

eTicket Guide

**HOW TO SELECT AND
ACCESS YOUR eTickets**

What is an eTicket?

“eTicket” refers to a ticket which is available as a Mobile Ticket or a Print-at-Home ticket.

Mobile Tickets are viewable on the Ticketmaster App as a QR coded ticket.

- These tickets can be shown on your phone at the venue with no need to print.
- They can be shown directly via the App or, for iPhone users only, can be saved to the Apple Wallet and easily brought up for display at the venue.

Print-at-Home tickets are viewable and downloadable as a PDF ticket with a barcode.

- They can be viewed and downloaded from ticketmaster.com.au, either on desktop or on a mobile or tablet browser.
- These tickets **MUST** be printed and taken to the venue as a physical copy.

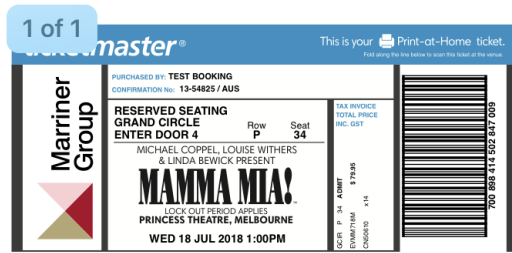


QR Code from Mobile Tickets



Barcode from Print-at-Home Tickets

eTicket Examples



Bring this ticket to the venue to scan this ticket at the venue.

Protect this ticket!

Present this entire page for scanning at the time of admission to the event.

Ticketmaster Australia Pty Ltd ABN 69 089 298 037. Delivered this ticket as you would money or regular tickets. Access control at venues will only permit entry for a single use of the barcode on this ticket. Duplication of this ticket will not allow for multiple entry and all holders of duplicate tickets will be refused entry after its first use. Ticketmaster sells tickets on behalf of third parties who provide or sponsor an event, or who operate a venue where events are held, ("Event Partners"). The sale of this ticket is subject to Ticketmaster's Terms of Use and Purchase Policy which are available for download at www.ticketmaster.com.au/terms or on Ticketmaster's website (www.ticketmaster.com.au). Ticketmaster's privacy policy is available at www.ticketmaster.com.au/privacy or phone 130 100. The sale of this ticket is also subject to any relevant terms and conditions of the Event Partners and of any venue at which the event specified on this ticket is held. No details ("I") on this ticket indicate all or part of the price may be GST free.

BookABay.

Pay only **\$7*** for parking
 at Wilson Parking, Parkade
 34-60 Ltl Collins St

when you pre-book at www.bookabay.com.au
 and enter the discount code "MARRINER"

Terms and conditions apply. *\$7 after 4pm M-F and all day weekends,
 \$32 between 6am and midnight M-F.



For all show times and further information
 visit www.marrinergroup.com.au
 or call 1300 11 10 11



Doors open 1 hour prior to start time

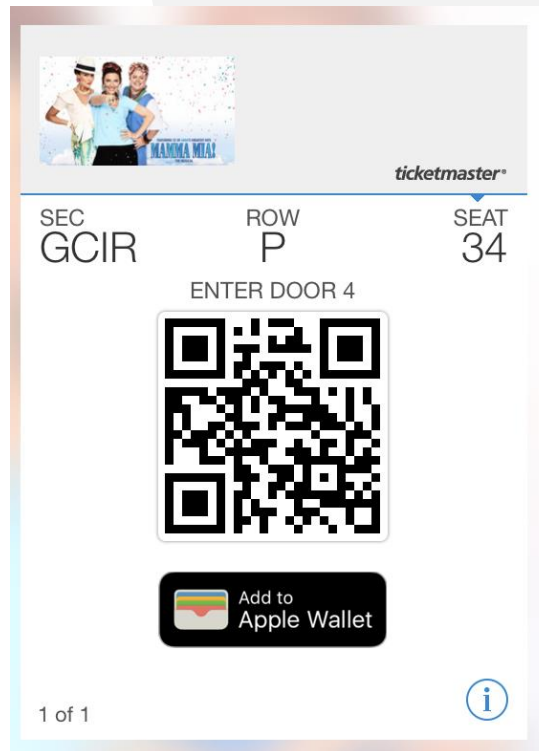


Pre-order your drinks before the show for
 interval and avoid the queues!

163 Spring St, Melbourne
 A Marriner Group Venue



Print-at-Home Ticket



Mobile Ticket

How do I Select eTicket as a Delivery Method?

eTicket is only available as a delivery method on certain events, and is often dependent on the infrastructure and scanning technology at the venue.

For eligible events, eTicket can be selected as a delivery option when booking on:

- Desktop
- Mobile device
- The Ticketmaster App

If you cannot see the eTicket option, eTicket is not available for the event you are booking.

