



IN-APP SEASON TICKETS - FAQs

WHAT IS AN IN-APP SEASON TICKET?

An In-app season ticket allows supporters to have their season ticket at the Liberty Stadium in a digital format. The E-ticket functionality has now been extended to season tickets. Supporters will be able to use their mobile devices to scan their season ticket at the turnstiles using the Swans Official App. Supporters will be able to use their in-app season ticket as well as their card for the remainder of home League games and going forward.

WHAT DO IN-APP SEASON TICKET AND TICKETS LOOK LIKE?

Single match tickets have been displayed as White tickets. Season Tickets will now be under the “season ticket” section in the Tickets tab and will have a Copper background.

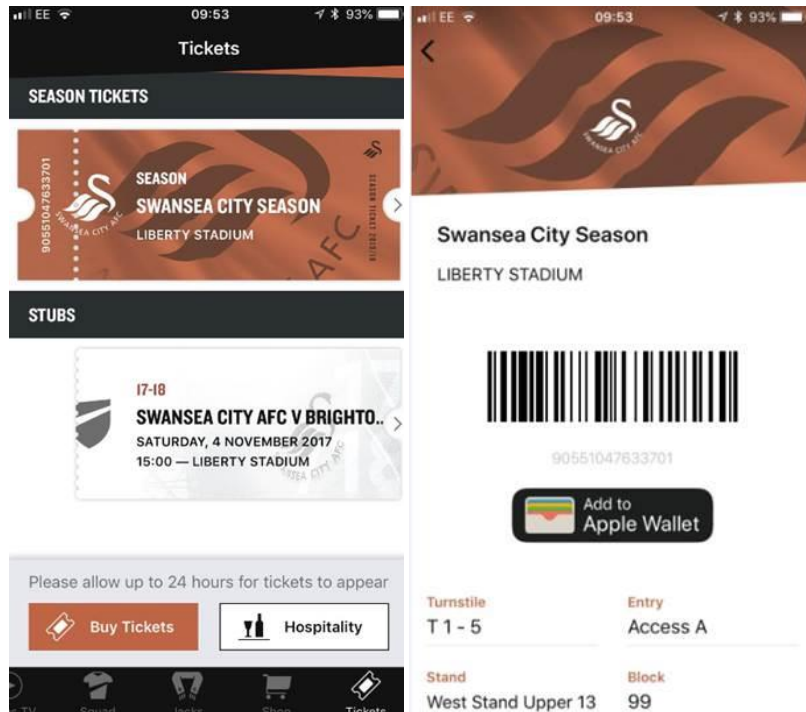


HOW DO I GET MY SEASON TICKET TO APPEAR ON MY MOBILE DEVICE?

- Supporters will need to download the Official Swans app (Android App Link [HERE](#) ; IOS App Link [HERE](#))
- Season ticket holders will need to use their Swans Club Account and make sure it is currently linked to their correct Season ticket account number. To check this, go to your “Link My Account” page of your profile on www.swanseacity.com. The number you need to be linked to needs to be the same as the number on the bottom left corner of your season card.
If you are experiencing issues in logging in or setting up your new Swans Club Account, please click [HERE](#) or email accountquery@swanseacity.com. If you haven't already created your new account, create yours [here](#).
- Supporters should then log into the app with their Swans Club Account.



- Your Season Ticket will appear in the “TICKETS” tab and in the “JACKS” tab (once you click “Your Tickets”).
- When your ticket is present in the app it will be indicated like this...



CAN I STILL LINK ACCOUNTS AND PURCHASE TICKETS FOR MY FRIENDS AND FAMILY?

Yes, you can link accounts and purchase tickets for partnered accounts. **However, the tickets will only be present on the purchaser's account on the App.** This means that if all parties are arriving separately then the lead purchaser is advised to print the PDF version of the E-Tickets and distribute them before the Matchday in question. If everyone is arriving together, then simply pass the mobile device backwards at the turnstile as you scan each code on arrival.

I HAVE PURCHASED TICKETS FOR MYSELF AND OTHER PEOPLE IN MY NETWORK. WILL ALL OF THE E-TICKETS BE IN MY APP OR WILL EVERYONE HAVE THEIR OWN IN THEIR APPS?

All of the ticket barcodes will be present on the purchaser's account on the App. As mentioned above, if parties are arriving separately then the lead purchaser is advised to print the PDF version of the E-Tickets and distribute them before the Matchday in question. If everyone is arriving together, then simply pass the mobile device backwards at the turnstile as you scan each code on arrival.



CAN I FORWARD SEASON TICKETS TO OTHER PEOPLE'S APPS?

This is not possible at this stage. All tickets will be present in the purchaser's account on the App.

CAN I USE A SCREEN SHOT OF THE SEASON TICKET BARCODE WITHIN MY APP AT THE TURNSTILES?

No, screen shots will not be accepted as the software won't pick up the barcodes.

IF I HAVE PURCHASED SEVERAL TICKETS AND WE ARE TRAVELLING/ARRIVING TO THE STADIUM AT DIFFERENT TIMES, HOW CAN I DISTRIBUTE THE TICKETS?

All of the ticket barcodes will be present on the purchaser's account on the App. If parties are arriving separately then please ask the purchaser to print the PDF version of the E-tickets (from the e-mail sent) and pass them on before arriving at the turnstiles. If everyone is arriving together, then simply pass the mobile device backwards at the turnstile as you scan each code on arrival.

