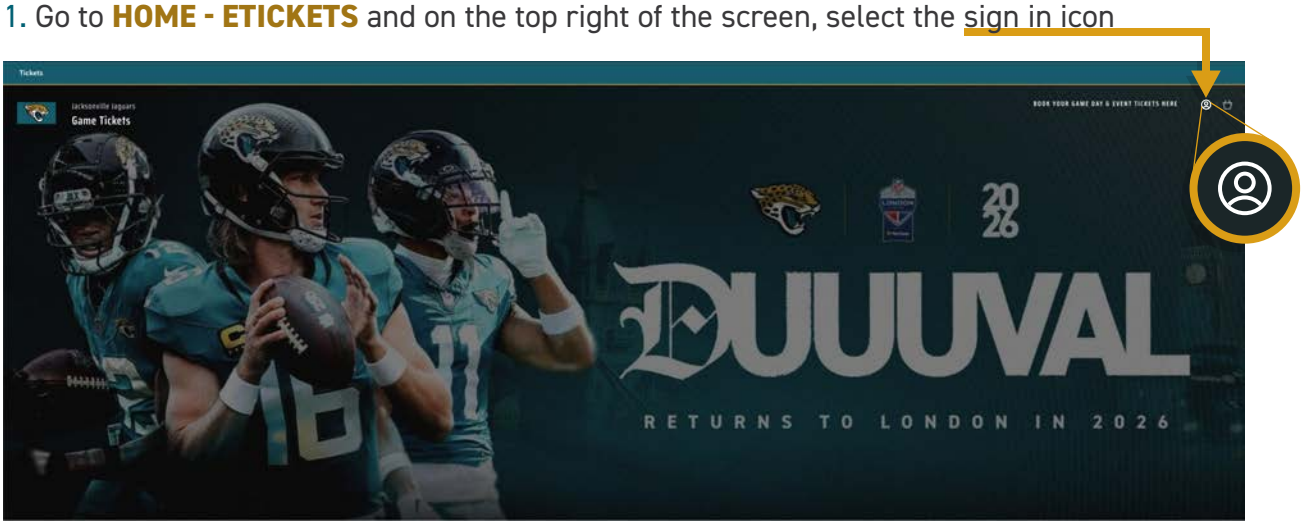
HOW TO ACCESS YOUR TICKETMASTER UK ACCOUNT

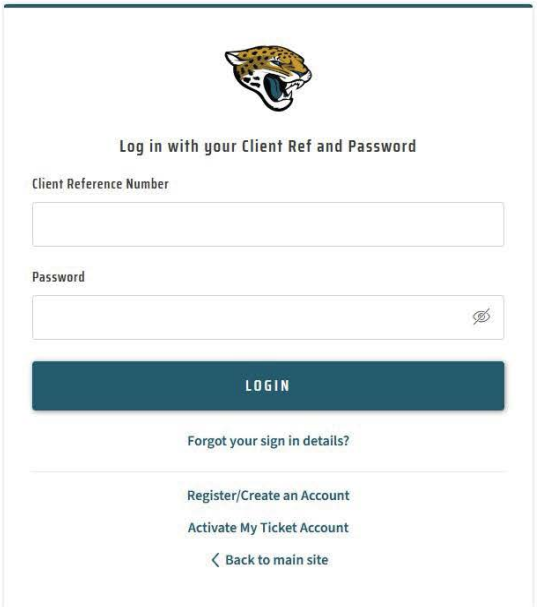
All London game purchasers will have an online eTicketing account where you can access and manage your game tickets. If you have never purchased London tickets, you will simply need to create an account.

