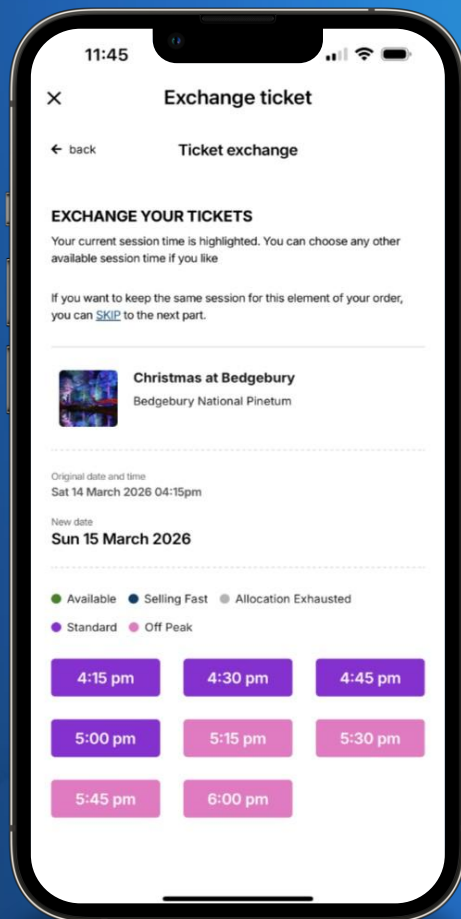
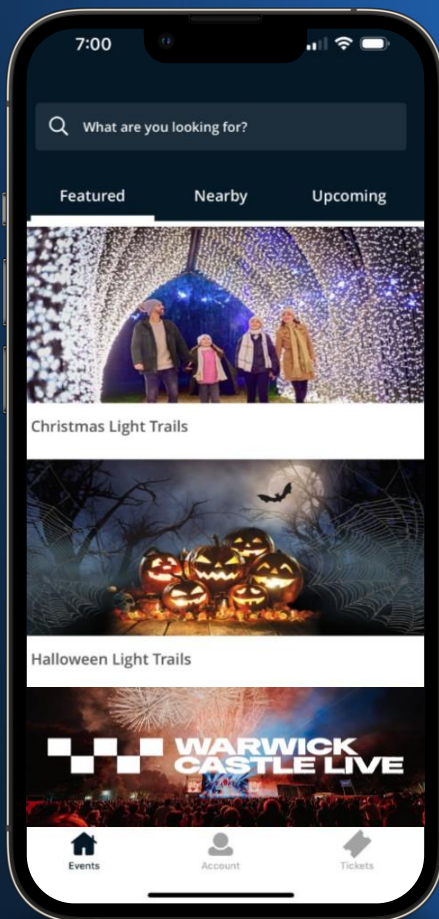


Ticket Exchange for Change of Mind

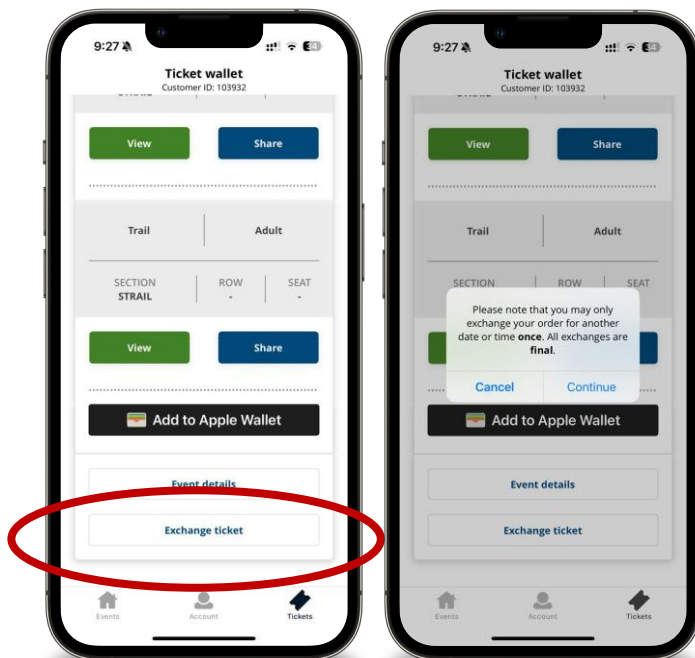
If you are unable to attend the session for which you purchased tickets, you may exchange your tickets once, provided the request is made at least 48 hours before the event date.



