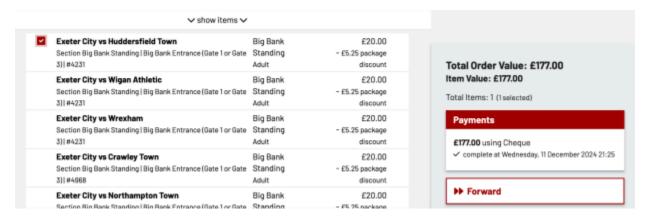
Forwarding a Ticket

Log in to your ticketing account, and go to your order history, and select the ticket that you want to send to someone. Then click 'Forward'.



If you have a season ticket, click on 'show items', and then select the fixture on the drop-down.



You can send the ticket to someone in your Friends and Family list, or, if it is for someone not listed, you can add a supporter if you know their details. You will need their name, and their email address or account number (ECFC0000000 – remember the ECFC part).

If you are unable to make the fixture, and do not have someone to give it to, you can donate the ticket back to the club, who will offer your ticket to a supporter who does not usually get the opportunity to come to a match, through the City for All scheme. Once you make your selection, select 'Forward Tickets'.

Forward Tickets

Forwarding your ticket to another fan will post your ticket to them and will notify them that they have a ticket to accept. Once the person you have forwarded your tickets to has accepted, your tickets will be transferred permanently into their account.

What am I forwarding?

Exeter City vs Team Test | Main Stand | K | M | 152 | Gate 7 (Stadium Way) | 3911 |
£2.00

Who am I forwarding to?
Choose another fan to forward your tickets to:
O Donate Tickets to Club
Test Account (ECFC00)
OR lookup/add a different customer

Forward Tickets Cancel

You will then see the confirmation on your screen that it has now been forwarded. At this point, your ticket can no longer be scanned as a valid ticket at the turnstiles.

If you want to take the ticket back, click on 'Cancel Posting'. **Once the other supporter** has accepted your ticket, you cannot take it back.

Receiving the Ticket

If you are a recipient of the ticket, you will receive an email to notify you that a supporter has sent you a ticket.

Log in to your ticketing account to accept the ticket. You will then have the chance to update the concession type if you need to and pay the difference at the checkout. **Please** note that if a season ticket is forwarded on, the recipient will need to pay the price difference to a matchday ticket.

For example, if a seated season ticket is forwarded to another adult, the recipient will need to pay the £6.83 difference.

Tickets Forwarded To You This is a list of tickets that have been forwarded to you. If you would like to accept a forwarded ticket, add it to your cart and checkout. If there is anything additional to pay, you will see this at the checkout. You can then receive the tickets via your chosen delivery method. Please add these to your cart and checkout to receive these forwarded tickets. Exeter City vs Team Test @ Thursday, 12 December 2024 15:00 Description Type Value Price type Add To Cart > Exeter City vs Team Test Main Stand GBP2.00 Senior 65+ (£2.00) Delivery A >

At the checkout, select the delivery type (e-ticket or physical), and then select 'Pay' (even if there is no charge to pay). Then you will receive your ticket!

