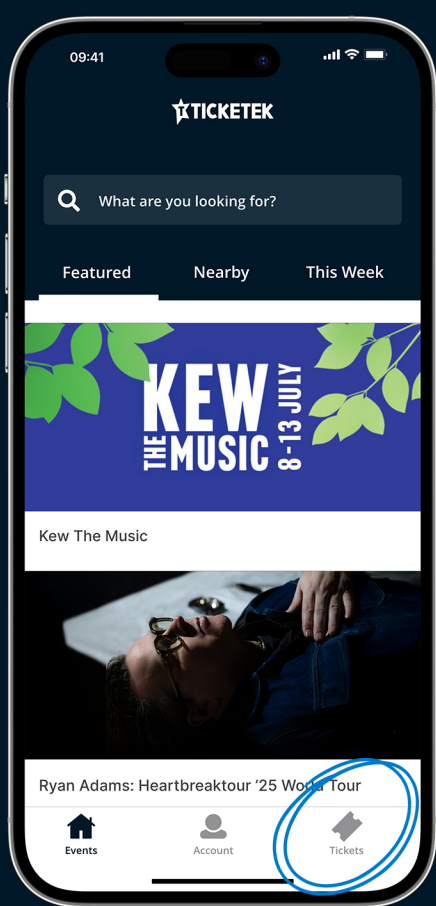




Can't make your original session?
Exchange your tickets via the Ticketek App!