Download the latest version of the Ticketek UK App from the App Store or Google Play to Exchange your tickets.

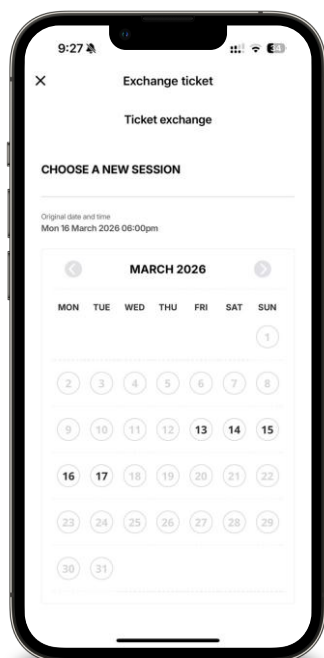
1

Sign into the Ticketek UK App and go to the Tickets menu option to locate the order you want to exchange. Tap "Exchange Tickets" button. You will be prompted with a reminder that you can only exchange your tickets once.



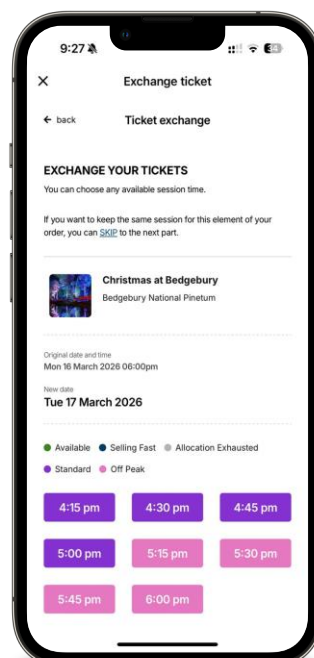
2

Select a new date from the calendar



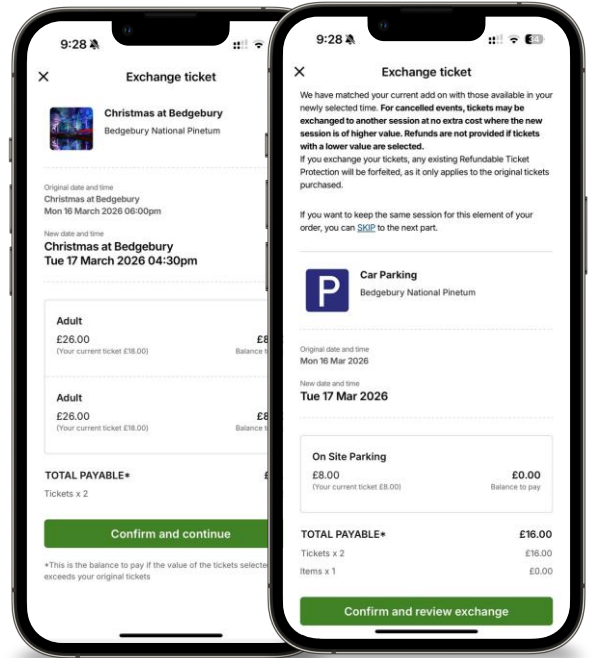
3

Select a new session time. You will see all available sessions



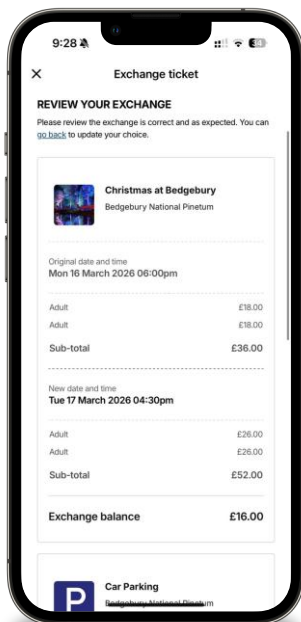
4

If the ticket price for the new session is higher, a summary of the additional costs will be displayed. You will need to pay the difference to complete the exchange or go back to make another selection. You will also be asked to confirm you want to exchange any upsell items in your order. Click **Continue** to progress or **Skip** to keep those items in your order.



