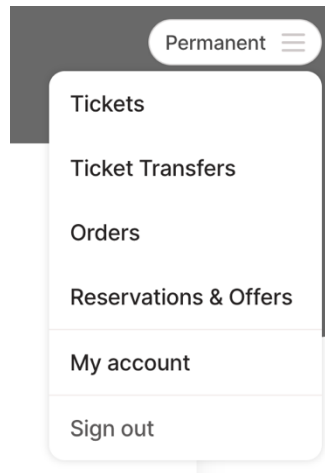
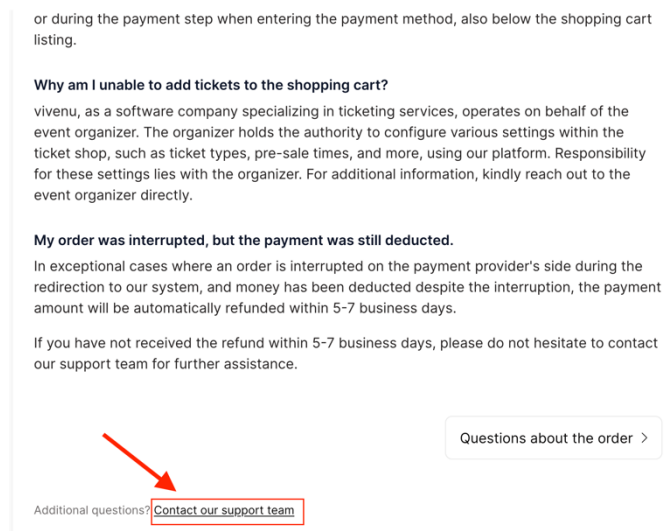


## 1. I lost my ticket, what can I do?

You can access and download your ticket at any time from your customer account.



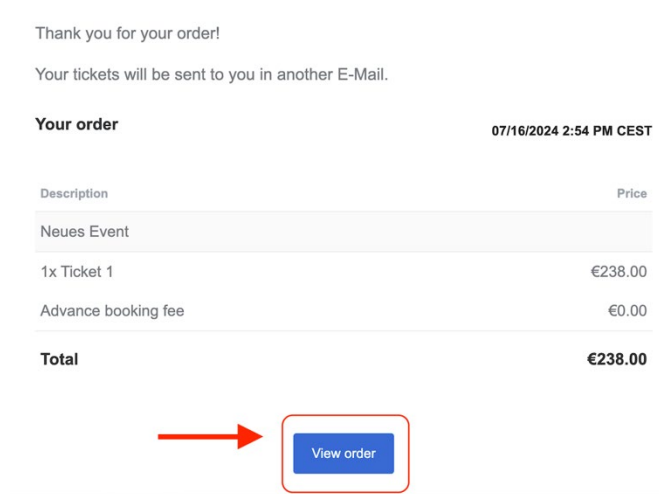
Alternatively, you can also contact the Ticketbuyer Support of our ticket service provider vivenu. They can resend your ticket at any time: Ticketbuyer Support.



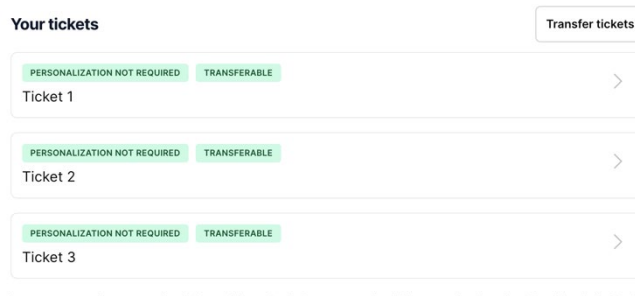
Click on "Contact our support team" in the FAQs for assistance.