Selecting eTicket on a Desktop

Select the “Mobile, Print-at-Home (Recommended) – FREE” option.

MAMMA MIA!
Wed 18 July 2018 @ 01:00PM, Princess Theatre, Melbourne, Victoria

Delivery

[Australia](#) [Other Country](#)

- ☒ **Mobile, Print-at-Home (Recommended) - FREE**
Mobile
Bookmark your ticket in your mobile browser OR view your order in the iPhone or Android app. iPhone users - send your tickets to Wallet!
Print-at-Home (Recommended)
The most convenient delivery method. Print your tickets when it suits you.
- ☐ **Mail**
No additional charge
- ☐ **Mamma Mia! Branded Gift Box via Standard Mail**
AU \$8.95
- ☐ **Outlet Pickup**
No additional charge

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Order Details

1 Standard Ticket ▾
AU \$95.95 x 1

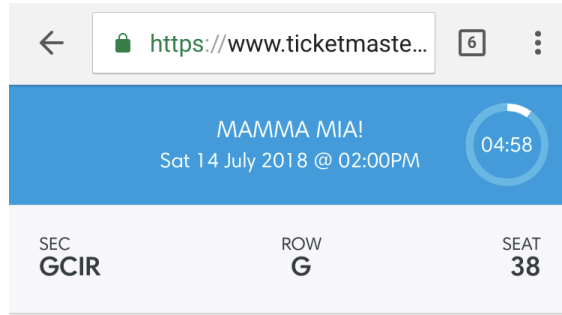
Handling Charge
AU \$8.00

Delivery ▾
Mobile, Print-at-Home (Recommended)

Subtotal

Selecting eTicket on a Mobile Browser

Select the “Mobile, Print-at-Home (Recommended) – FREE” option.



Delivery

Australia

Other Country



Mobile, Print-at-Home (Recommended) – FREE

Mobile

Bookmark your ticket in your mobile browser OR view your order in the iPhone or Android app.
iPhone users – send your tickets to Wallet!

Print-at-Home (Recommended)

The most convenient delivery method. Print your tickets when it suits you.



Mail

No additional charge

Selecting eTicket on Ticketmaster App

On the Ticketmaster App, eTicket is the default delivery option.

To change delivery options or view details, the customer can click on “eTicket – Free”. This will then bring up a screen which will allow them to change their option – see right.

[Cancel](#) MAMMA MIA! Tue, 10 Jul, 7:30 pm - Princess Theatre 8:21

ACCOUNT

Signed in as **sample@ticketmaster.com.au**



ORDER

1 Ticket
STALLS SECTION, ROW E, SEAT 30 \$134.95 >


Handling Charge \$8.90

Seating Chart

TICKET DELIVERY

 eTicket  Free >

PAYMENT METHOD

 **Sample Card Number**
Sample Expiry
Sample CVC >

Please enter your Credit Card Security Code



Required

Order Total: \$143.85

[Complete Checkout](#)

< Cart Delivery Options 9:18

eTicket Free ✓

 Mobile - Bookmark your ticket in your mobile browser OR view your order in the iPhone or Android app. iPhone users - send your tickets to 

Print-at-Home (Recommended) - The most convenient delivery method. Print your tickets when it suits you.

Mail Free

Ticketmaster will mail these within 2 business days of the booking. Tickets usually arrive within 5 - 7 days of posting.

Outlet Pickup Free

From any Outlet nationally up to 24 hours prior to your event. Please refer to Outlet locations for details. All Outlet Pickup tickets must be collected and personally signed for by the credit card holder who is the only person authorised to collect tickets. For identification purposes the credit card holder must present personal ID, the credit card which was used when purchasing the tickets and the account confirmation number.

Mamma Mia! Branded Gift B... \$8.95

Let us take care of gift wrapping your tickets with this exclusive Mamma Mia! branded gift box. Select this delivery method to have your tickets sent to you in a Mamma Mia! themed gift box, ideal for gifting tickets for a special occasion. Tickets cannot be sent directly to the gift recipient but will be sent to your billing address.

Registered Post \$6.50

Ticketmaster will mail these within 2 business days of the booking. Under Australia Post rules, you will need to allow 14 days delivery time for this method. When collecting tickets sent by Registered Post from the Post Office, a signature and

Accessing eTickets

eTickets can be accessed in multiple ways.

- **Desktop** – tickets will display as a PDF Print-at-Home ticket
- **Mobile Browser** (Smartphone or Tablet) – tickets will display as a PDF Print-at-Home ticket
- **Ticketmaster App** – tickets will display as a QR coded Mobile Ticket

Accessing eTickets on a Desktop

To access PDF Print-at-Home tickets via a desktop or laptop computer:

- Log in to your MyTicketmaster account.
- Navigate to the “View All Orders” page.
- Select “Order Details” for the order you wish to print.
- Select “View Tickets”.
- This will bring up a PDF copy of the tickets to be saved to your PC or printed.