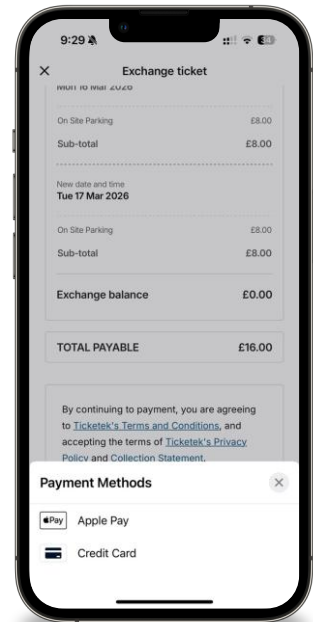
5

Review your exchange before completing, with a summary of the dates, times and prices of the original order and the new items you are exchanging into.



6

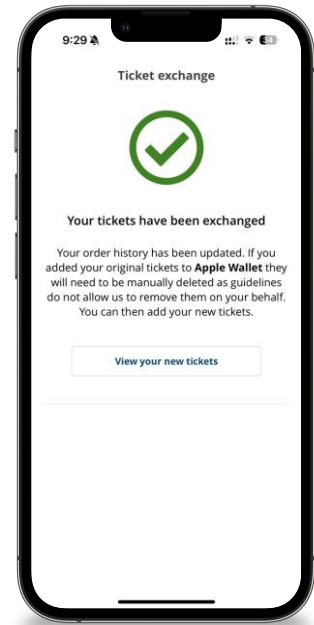
If you have selected higher price tickets from your original order you will be prompted to pay the difference only.



7

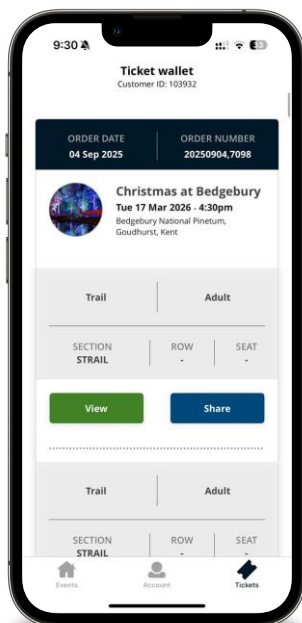
The confirmation screen will be displayed once your exchange has been successful.

You can view your new tickets in the App or by logging into the website and going to Order History.



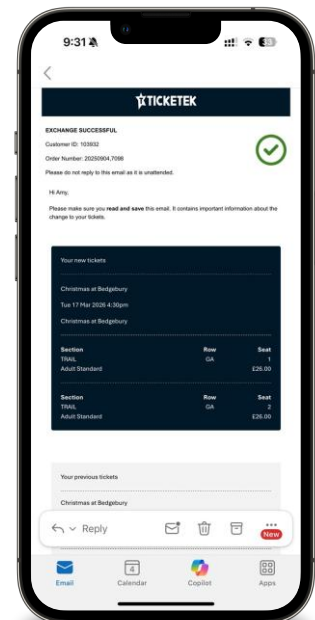
8

The Order Number will stay the same as your original purchase but the tickets will be automatically updated to your new date and time.