## 2. How do I personalize my ticket?

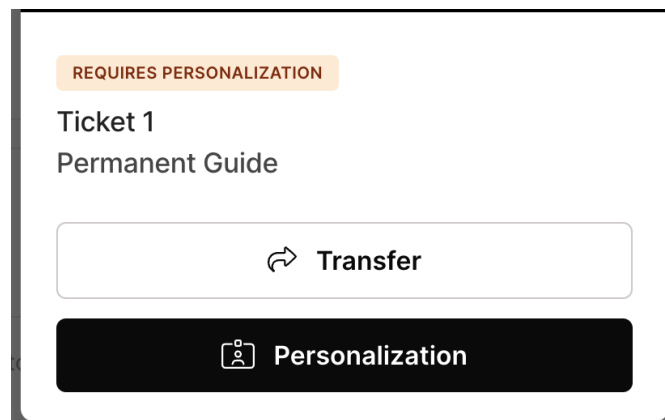
In our ticket email, you will find the "View Order" button. Click this button to access the confirmation page of your order.



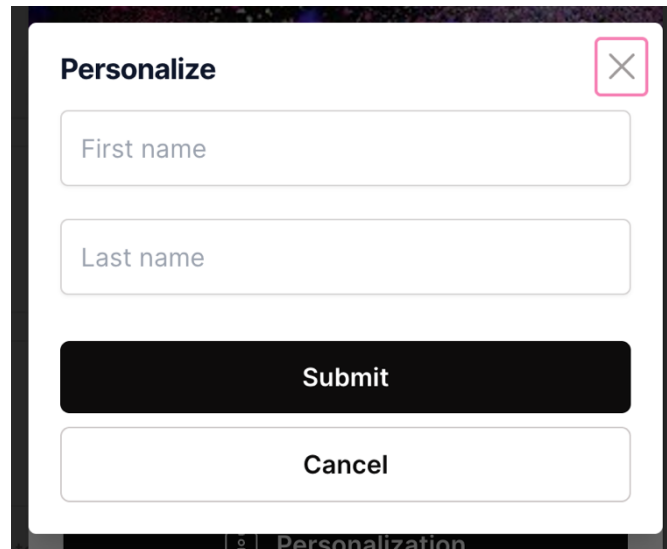
Select one of your tickets.



From there, you can view and download all tickets from your transaction. If ticket personalization is still required, it will be indicated there. Select one of your tickets and click on "Personalize."



You can then enter all the necessary details for personalization.

A screenshot of a 'Personalize' dialog box. The dialog has a title bar with the word 'Personalize' on the left and a close button (an 'X' in a square) on the right. Below the title bar are two text input fields: the first is labeled 'First name' and the second is labeled 'Last name'. Below these fields are two buttons: a black button with the text 'Submit' and a white button with the text 'Cancel'. The dialog is set against a dark background.

**Personalize** ✕

First name

Last name

**Submit**

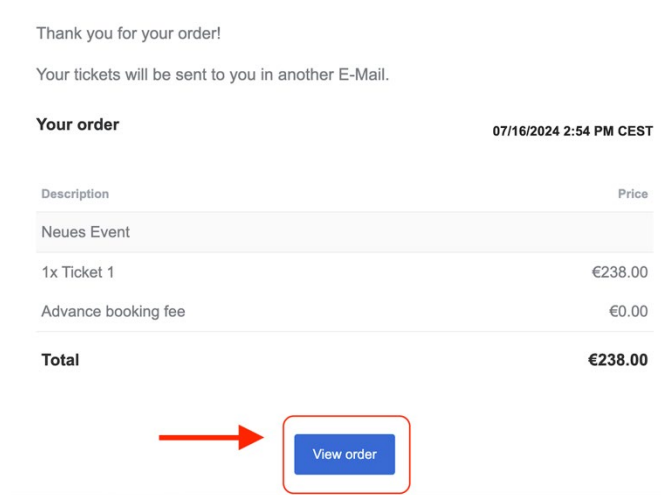
**Cancel**

After entering the details, click "Submit" and you can then download your ticket

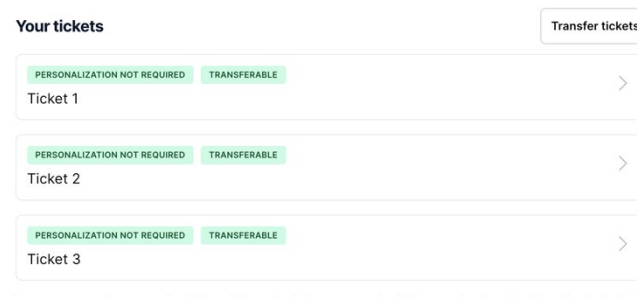
Please note that personalization must be completed for each individual ticket. Without completed personalization, the ticket cannot be downloaded.

