

How do I transfer tickets?

Ticket Transfer makes it possible to share tickets with your friends and family! Whether you're buying for a group or gifting someone a surprise ticket, you can transfer tickets with a few taps.

Top 3 Reasons to Transfer Tickets

1. **Send a Gift**

Surprise those you love with tickets to their favorite events and send it directly to them with Ticket Transfer.

2. **Meeting Up**

Coordinating everyone's meet-up time is a constant struggle. Reduce stress by sending friends and family their tickets—allowing everyone to enter the event at their own time.

3. **Move Around the Event**

Need to show your ticket to the usher? Forget which section you are in? By sharing tickets with those attending, they can have their ticket in-hand.

Transfer with the Ticketmaster App

1. Open the **Ticketmaster App** and sign in to your account.
2. Navigate to **My Events** and select the event to view your tickets.
3. Tap **Transfer**.

NOTE: If the Transfer button is grayed out, your tickets are not eligible for transfer.

4. Select the tickets you'd like to transfer and tap **Transfer To**.
5. Enter your recipient's information, including their mobile number or email address and an optional note.
TIP: If a mobile number is entered, a link to claim the ticket will open within a text message—all you need to do is press send! If an email address is entered, a link to claim the ticket is sent via an email message.
6. Tap **Transfer Ticket**.

Your transferred tickets will show as sent. When your recipient has accepted them, the ticket will show as claimed. You will receive an email confirming the ticket has been accepted by your recipient. After a successful transfer, the ticket is no longer valid for entry from your account

Transfer with a Desktop or Laptop

1. Sign in to your Ticketmaster [account](#).
2. Navigate to your event by clicking your name in the top right and clicking **My Tickets**.
3. Find your event and click **See Details**.
4. Click **Transfer Tickets**.

NOTE: If the Transfer button is grayed out, your tickets are not eligible for transfer.

5. Select the tickets you'd like to transfer and click **Continue**.
6. Enter your recipient's information, including their email address and an optional note.
7. Click **Send**.

Your transferred tickets will show as sent. When your recipient has accepted them, the ticket will show as claimed. You will receive an email confirming the ticket has been accepted by your recipient. After a successful transfer, the ticket is

no longer valid for entry from your account.

Will the person I transfer tickets to need a Ticketmaster account?

Yes, and it takes just a few seconds to create one. If they already have an account, be sure to use the email address associated with their Ticketmaster account, so it's even easier for them to accept their tickets.

How do I know if the tickets have been accepted?

Once you send a ticket, you will see one of two statuses. If you see "Waiting to accept," your friend has not accepted the transferred tickets yet. You may want to remind them to check their email or text messages for the transfer invite. If you see "Accepted by," your tickets have been successfully transferred.

Accept Transferred Tickets via Email

1. Tap the **Accept Tickets** link in your email.
2. Log in or create a new account. Be sure to use the email address that the tickets were sent to. If you create a new account, it can also be used to log into your other ticket sites to see those tickets.
3. View your tickets by tapping **View Tickets** or by going to **My Events**.

Learn more about adding your tickets to your [mobile wallet](#).

Accept Transferred Tickets via Text

1. Tap the **Login** link in your text messages.
2. Log in or create a new account.
NOTE: Accepting season tickets or a ticket series? You may be directed to the team or venue's Account Manager site.
3. View your tickets by tapping **View Tickets** or by going to **My Events**.

Learn more about adding your tickets to your [mobile wallet](#).

Cancel a Transferred Ticket

1. Navigate to **My Events** and select the event to view your tickets.
2. Tap **Cancel Transfer**.
3. Confirm you want to cancel the transfer by selecting **Yes**.
4. Your ticket is returned to your account.

After canceling a transfer, you can re-transfer the ticket.

Refunds

If an event is canceled, postponed, rescheduled or moved, and refunds are approved by the Event Organizer, only the original purchaser—i.e., the person who purchased the tickets at issue directly from our Site—will be eligible for any available refunds or credits. If you've transferred tickets to someone, they'll need to transfer them back to you, to receive the refund.

Additional information available on www.ticketmaster.ca