These tickets must be printed on a physical copy taken to the venue.

The screenshot shows the Ticketmaster website interface. At the top, there's a navigation bar with 'Victoria' on the left and 'Gift Cards' and 'Help' on the right. Below this is a search bar with the placeholder text 'What are you looking for?'. The main content area is titled 'My Account > View All Orders > Order Details'. On the left side, there's a sidebar with links for 'Welcome', 'Edit Profile | Sign Out', 'Account Settings', 'Edit Email Preferences', 'Update Your Favourites', 'Update Your Event Categories', 'Edit Billing Information', 'Gift Card Balance', 'Orders', 'View All Orders', 'Get Your Tickets', 'Forward Tickets', 'Print Receipt', 'Questions About Your Order?', and 'Help'. The main content area displays the order details for 'MAMMA MIA!' at the Princess Theatre, Melbourne, VIC, on Wed 19 Jul 2018, 01:00 PM. The order number is #13-54825/AUS. Below this, there's a section titled 'Your Tickets' with options for 'eTicket', 'Mobile', and 'Print-at-Home (Recommended)'. A red arrow points to the 'View Tickets' button. At the bottom, there's a table showing the order date, billing info, payment info, and a total amount of AU \$88.85.

Order Date	19 Jun 2018	Tickets/Items Subtotal	AU \$79.95
Billing Info		Handling Charge <td>AU \$8.90</td>	AU \$8.90
Sample Billing Info		eTicket <td>Free!</td>	Free!
Payment Info		Total	AU \$88.85
Sample Payment Info			

Accessing eTickets on a Mobile Browser

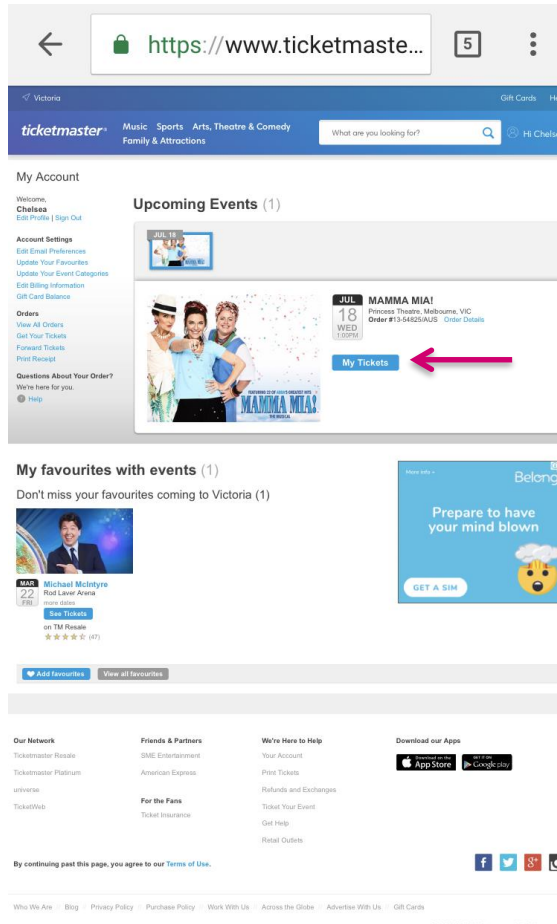
Because the Ticketmaster website has now been mobile-optimised, the website accessed via mobile devices is the same site as the desktop site.

Accessing tickets works in the same way as on desktop.

Access your tickets via your Order page.

You can then save PDF to your phone, print directly from your phone, or bookmark the tickets to print later.

PDF Print-at-Home tickets cannot be shown on a mobile at the venue and must be printed.