### 3. How do I transfer my ticket to another person? (Re-personalization)

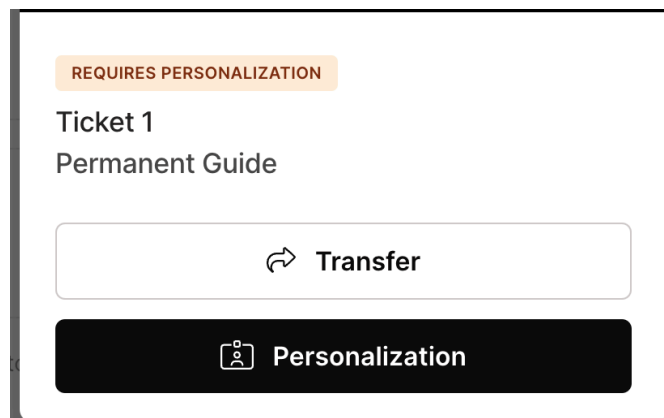
Access your tickets via the confirmation page. In our ticket email, you will find the "View Order" button. Click this button to access the confirmation page of your order.



Select one of your tickets.



Click on "Transfer."



Enter the email address of the new ticket holder.

**Transfer ticket for Neues Event** ✕

You can transfer your ticket to another person. Once the ticket is accepted by the other person, you will no longer have access to it.

Please note that once the ticket is transferred, you will no longer have access to this ticket. The system will generate a new ticket, which will be sent to the new ticket holder. The old ticket will automatically become invalid.

## 4. Wie kann ich mein Ticket upgraden?


Rufe dir die Bestätigungsseite über deine Bestätigungsmail auf

Thank you for your order!

Your tickets will be sent to you in another E-Mail.

**Your order** 07/16/2024 2:54 PM CEST

Description	Price
Neues Event	
1x Ticket 1	€238.00
Advance booking fee	€0.00
<b>Total</b>	<b>€238.00</b>

 [View order](#)

**Wähle** eins deiner Tickets aus

**Your tickets** Transfer tickets

PERSONALIZATION NOT REQUIRED TRANSFERABLE >

Ticket 1

PERSONALIZATION NOT REQUIRED TRANSFERABLE >

Ticket 2



PERSONALIZATION NOT REQUIRED TRANSFERABLE >


Ticket 3

Klicke auf „Upgrade“

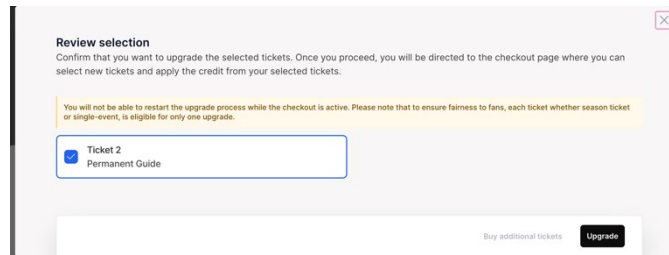
**REQUIRES PERSONALIZATION**

**Ticket 2**  
Permanent Guide

 **Transfer**       **Upgrade**

 **Personalization**

Wähle eins deiner möglichen Upgrades aus.



The screenshot shows a 'Review selection' dialog box with a close button in the top right corner. The main text reads: 'Review selection. Confirm that you want to upgrade the selected tickets. Once you proceed, you will be directed to the checkout page where you can select new tickets and apply the credit from your selected tickets.' Below this is a yellow warning box: 'You will not be able to restart the upgrade process while the checkout is active. Please note that to ensure fairness to fans, each ticket whether season ticket or single-event, is eligible for only one upgrade.' A list of tickets is shown with 'Ticket 2 Permanent Guide' selected, indicated by a blue checkmark in a box. At the bottom right, there are two buttons: 'Buy additional tickets' and 'Upgrade'.

Bitte beachte, dass Upgrades nicht rückgängig gemacht werden können. Es kann immer nur auf eine höhere Kategorie geupgraded werden. Bei einem Upgrade wird lediglich die Differenz der beiden Ticketpreise berechnet.