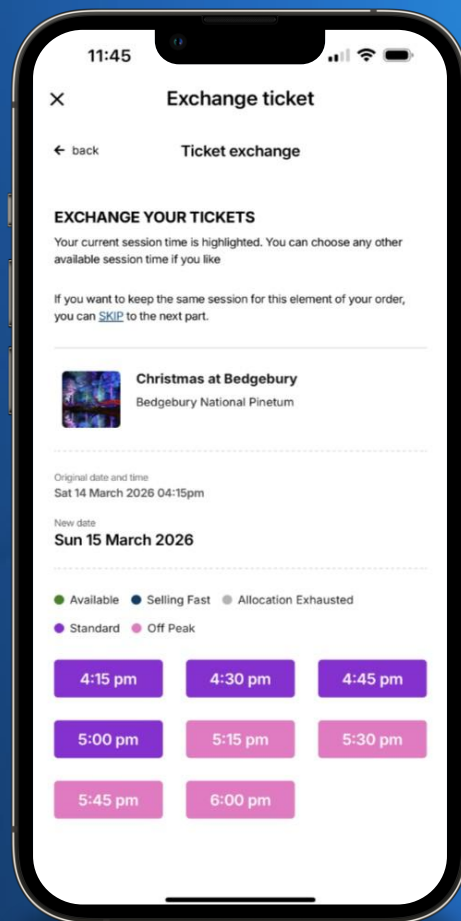
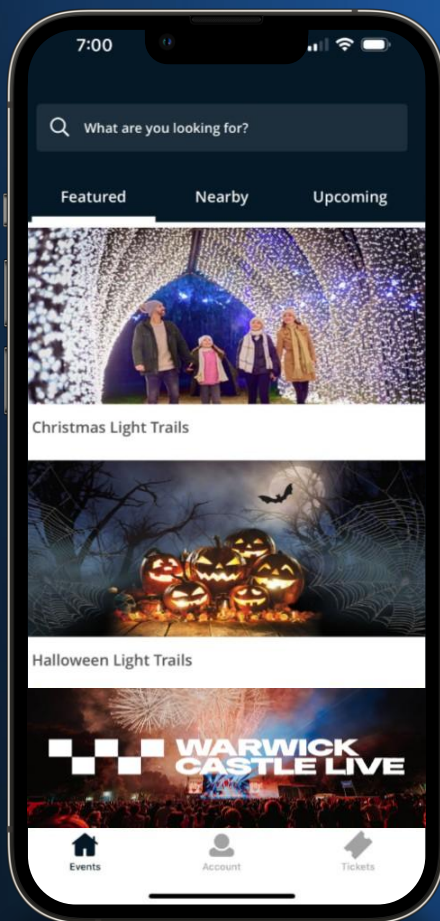
9

You will also receive an email to confirm the Ticket Exchange has been successful.



Ticket Exchange for Cancelled Events

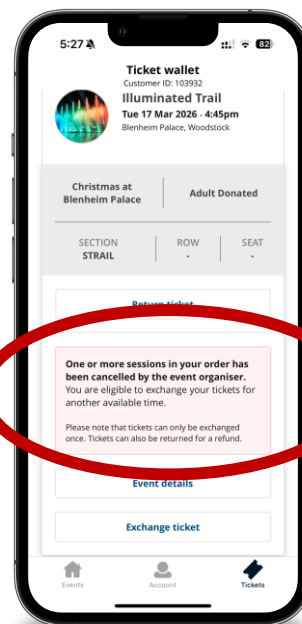
If your session is cancelled by the event organisers, you can exchange for any other session with availability at no additional cost.



Download the latest version of the Ticketek UK App from the App Store or Google Play to Exchange your tickets.

