

## NEW E-TICKETING SYSTEM INFORMATION

Spectrum has swapped over to an e-ticketing system that was in use this season for all game to game tickets. For 24/25 they will complete the transfer to include season tickets. You will no longer receive a pass because the bar code changes for each game, and each ticket will now be a direct output from the box office system. Your ticket will be scanned on entry, and you will be hand stamped for in and out purposes at each home match.

### **Booking receipt**

Upon booking your season ticket, you should receive an email with confirmation showing dummy dated match tickets, likely all dated August 1<sup>st</sup>, because we do not yet have fixtures for 24/25. That will act as a receipt and confirmation of your seats (it will also include extra tickets that may eventually be Cup advanced rounds and playoffs because all potential games in a season have to show on the system from day 1).

### **Ticket delivery:**

**Email** - Once fixtures are in place, Spectrum will send an email with properly dated tickets which on game day can be presented on a mobile device or by printing at home. It is a regular A4 PDF file page that can be opened as any email attachment is opened. If you have more than one ticket, each ticket will show on the same document for each game.

**Account Login** - Alternatively, you will also be able log into your account by visiting [guildfordflames.com/tickets](http://guildfordflames.com/tickets) where there will be a link to the season ticket entry portal. That will allow you to see your ticket game list and access to download any game at any time. That access will use your season ticket booking email and a password you select if you do not already have an account. That will be available to you regardless of how you apply for your ticket.

### **Alternative to e-ticket or print at home?**

It is an e-ticket system, so it does not offer bulk printing as older ticket systems did. If electronic presentation or home printing are not feasible for you, a useful alternative may be to have them all printed and delivered to you from places like [Doxdirect.com](http://Doxdirect.com) or [printt.com](http://printt.com) which allow you to upload all of them at once to place an order for a very modest cost.

Additionally, although Spectrum no longer has bulk ticket printing infrastructure available, they do allow people to verify identity at reception and collect a bar coded ticket on site prior to entry.