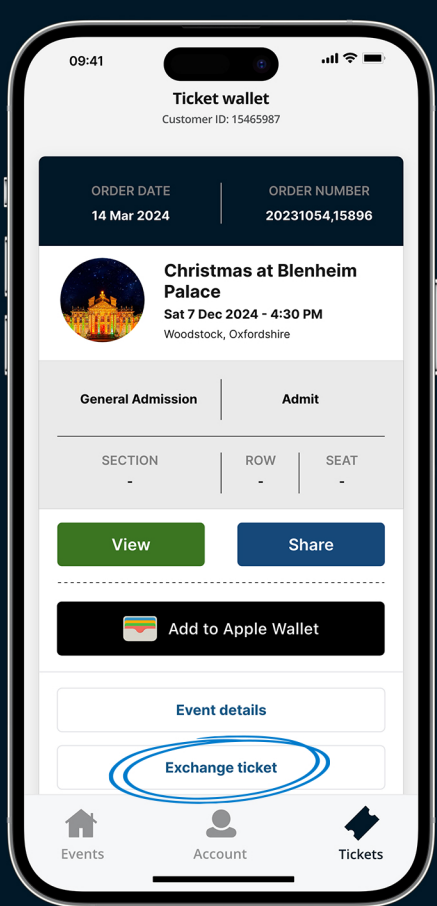
Step 1

Open the Ticketek App & navigate to your tickets



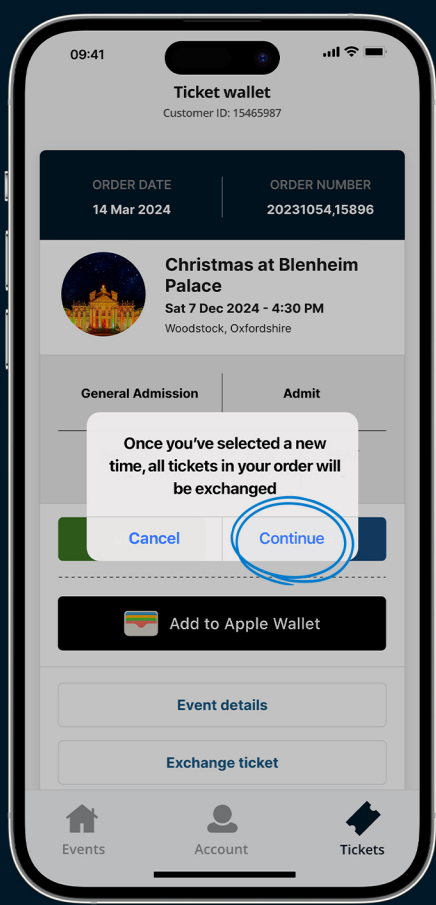
Step 2

Select the ticket you want to exchange & tap Exchange Ticket



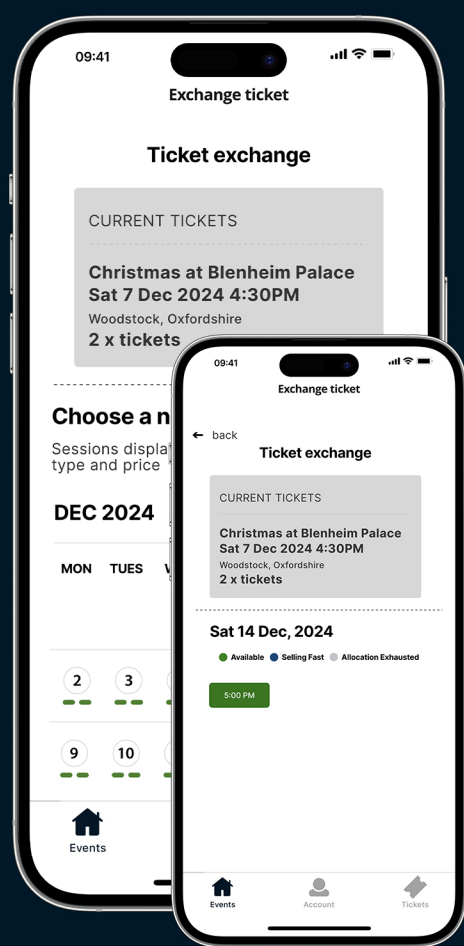
Step 3

Click Continue to accept the conditions of exchange



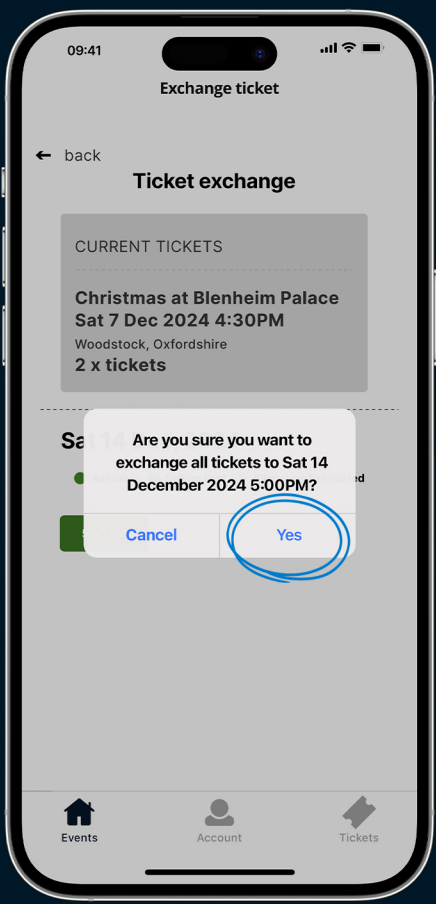
Step 4

Choose your new session date and time



Step 5

Click Yes to confirm your exchange and view new tickets



Can I exchange more than one ticket in my order?
Yes! Ticket exchange will exchange all tickets within your order for the same equivalent tickets in the new session.

When will I receive my new tickets?
Your new tickets will be automatically updated within the App. If you cannot see your new tickets then pull down the Tickets screen to refresh.

Why can't I see the ticket I exchanged in the App?
When you exchange your ticket, the ticket will be removed from the ticket wallet in the App. You can still view your full order via your confirmation email or order history on the Ticketek website.

Is Ticket Exchange available for all events?
Ticket Exchange via the Ticketek App is currently only available for selected events.