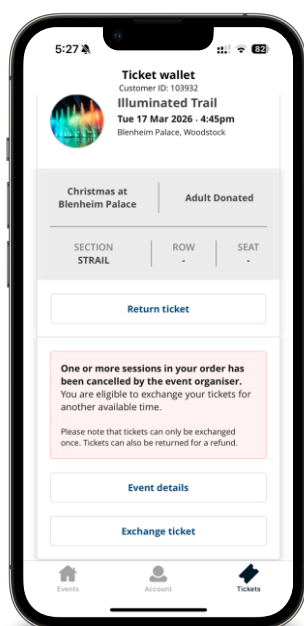
1

When an event is cancelled a Cancellation message will display in your ticket wallet in the Ticketek UK App, indicating which items in your order are Cancelled



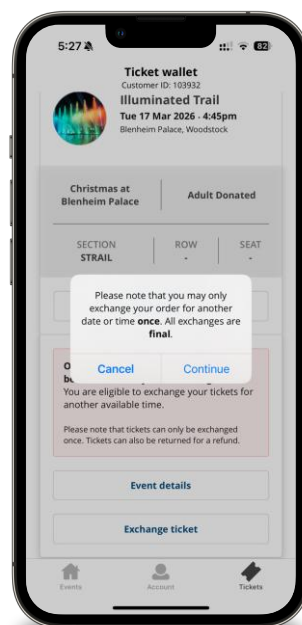
2

Tap on Exchange Tickets button to choose an alternate session



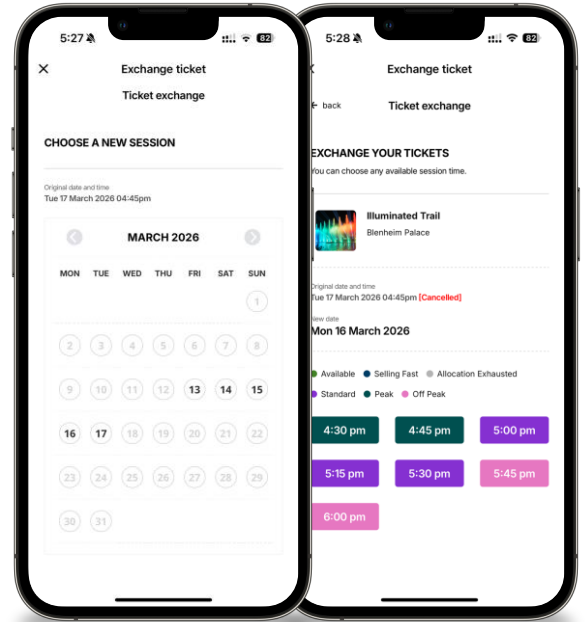
3

You will be prompted with a reminder that you can only exchange your tickets once.



4

Choose a date and time. You will see all available sessions

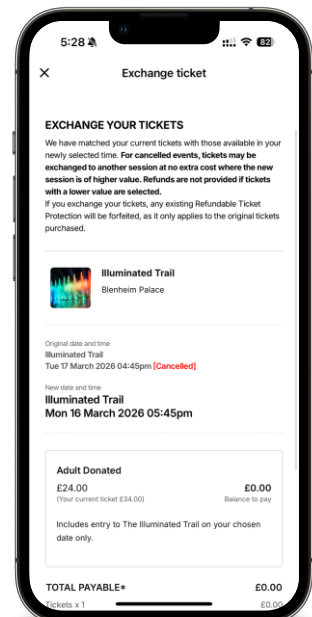
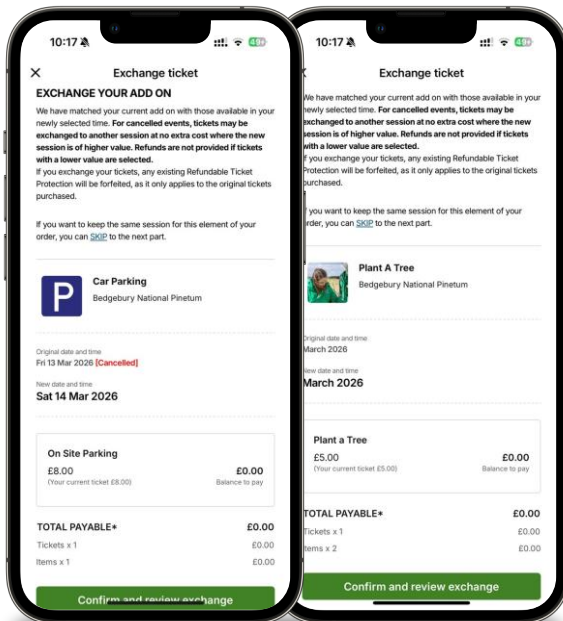