HOW TO CREATE YOUR ACCOUNT:

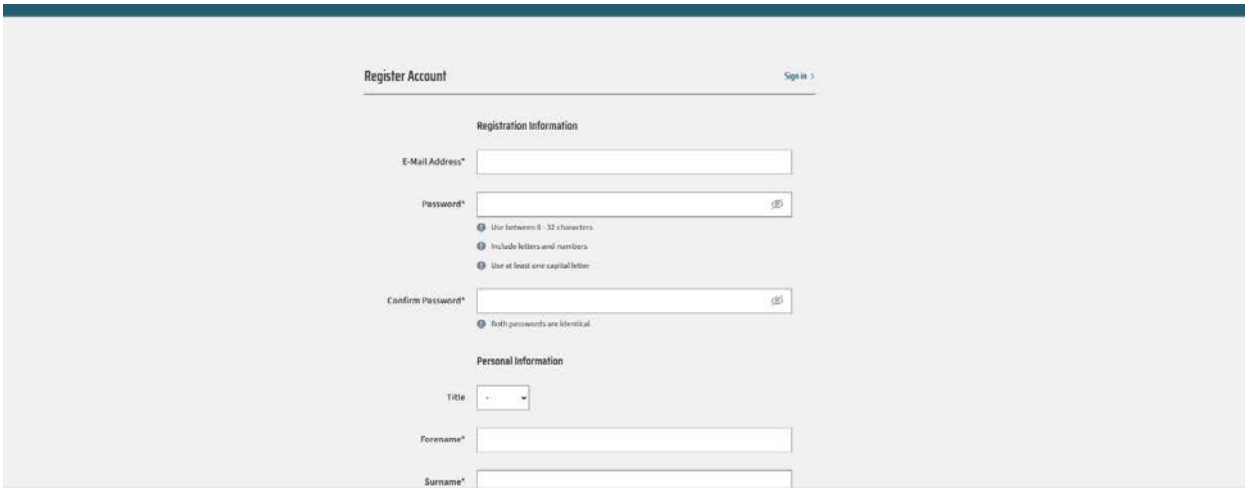
1. Go to **HOME - ETICKETS** and on the top right of the screen, select the sign in icon



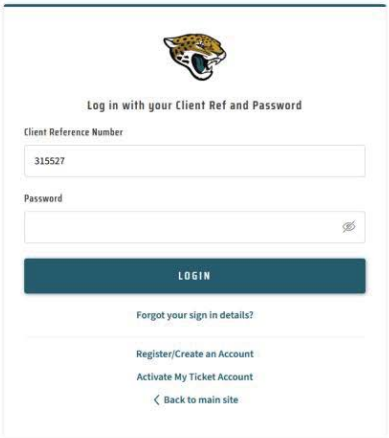
2. Click on **"REGISTER/CREATE AN ACCOUNT"**



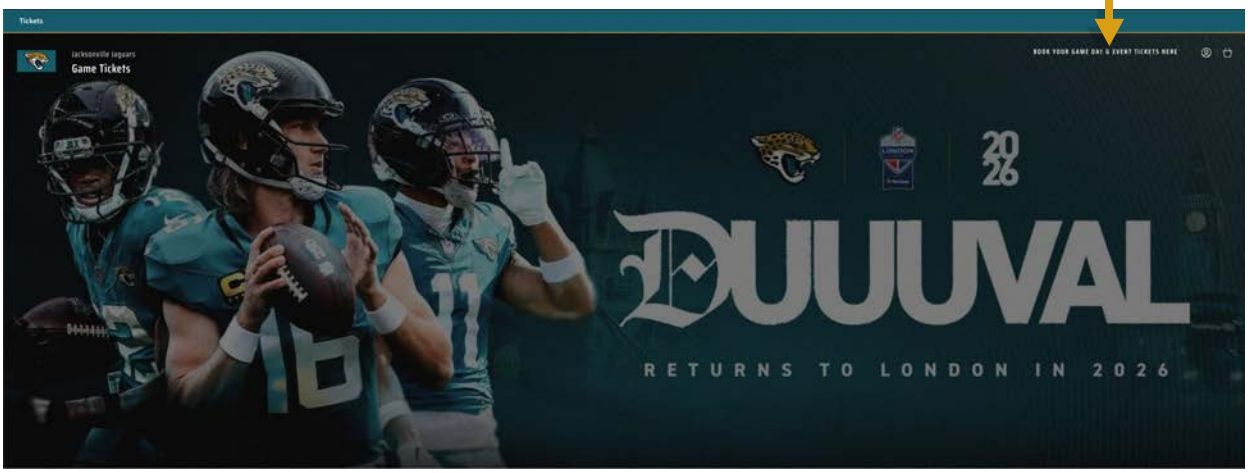
3. Complete all account information
   - PLEASE NOTE: Birthdays need to be input **"DAY/MONTH/YEAR"** instead of **"MONTH/DAY/YEAR"**



