

THE HUNDRED

MOBILE TICKETING GUIDE

Please [click here](#) to view our video guides to accessing, sharing and receiving tickets in The Hundred App.

1. Accessing your tickets in The Hundred app

Once you've downloaded The Hundred App, navigate to the Tickets section. If you're not already logged in, the button displayed will say 'Log in'. Log in using your account for The Hundred that you used to buy the tickets. If you're already logged in, the button will say "Your tickets". Tap that and your tickets should appear.

Please note, seat details will appear no later than 48 hours before the matchday.

Also, to make your tickets even more secure, your ticket QR codes will not appear until 24 hours before the matchday.

Please note that you will need to complete the Covid waiver questionnaire for the QR code to appear. This comprises three questions:

1. Today, or in the last 14 days, have you had any of the following symptoms: high temperature, a new continuous cough or a loss of, or change to, your sense of smell or taste?
2. Today, or in the last 14 days, are you self isolating having been contacted by the NHS Test and Trace services or after returning/entering the UK?
3. Today, or in the last 14 days, have you or anyone in your household tested positive for COVID-19?

This is part of our efforts to ensure the safety and wellbeing of fans attending The Hundred.

You will need to answer No to the 3 questions for the QR code to appear. If you accidentally answer Yes to one of the questions you will have the chance to edit.

Please note, the Covid waiver questionnaire will appear 24 hours before your matchday

2. Transferring a ticket

The person to whom you are transferring the mobile ticket must also download The Hundred App.

Select which ticket you want to transfer and then tap the 'share' button (on iOS this is an arrow and on Android it's three connected dots) in the top right hand corner of the screen. You'll then see a unique code that you can share via various methods including email, text message and whatsapp.

Follow the onscreen instructions to send the code. The recipient will have 24 hours to redeem the code, after which it won't work and will need to be shared again for the recipient to be able to activate the ticket in their wallet.

Once the ticket has been redeemed, it will no longer be found under your Tickets as it will have been transferred to the recipient's account.

Each ticket will need to be shared individually; they can't be shared in batches.

3. Receiving a transferred ticket

As a recipient, you first of all need to have downloaded the app. Once you've done that, you need to create an account with The Hundred, if you haven't already done so. If you already have an account with The Hundred you should log in using that.

Once logged in, you need to navigate to the 'Tickets' section. From there, click on the cog icon in the top right hand corner and then tap 'Redeem a ticket'. You'll be asked to enter the 6 digit code that you received from the original ticketholder. Enter that code and tap the 'Redeem ticket' button. **Please note that the code is only active for 24 hours from the point at which it was shared with you. If you don't redeem your ticket within that 24-hour period, the code will no longer work.**

The tickets will then be added to their account and removed from the original ticketholder's account.

Please note that as a recipient you will need to complete the Covid waiver questionnaire for the QR code to appear. You will need to answer No to the 3 questions for the QR code to appear. If you accidentally answer Yes to one of the questions you will have the chance to edit.

The Covid waiver questionnaire will appear 24 hours before your matchday

4. Data connection

A data connection is required for a ticket transfer to take place. **However, once a mobile ticket has been received within The Hundred App, a data connection is not necessary as the ticket will work offline.**