5

If you have upsells in your order, you will be given the choice to exchange these for the new date and time.

6

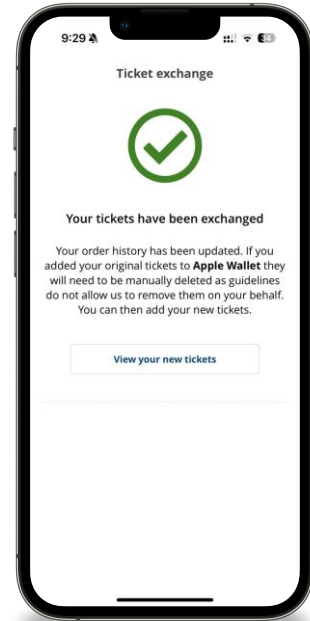
A summary of your new selections with a £0 balance needed to complete your exchange.



7

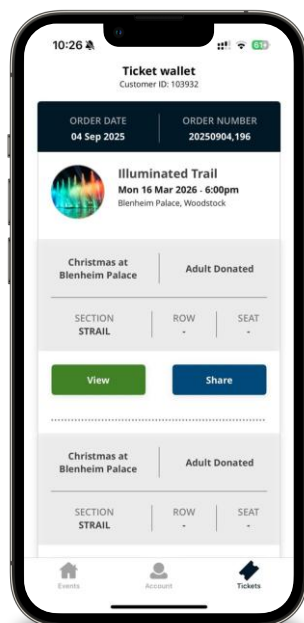
Confirmation screen will be displayed once your exchange has been successful.

You can view your new tickets in the App or by logging into the website and going to Order History.



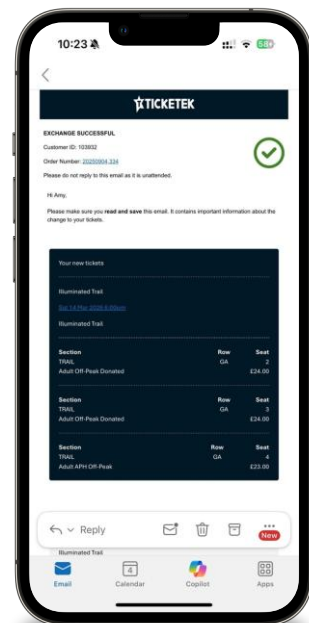
8

The Order Number will stay the same as your original purchase but the tickets will be automatically updated to your new date and time.



