** App
- Click on **"Transfers"**  at the bottom of your screen **1**
- **Select the ticket(s) or car park** in question **2**
- Click on **"Send all back"**  at the bottom of the screen **3**
- Then click on **"Send back"** to confirm **4**



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.

Activated ticket = dynamic QR code

D-Day

Important information to remember

- **Before you go to the stadium**, make sure your **smartphone** is fully **charged**.
- 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.