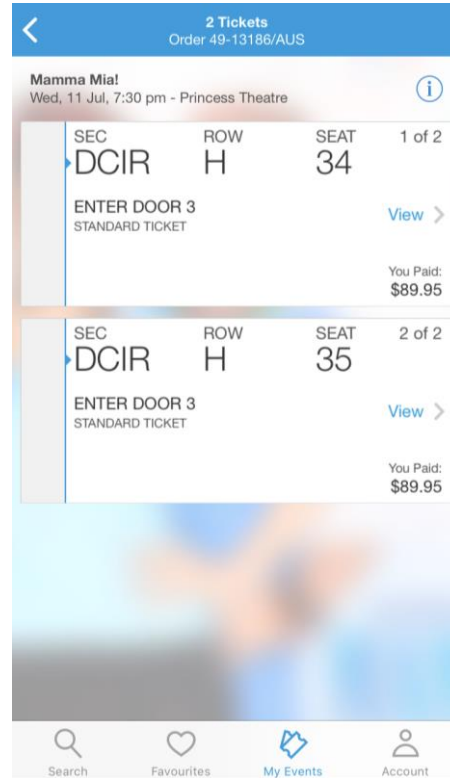
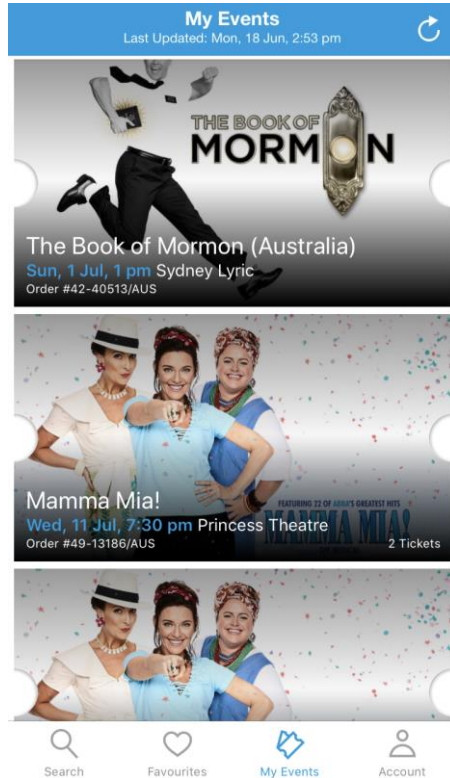
Accessing eTickets on the Ticketmaster App

To access your Mobile Tickets on the Ticketmaster App:

- Ensure you are logged in on the App
- Click on “My Events” on the bottom toolbar
- Select the event for which you’d like to view tickets
- This will then bring up a summary of your order for that event
- Click “View” on the first ticket in the order

This will then show you all tickets you have purchased for that order.

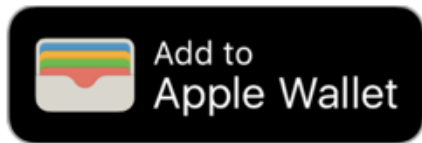
iPhone users can save these tickets to the Apple Wallet if they wish.



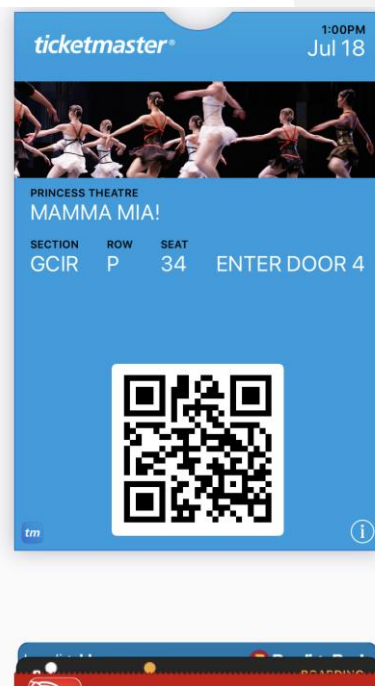
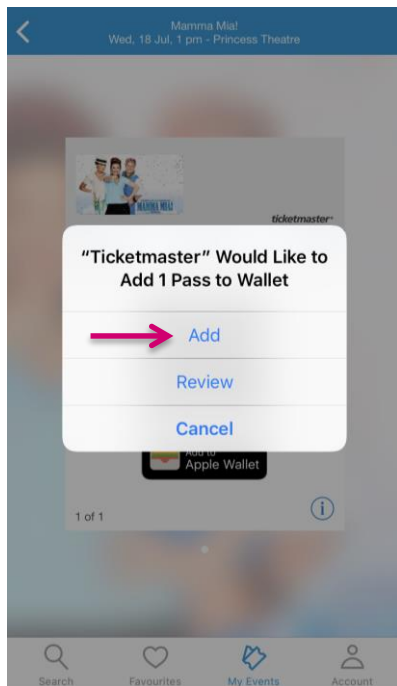
Adding to Your Wallet

iPhone users with the Ticketmaster App can add their QR coded Mobile Tickets to their Apple **Wallet** for easy access later or at the venue.

This is currently only available for iPhone users.



Adding to Your Wallet



- Access the ticket in the App as per usual
- Click on the “Add to Apple Wallet” icon on the ticket
- Your iPhone will prompt you to confirm that you would like to add these passes to your Wallet – click “Add”
- Navigate to your Wallet app from your home screen of your phone
- You should now be able to see your ticket in your wallet

Tickets saved in your wallet should be shown on your phone and not as a printed copy.

Unable to access or print your tickets?

See our handy [Troubleshooting Guide](#) for more information.

Need further assistance?

Our [Help Page](#) may have the answers you're looking for.

Need to speak to someone about your tickets?

Fill out our [Contact Us](#) form and a member of our Customer Support team will be in contact to assist.