DO I NEED TO HAVE A WI-FI CONNECTION TO PRESENT THE TICKET BARCODE AT THE TURNSTILE?

You do not need WI-FI to present your ticket, but you do need to log into the app before the match day when you are on WI-FI to enable your E-Tickets to appear in the App. Once you can see your E-Ticket in the App, you will be able to present it at the turnstile on the relevant matchday with no WI-FI.

IS THERE A CUT-OFF DATE TO PURCHASE TICKETS TO BE DISPLAYED IN-APP?

Supporters who wish to use E-Tickets are recommended to buy their tickets at least 48hours before the game, as the functionality can incur issues with download times (maximum wait time is 24hours).

You must log into your account on the Official Swans App before the day of the match and check that your E-Tickets are present. As stated previously, this can take up to 24hours after purchasing your E-Ticket online.

WHAT DO I DO IF MY BATTERY IS RUNNING LOW OR GOES DOWN ON MY MOBILE AND I HAVE MY E-TICKET ON MY OFFICIAL SWANS APP?

Battery levels are the responsibility of the mobile owner and if you arrive to the Liberty Stadium with no battery you will need to go straight to the ticket office for them to check your ticket hasn't been used. They will then print you a hard copy for you to present at the turnstile. This of course will take time, so please try and ensure you give as much time as



possible for this to be done before kick-off. We therefore strongly urge you to ensure your battery levels are sufficient prior to attending the Liberty Stadium.

MY BATTERY HAS GONE FLAT SINCE I HAVE ENTERED THE TURNSTILE, BUT I CAN'T REMEMBER MY SEAT AND ROW NUMBER, WHAT SHALL I DO?

Please always bring your Season Ticket card. Please contact a steward who will be able to help.

DO YOU HAVE CHARGING POINTS WITHIN THE STADIUM?

Unfortunately we do not have charging points within the stadium, so please ensure your phone is sufficiently charged prior to your visit.

I ATTEND WITH A PERSONAL ASSISTANT, WHERE WILL THEIR E-TICKET BE?

As with linked accounts, all of the tickets will be present on the purchaser's account on the App which includes the ticket assigned for the personal assistant.

I HAVE CHILDREN COMING TO THE GAME WITH ME, WHERE WILL THEIR E-TICKET BE?

As with linked accounts and personal assistants, child's tickets will appear on the purchaser's account on the App.

WILL MY APP DISPLAY TICKETS I HAVE BOUGHT FOR PAST GAMES?

All past match tickets will be displayed as "STUBS".

I HAVE ALSO RECEIVED AN EMAIL WITH TICKETS ATTACHED.... CAN I TAKE A PHOTO OF THAT BARCODE AND USE THAT FOR ENTRY?

No, you have to bring the actual printed PDF version for entry as the scanner will not pick up screenshots of any kind.

THE BRIGHTNESS ON MY SCREEN IS ALWAYS AT 20%, WILL THE SCANNERS READ IT?

We have built a piece of software which will automatically boost your brightness in the App when you click on the ticket to present it at turnstiles. This is to ensure that the brightness of supporters' mobile devices is always at the maximum when presenting their E-Ticket. When you come out of the E-Ticket, it will automatically drop back to your adjusted brightness setting.

I HAVE A CRACKED SCREEN, WILL THE BARCODE WORK?



The E-Ticket barcode needs to be fully visible on the screen for the functionality to work. In this event, we would expect it not to be readable and therefore, supporters should make alternative plans for their ticket format.

CAN I BUY A TICKET AT THE TICKET OFFICE AND HAVE IT IN MY OFFICIAL SWANS APP?

In-app ticketing is only available when you purchase a ticket online from www.eticketing.co.uk/swanstickets for Swans Home matches.

IS THIS FUNCTIONALITY ACCESSIBLE WITH SCREEN READING SOFTWARE?

We are currently testing this functionality and will communicate all testing results to customers in the near future.

CAN I BUY HOSPITALITY TICKETS AND DISPLAY THEM IN MY OFFICIAL SWANS APP?

Hospitality tickets are not yet ready for in-app ticketing. We will communicate this development in due course.

WILL MY LOYALTY CASH AMOUNT AND/OR JACK ARMY MEMBERSHIP BE DISPLAYED IN THE APP TOO?

Loyalty Cash and Jack Army Memberships are features which are not yet ready for in-app ticketing. We will communicate developments on either of these in due course.

WHAT MATCH TICKETS CAN BE PURCHASED TO APPEAR ON MY MOBILE DEVICE?

Any Swansea City football match in the Liberty Stadium can be purchased and used within the Official Swans App. For clarity, no away fixtures will be displayed as we sell away tickets on behalf of the respective club/venue.

WHAT FEES ARE CHARGED FOR THIS FUNCTIONALITY?

Downloading the Official Swans App is free. You will only be charged for the cost of the ticket you are buying and a booking fee of £1.25 per ticket on the e-ticketing site.

I'M STILL HAVING SOME PROBLEMS. THE E-TICKET IS NOT APPEARING IN MY ACCOUNT IN MY APP AND IT HAS BEEN OVER 24 HOURS SINCE I MADE MY PURCHASE. WHAT CAN I DO?

Supporters are first advised to close the App completely, restart it and log back in if needed. Please also ensure you have selected the "E-Ticket" delivery option when purchasing your ticket online. If the problem persists, please contact the ticket office on 01792 616400 at your earliest convenience.