



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

Main buyer's instructions



ED SHEERAN

July 29 and 30, 2022 at the Stade de France



30 day before the concert

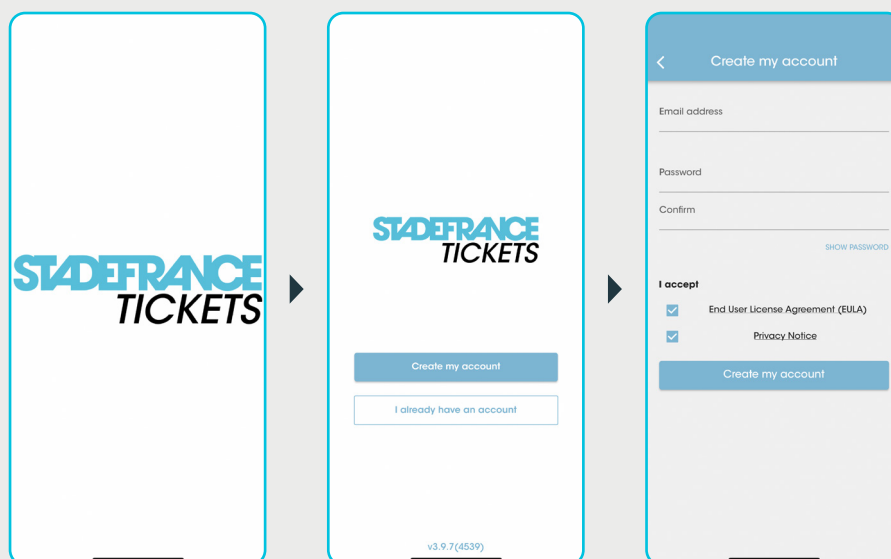
You are informed, by email, of the **availability of your tickets**.
You can now transfer them to third parties by following the instructions below.

1. Download the STADEFRANCE TICKETS application

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

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

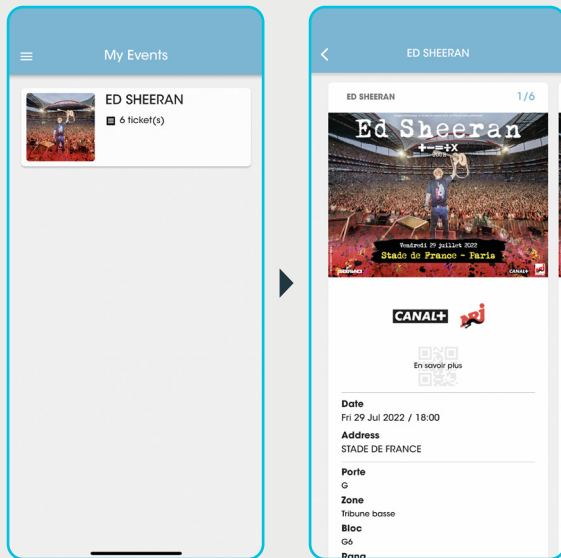
2. Create your account



Create your account using your email address. The same one you used when you purchased your tickets.