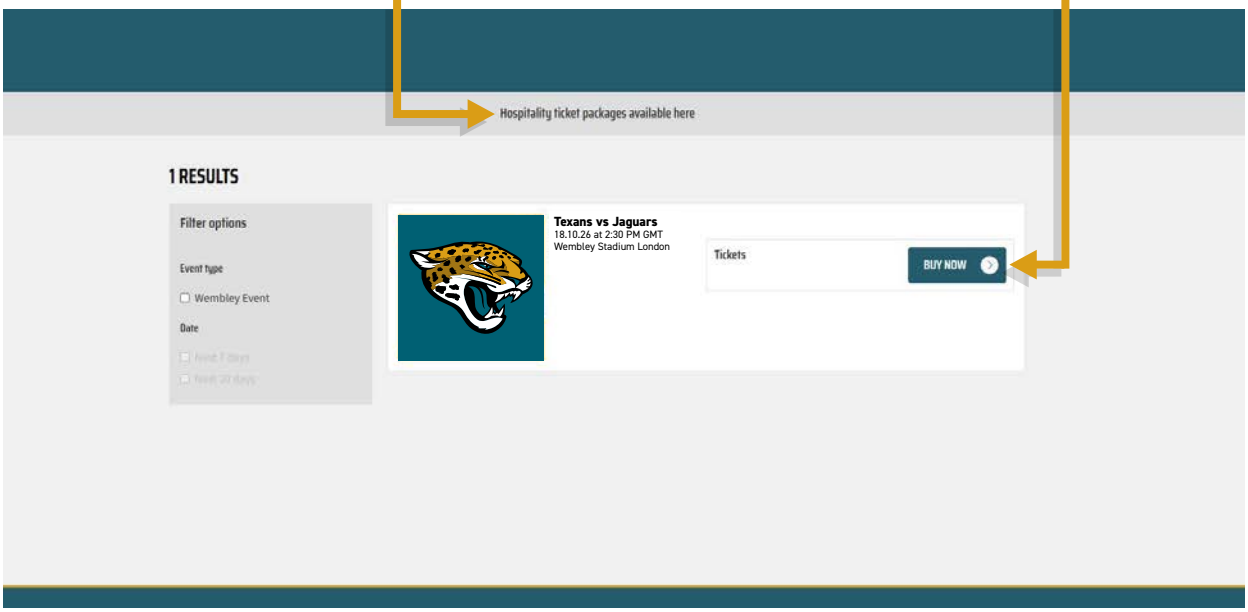
4. Once your account is created, input your **"CLIENT REFERENCE NUMBER"** and password
   - PLEASE NOTE: This **CLIENT REFERENCE NUMBER** will be important for any future purchases and accessing your tickets