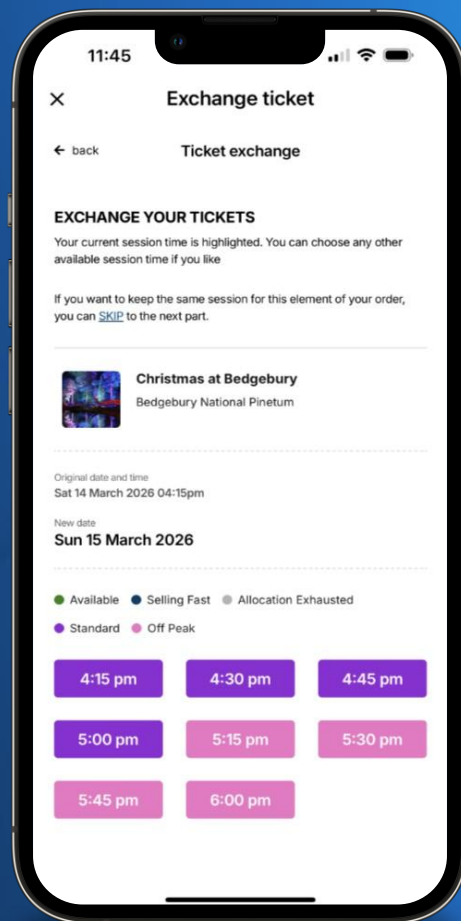
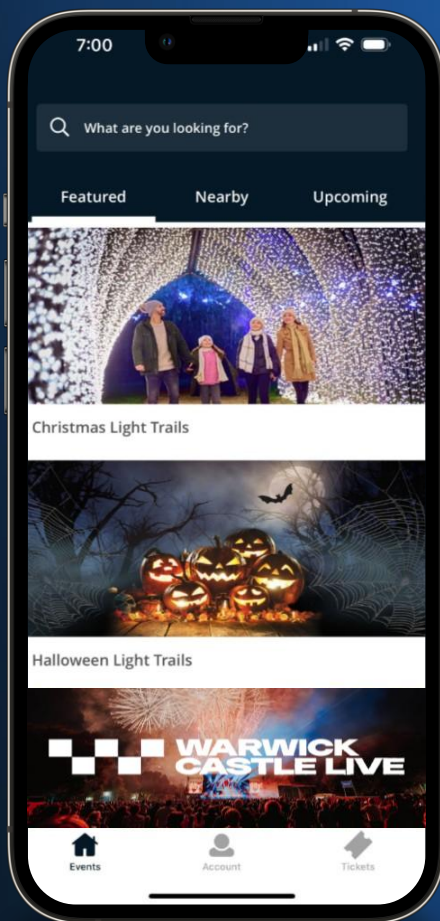
9

You will also receive an email to confirm the Ticket Exchange has been successful.



Ticket Return for Cancelled Events

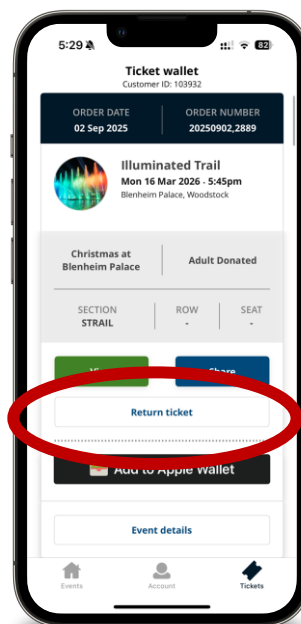
If your session is cancelled by the event organisers and you are unable to attend any alternative session, you can return your tickets through the Ticketek UK App to receive a refund of the ticket price back to your original payment method.



Download the latest version of the Ticketek UK App from the App Store or Google Play to return your tickets.

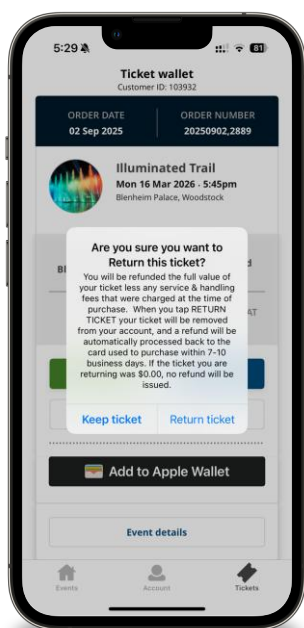
1

Tap on the Return Ticket button for the ticket you wish to return.



2

Prompt displays detailing you will be refunded the full value of your ticket less any service and handling fees within 10 business days



3

Ticket is returned and voided. Display message in app of date of return. Confirmation email sent detailing returned tickets.

**** You must complete this step for all tickets and upsell items in your order**

