

TICKET EXCHANGE



***WELCOME
TO THE
TICKET
EXCHANGE***

WREXHAM AFC

TICKET EXCHANGE



What is Ticket Exchange?

Ticket Exchange is the Club's official online resale platform, which gives Season Ticket Holders the ability to sell or gift their designated seat to an Official Club Member, for any EFL League Two home fixture they are unable to attend.

Open at the Club's discretion, seats continually become available for purchase across the stadium on Ticket Exchange right up until matchday, with Season Ticket Holders able to list their seat up until four hours before kick-off. Tickets purchased via Ticket Exchange are strictly non-transferable and non-refundable.

I'm a Season Ticket Holder...

Season Ticket Holders can use Ticket Exchange to sell their designated seat at a fixed price for Club Members to buy, or gift their seat to Club Members for any EFL League Two home fixture they are unable to attend.

I'm a Club Member...

Official Club Members can use Ticket Exchange to buy tickets listed by Season Ticket Holders, or receive gifted tickets from Season Ticket Holders for any EFL League Two home fixture they are unable to attend. Tickets, on Ticket Exchange, are available at a fixed value and provide fans the only authorised way of purchasing a General Admission seat for a sold-out EFL League Two game at the STōK Cae Ras.

I'm not a Season Ticket Holder or Club Member...

Non-members need to purchase a Club Membership in order to access Ticket Exchange. Membership can be purchased from our Official eTicketing site at www.eticketing.co.uk/wrexhamafc

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Key Points of Ticket Exchange...

- **No refunds** – Tickets, once purchased, are strictly non-refundable and non-transferable.
- **Face value** – Available tickets are listed at the prevailing Adult rate, which varies depending on the exact seat location.
- **Not all games** – Season Ticket Holders can only use the Exchange to list seats included in their Season Ticket (i.e. not applicable for cup matches)
- **Limited seating** – Availability depends on which Season Ticket Holders have listed their seat at any given time.
- **Member priority** – Tickets bought on the Exchange are available to purchase at a rate of one (1) per Official Club Member.
- **Currently Ticket Exchange is only available for General Admission tickets and is not available for Hospitality tickets.**

Key Benefits of Ticket Forwarding...

- **Transfer your ticket directly to a family member or friend in your network, provided they are Official Club Members.**
- **Help Wrexham AFC to end the unauthorised and illegal selling of tickets via unofficial sellers.**
- **You will know who is sitting in your seat at a game you are unable to attend.**
- **Help maximise support for the team at every home game.**

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How much you will receive as Account Credit should your seat sell via Ticket Exchange

**WREXHAM LAGER STAND
MACRON STAND**

**STōK COLD BREW
COFFEE STAND**

ADULT

£16

£14.50

OVER 65

£12.50

£11

UNDER 21

£12.50

£11

UNDER 18

£4

£4

UNDER 11

£1

£1

Sales via Ticket Exchange given as Account Credit

If your seat sells for a particular fixture, the amount listed above will be credited to your ticketing account immediately following the sale.

Account credit can be accrued and can be redeemed against the cost of your Season Ticket renewal next season.

Credit cannot be shared between accounts and cannot be withdrawn from your account.

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Selling a seat via Ticket Exchange

1

Login to your eTicketing account

2

Click 'My Account' which will be in the top right-hand corner of your screen

3

Under 'Ticketing', choose 'Manage Tickets'

4

Select the available fixture that you are unable to attend

5

Select the seats you wish to list for resale from those available within your network

6

Click 'Sell Tickets' to add to your basket and proceed to checkout

7

You'll be notified by email once your ticket has been purchased

TICKET EXCHANGE



Forward a seat via Ticket Exchange

1

Login to your eTicketing account.

2

Click the profile symbol which will be in the top right-hand corner of your screen, folloed by 'My Account'.

3

Under 'Ticketing', choose 'Manage Tickets'.

4

Select the available fixture that you are unable to attend.

5

Select the seats you wish to forward from those available within your network.

6

Click 'Forward to Friend' and select the recipient from within your Network to add to your basket and proceed to checkout.

7

The recipient will then be notified by email and asked to "accept" the ticket. You'll be notified by email once your ticket has been accepted.

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FAQ's - SELLING VIA TICKET EXCHANGE (Season Ticket Holder)

Will the Ticket Exchange open for the fixture I can't attend?

Ticket Exchange will only be open in the event of a fixture selling out, and at the club's discretion.

When will I receive my account credit from a Ticket Exchange sale?

Ticket Exchange will only be open in the event of a fixture selling out, and at the club's discretion.

What if I've changed my mind about the seat I've listed for sale?

