

# MOBILE TICKETS

## Downloading the App

If you are new to the Twickenham Stadium app, you can search for 'Twickenham Stadium' on the [App Store](#) or [Google Play](#) to download the app now.

We recommend downloading the app ahead of receiving your tickets, so that when the tickets are sent, one week pre-match, they deliver straight to your app.

Once you have downloaded the app, you will need to register your account. You will be required to verify the mobile phone number and email address linked to your hospitality booking.\*

\*If the mobile number you provided at the time of making your booking is different to the number you registered on the app, please contact us at [twickenhambookings@rfu.com](mailto:twickenhambookings@rfu.com) with the updated mobile number.

## Getting your tickets

**Ticket(s) will not be sent until 1 week prior to the event if you have purchased hospitality.**

When your ticket(s) are sent, your ticket(s) will appear on your mobile device automatically, provided you already have the App. If you do not have the App at the time the ticket(s) are sent, assuming we have a mobile number for you on file, you will receive an SMS to let you know you have ticket(s) waiting.

Your ticket(s) will be displayed on the main My Tickets tab within the app, your ticket(s) are for both your stadium ground entry and hospitality facility entry.

As the host you will receive all of your guests' tickets. When inside the ticket you can swipe right to see the additional tickets.

To keep your tickets safe and secure, the QR code will only appear on your ticket 48 hours before gates open.

## Transferring your tickets

To speed up access into the venue, we encourage visitors to transfer their ticket(s) to all of their guests before arriving at the stadium.

Please note, when attending all Covid-19 Secure Twickenham events, where you purchase or are allocated tickets which are for use by other people, you **MUST** transfer a ticket to each person who will be attending the match as soon as possible following receipt of the tickets. Every person attending the match will be required to have their own mobile ticket on their own device. Anyone trying to use multiple mobile tickets on the same device will not be permitted to enter the Stadium.



Exceptions apply for children (15 years and under) or spectators with accessible seating attending with a companion.

Before inviting your guests, you will need a mobile number for each. To ask your guests to download the app, go to the event ticket, click 'Transfer' and send them a request using their contact number.

Once they have downloaded and registered on the app, tap 'Transfer' and select the name of your guest.

They will receive a notification to say they have received their ticket and it will be available to view in the 'my tickets' section of their app.

### **Using your ticket**

Please ensure your mobile is fully charged on match-day; there are no charging facilities at Twickenham Stadium. On arrival, head to the gate shown on your ticket. Have your ticket ready to scan, with the QR code **face up** and make your way through the turnstile.

Upon entering your hospitality facility, please continue to have your ticket open on the app, ready to be scanned at reception.

### **Help**

For further help please contact [events@keithprowse.co.uk](mailto:events@keithprowse.co.uk)