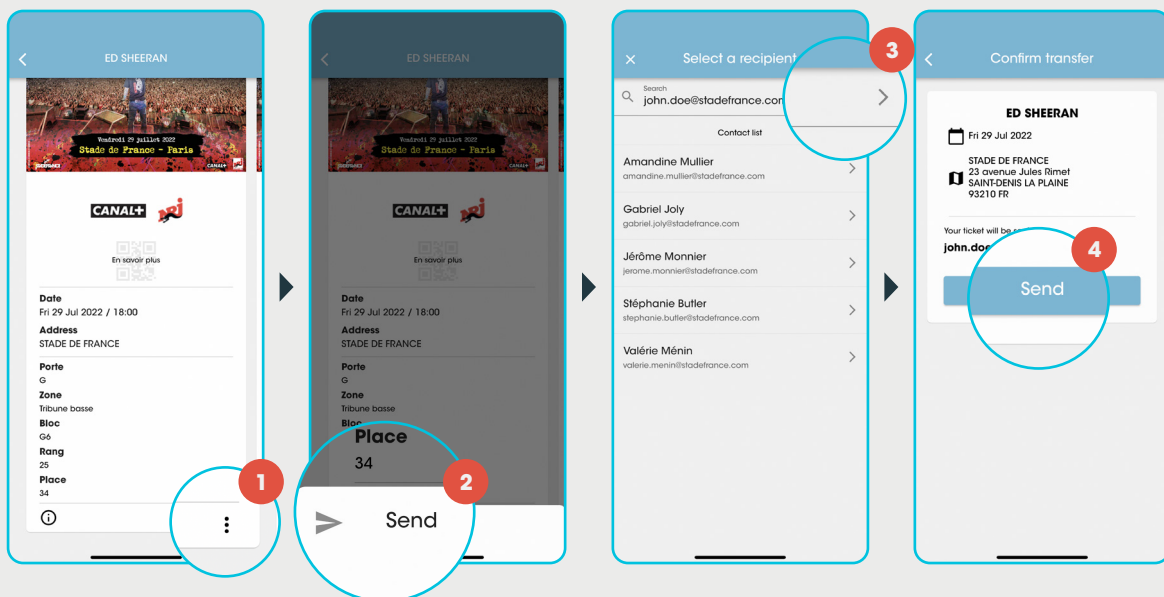
3. Provision of your tickets



- **Your tickets are available.** You can now **transfer them, except for one** that you will have to keep and present on the day of the concert.



- **For minors** who do not have a smartphone, their tickets can be kept and presented on the day of the concert 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 concert**.
- **Your parking** space can be downloaded directly from your **"Personal space"** on the stade france.com website and must be printed out to be presented at the car park entrance.

4. Transfer of a ticket to a third party



- Ticket **transfers are made by clicking on**  **at the bottom right of your screen.** **1**
- A clickable window indicating **"Send"** appears. **2**
- You must then enter the email address of the recipient of the ticket or select it from your list of Contacts. In this case, you must allow the App to access your Contacts.
- Then click on the arrow . **3**
- Once you have entered the email address of the recipient, click on **"Send"**. **4**
- **You are then informed** that the **transfer** of the ticket is **in progress**. The recipient is also informed by email. The transfer may take a few minutes.

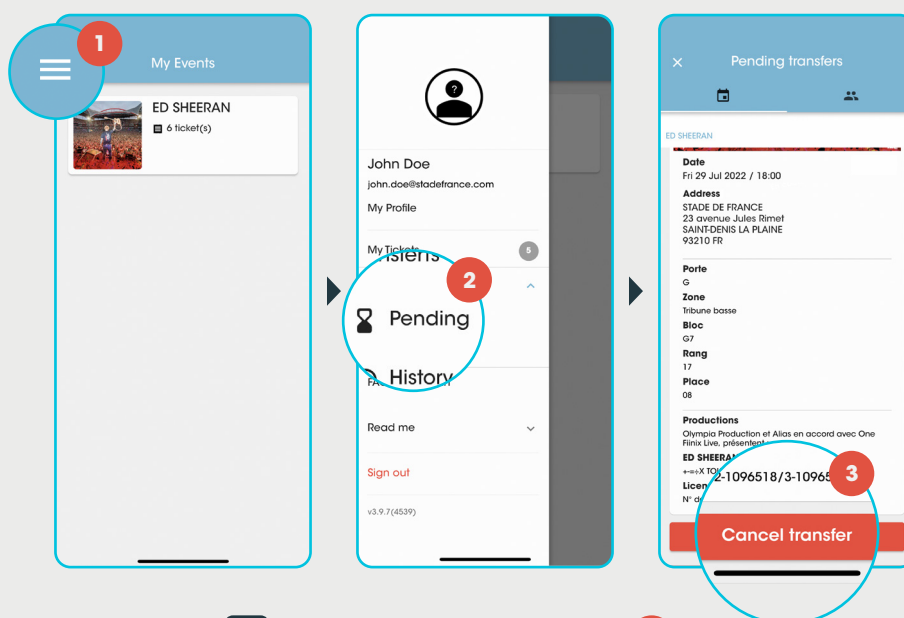
 **Important information:**


A **ticket** is **transferable** only **once and only by the main buyer**.

