



TICKETING

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.



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