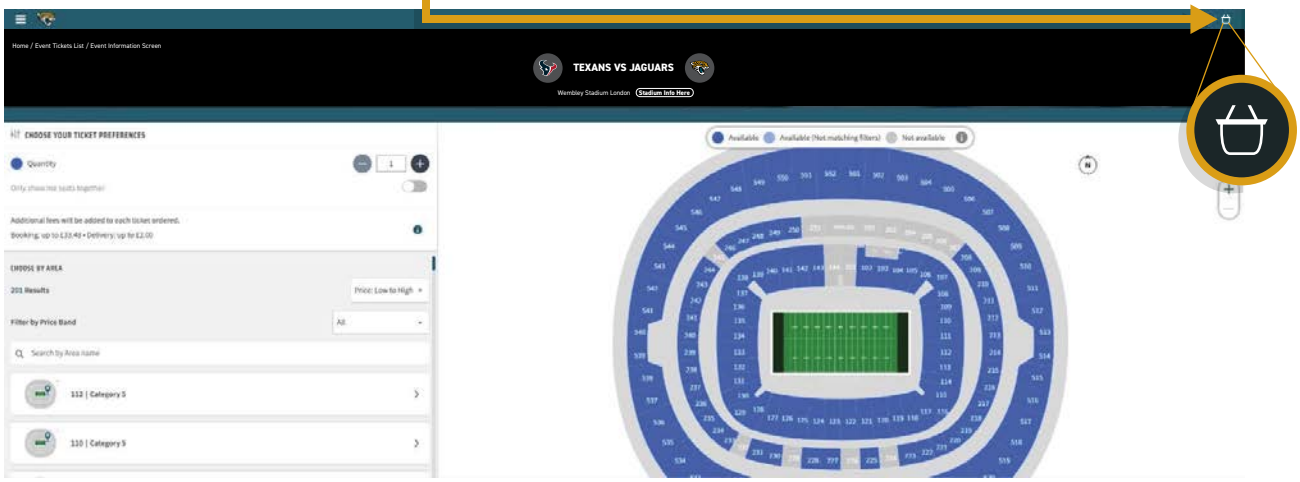
5. Once logged in, click on **"BOOK YOUR GAME DAY TICKETS HERE"**



6. From here, you may book hospitality ticket packages or click the **"BUY NOW"** button to purchase tickets



7. Now you are seeing all live inventory available to purchase. Select your seats and start checking out by clicking the **SHOPPING BASKET** at the top right corner.



FREQUENTLY ASKED QUESTIONS

Q: I forgot my CLIENT REFERENCE NUMBER or Password. How can I login online?

A: All London ticket purchasers will have an online eTicketing account, and this is where you can purchase official London tickets within a few steps.

- If you do not remember your **CLIENT REFERENCE NUMBER**, simply visit **WWW.ETICKETING.CO.UK/JAGUARS** and on the top right of the screen, select **"SIGN IN"**.
- Underneath the "Password" click on the "**FORGOT YOUR SIGN IN DETAILS?**"

FREQUENTLY ASKED QUESTIONS [CONTINUED]

FOR FORGOTTEN CLIENT REFERENCE DETAILS

- Click on the text that says – **"FORGOT YOUR CLIENT REFERENCE NUMBER? - PLEASE CLICK HERE."**

FOR FORGOTTEN PASSWORDS

- Enter your **CLIENT REFERENCE NUMBER** in the **CLIENT REFERENCE NUMBER** box and press **"RESET PASSWORD"**. An email with a link to reset your password will be sent to you. Click that link from your email and set a new password.

Q. How can I buy hospitality packages

A. Hospitality seats and restaurant packages can be purchased via Experiences by Wembley and can be accessed from: **EVENTS | EXPERIENCES BY WEMBLEY STADIUM**

Q. Are there ticket and travel packages available?

A. Within the UK, official NFL London Games Ticket and Hotel Breaks can be booked via **SPORTSBREAKS.COM/NFL** Use the form on the page to register your interest.

NFL On Location is the official partner for fans travelling to the UK. Click **HERE** to register your interest

Q. Do Babes in Arms need a ticket?

A. Wembley has a strict no under 2's policy, which means no child under the age of 2 can access the stadium. Any children over the age of 2 need a match ticket.

Q. Can I purchase accessible seating tickets?

A. There will be a limited number of Ambulant/Wheelchair spaces and personal assistant seats available to purchase. Previous purchasers with accessible seats will be able to purchase on priority. For new purchasers and enquiries please **CONTACT US**

Q: When will I receive my game tickets?

A: You will receive an email with instructions on how to access and download your ticket(s) during the month of gameday. If you have not received an email within 3 days of gameday, please **CONTACT US**

Q: What if I'm still having an issue after following these steps?

A: If you are still experiencing any difficulties with your purchase, you may contact Ticketmaster at **03330-035-942** or send your inquiry by **FILLING OUT OUR CONTACT FORM**