If your seat has not already sold, you will be able to cancel your Ticket Exchange listing at any time from within your eTicketing account. If the seat has already been sold to another supporter, then you will not have this option.

Can supporters on the Disability Access Scheme use the Ticket Exchange?

We are working extremely hard to move all our Disability Tickets online, but while we work to achieve this, Disability Season Ticket Holders (including Wheelchair users, Ambulant Disabled and Quiet Zone users) won't be able to list their seat online. However, should they wish to make their seat available for other members requiring disability seating to purchase, they can do so by contacting our ticket office via ticket.office@wrexhamafc.co.uk

Is there a fee for selling my ticket via Ticket Exchange?

There are currently no fees for posting your ticket for sale on the Ticket Exchange, or if your seat successfully sells.

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FAQ's - BUYING VIA TICKET EXCHANGE (Official Club Members)

How do I purchase on the Ticket Exchange?

To make your purchase(subject to availability) follow the steps below:

- Login to your eTicketing account.
- Click on the fixture you would like to purchase a ticket for.
- Select an available seat (ones listed for resale will be highlighted in pink) and add it your basket.

All ticket sales on the Ticket Exchange are non-refundable and non-transferable.
There are currently no fees for purchasing a ticket on the Ticket Exchange.

How will I receive the ticket I bought on the Ticket Exchange?

All ticket Exchange tickets will be emailed directly to the purchaser.

Can I purchase Ticket Exchange tickets as a group?

To purchase as a group, you must ensure that each person in your group has a valid membership and is part of your Network. You will then be able to add multiple seats to your basket and assign each one to a Member in your Network prior to checkout.

Can I obtain a refund for a Ticket Exchange purchase?

No. As the seller of the ticket is credited as soon as a purchase is made, all ticket sales on the Ticket Exchange are final. Purchases are strictly non-transferable and non-refundable.

Can I purchase concession-priced tickets on the Ticket Exchange?

All tickets listed on the Club's Ticket Exchange platform will be listed at the prevailing Adult rate.

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FAQ's - FORWARDING VIA TICKET EXCHANGE (Season Ticket Holders)

How will the recipient receive the ticket I have forwarded?

All tickets forwarded via Ticket Exchange will be sent to the recipient as a Print-at-Home ticket which they must either print off, or have scanned directly from their mobile phone screen at the turnstiles.

What if I change my mind about a ticket I have forwarded?

If the recipient has not accepted your ticket offer, you will have the option to cancel the pending offer from within your e-ticketing account. If they have already accepted the ticket then this cannot be reversed.

Can I still go to the game if my ticket wasn't accepted?

In the event of the ticket not being accepted, your ticket will remain valid for the game.

I have tried to share my ticket but the recipient has declined it. What now?

If the ticket has been declined, it will remain valid for you to use. Alternatively, you can also select another person to transfer your ticket to.

Can I use Ticket Exchange to forward a Disabled Access seat?

We are working extremely hard to move all our Disability Tickets online, but while we work to achieve this, Disability Season Ticket Holders (including Wheelchair users, Ambulant Disabled and Quiet Zone users) won't be able to forward their seat online. However, should they wish to forward their seat to other members requiring disability seating, they can do so by contacting our ticket office via ticket.office@wrexhamafc.co.uk

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FAQ's - RECEIVING VIA TICKET EXCHANGE (Official Club Members)

Can Official Club Members forward tickets via Ticket Share?

It is not possible for Official Club Members to forward tickets to other supporters via Ticket Exchange. We would therefore encourage Members only to purchase tickets for fixtures that they are able to attend.

Can Official Club Members receive tickets via Ticket Share?

Yes, it is possible for Official Club Members to accept tickets via Ticket Share. Before a Season Ticket Holder can forward you a ticket, they must first ensure that they have added you to their Network. Once this has been done, when Ticket Exchange is operational for the chosen fixture, the original ticket holder will be able to forward their ticket to you via 'Manage Tickets' within their account.

How do I accept a forwarded ticket via Ticket Exchange?

A forwarded ticket must be accepted by the recipient in order for it to be valid for use. Failure to accept the ticket will mean that it will stay assigned to the original ticket owner. Once you have been forwarded a ticket, you will receive an email notification. To accept your ticket, please follow these steps:

- Either click the link within the email or log into your eTicketing account.**
- Click the profile icon in the top right corner.**
- Click 'View Account Menu' then 'Forwarded Tickets'**
- Select the ticket forwarded to you and follow the steps to accept it.**
- Once accepted, you will receive an email containing your ticket.**

How will the I receive the ticket I have been forwarded?

All tickets forwarded via Ticket Exchange will be sent to the recipient as a Print-at-Home ticket which they must either print off, or have scanned directly from their mobile phone screen at the turnstiles.