5. Cancellation of a ticket transfer

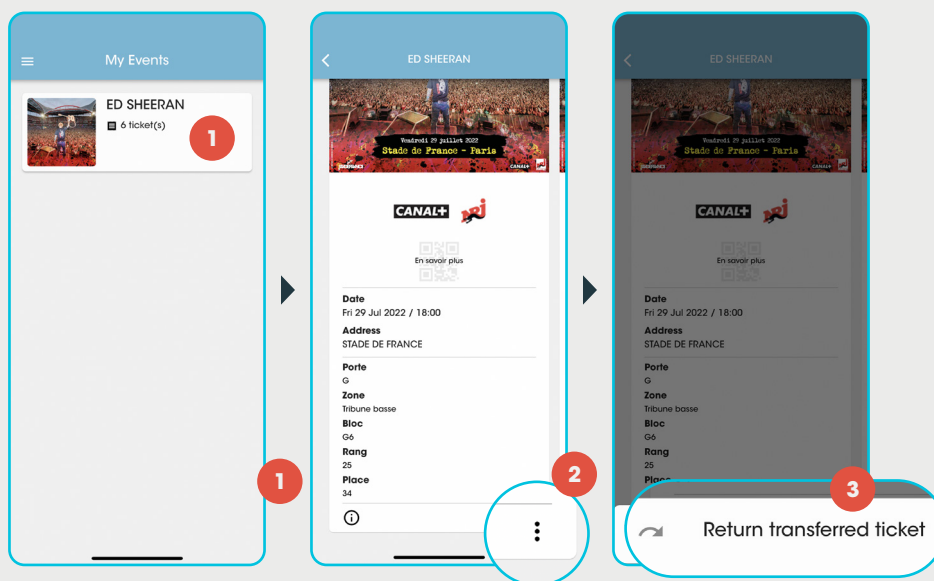
Do you wish to cancel a transfer?

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**
- Then click on **"Cancel transfer"** at the bottom of your screen. **3**

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.
- Click on the  at the bottom of the screen. **2**
- Then click on **"Return transferred ticket"**. **3**

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



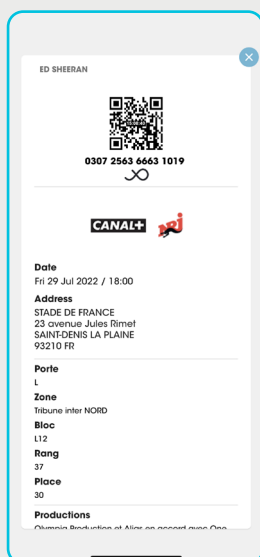
1 day before the concert

You will receive a notification that **your tickets are now available**.

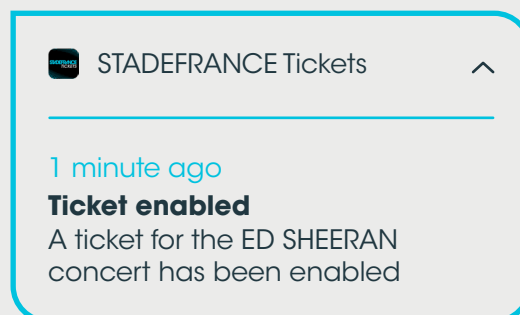
1. Activate your ticket

The day before the concert, you will receive a notification on the mobile app informing you that **your ticket is now activated**.

- **So**, remember to **allow notifications** from the **app** on your smartphone



Example of a notification



- 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.