

FAQS

Q: Why have the club moved to the app?

A: With more fraud happening than ever before, we have enlisted the help of our ticketing providers to introduce the new Sandy Park Ticketing app. This is a tried and tested app with many other sporting teams using the same model. This means tickets are more secure and our continued move to a paperless ticketing experience sits in line with our sustainability goals.

Q. Why isn't my season ticket showing in the app?

A. You will have a physical season ticket card and lanyard for this season. The app is for additional tickets on your account such as mates' rates or progression games.

Q. I'm worried the 4G at Sandy Park is not strong enough to download my tickets.

A. You will only need data or Wi-Fi to download your ticket to the app so we recommend that you do so well in advance of arriving at Sandy Park. Once downloaded, you do not need data or Wi-Fi to access your ticket to be scanned in to the ground.

Q. I have purchased 4 tickets, how do I transfer to my friends/family?

A. Click into the ticket you wish to transfer, press send ticket and you will be asked for an email address. Your friend will get an instant email and notification to say you're wanting to send a ticket and they need to accept within 24 hours. If they don't, the ticket will return to your account.

Q. I have purchased tickets for my friends and placed them in their names, why is only mine showing on the app?

A. If you allocated tickets to friends or family when you purchased them, the tickets will go directly to your friends' or families' account. They will need to download the app to view the tickets.

Q. I have purchased tickets to a game in the future, why aren't my tickets showing in the app?

A. Tickets will appear approximately 1-2 weeks before the date of the game.

Q. I have printed my ticket already, can I use this print out?

A. Yes you can, and this will mean that your tickets will not show in your app. (Printed tickets were only available for the 3 pre-season friendlies whilst our app was being finalised).

Q. I'm coming to the game with my partner and children, can I keep all tickets on my phone?

A. Yes, keep all tickets on your phone and scan in together especially with children, we understand they don't have phones.

Q. We are coming as a group, do we need to transfer tickets?

A. We would recommend where possible transferring tickets to friends, this will speed up entry at the turnstiles. Transferring each ticket is very simple, you will just need their email address and they will need to download the app and accept the ticket transfer within 24 hours

$\ensuremath{\mathsf{Q}}.$ I am coming with someone who doesn't own a smartphone. What do we do?

A. Where possible we recommend coming together and keeping the tickets on your phone to scan in. If you're arriving separately, please email the ticketing team to explain and they will print the tickets and leave them in collections on matchday.

Q. I haven't received my registration code in my Yahoo/Hotmail/Outlook email account?

A. Please make sure you are using the same email address you purchased your tickets with. If you are unable to find your registration code or transferred ticket, please check your spam folder. Sometimes emails can be mistakenly filtered as spam. If they're still not visible email **ticketing@ exeterchiefs.co.uk**

Q. I cannot see the barcode/QR code in the app, when will this show? A. Barcodes will display 18 hours before kick-off.

Q. What do I do if I have transferred a ticket and they are now no longer able to come?

A. The recipient will be able to transfer the ticket back to the original account simply by pressing return ticket in the app.

Q. Can I screenshot or take a photo of my ticket and forward this onto a friend or family member?

A. No – if you try to screenshot your ticket, you will be presented with a black screen. If you try to take a photo of the barcode on another device, this will fail to accept at our turnstiles because of the rotating barcode functionality.

Q. I do not have a smart phone, how do I get my tickets.

A. Once you have purchased tickets you will need to email **ticketing@ exeterchiefs.co.uk** to explain this and they will leave a ticket in collection on the day of the game for you.

Q. What are the minimum operating system requirements for the Sandy Park Ticketing app?

A. Apple: iOS 11 or later

Android: Version 5 (Lollipop) or later.

