



# Ticket recipient's **Instructions**

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

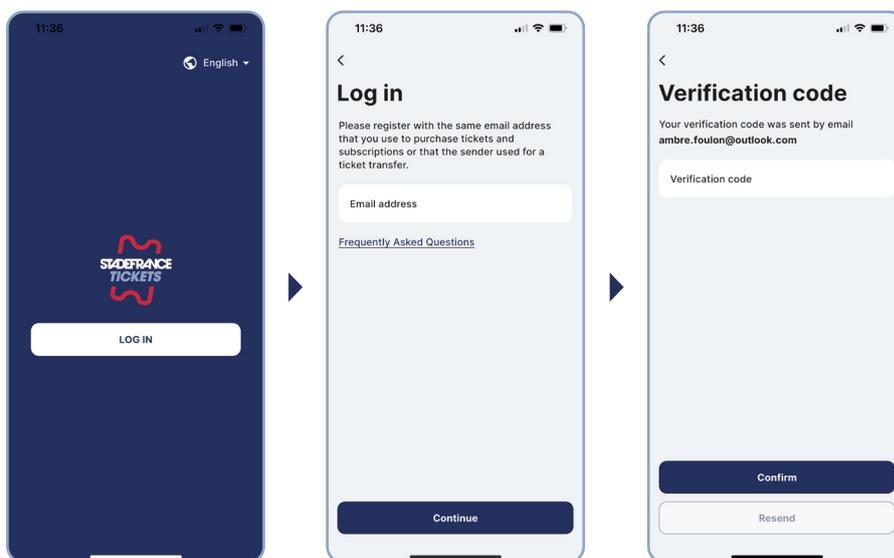
Someone has transferred a ticket to you to attend the event.  
You will be notified by email. To get it back, you will have to follow the instructions below.

## 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.

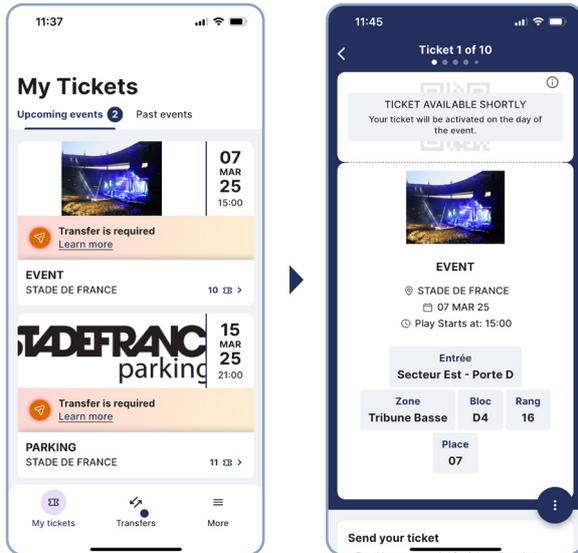
## 2. Access to your account



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

## 3. Provision of your ticket

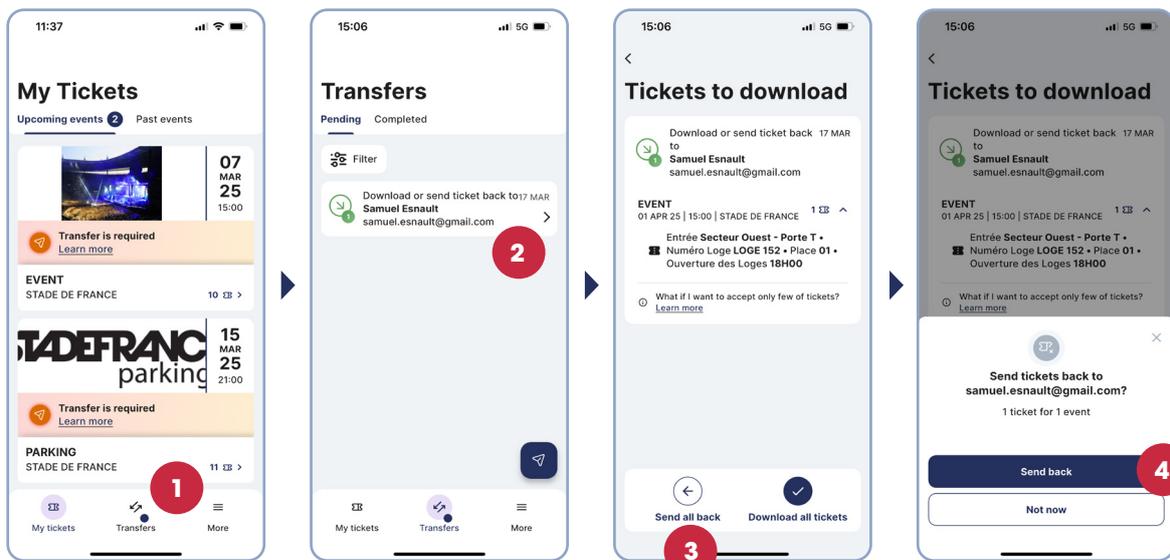
- **Your ticket is available.**
- At this stage, **your ticket** is visible but not yet activated. It **will only be activated 1 day before the event.**
- **If you have more than one ticket, remember to transfer them.** Each spectator must be able to show a ticket on their phone to enter the stadium.



- 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.

# 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.