



# MANAGING YOUR TICKETS



**This guide includes managing your tickets on wimbledon.com and the Official Wimbledon App.**

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**Please note the operating system requirements:**

The Official Wimbledon App for 2025 requires iOS Version 16 or 17 software, meaning that it will only work on devices from iPhone 8 and later. Please also note that devices running iOS15 will need to upgrade even if they are an 8 or later. Android Version 6.0 and above.

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# ACCEPTING YOUR TICKETS

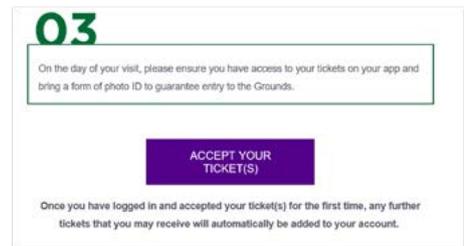
## 1. Open your email

Open the email notifying you to accept your tickets.



## 2. Click on 'Accept Your Tickets'

Click on the link on the bottom of your email confirmation.



## 3. Log in to myWimbledon

Log in to *myWimbledon* via [wimbledon.com](http://wimbledon.com).



## 4. Accept the Terms and Conditions

Accept the ticket T&Cs and Conditions of Entry and click 'Add Tickets'.



## 5. Download the 2025 App

Download the 2025 Official Wimbledon App in the App Store or Google Play.



## 6. Log in to myWimbledon

Log in to the App using your *myWimbledon* email login.



## 7. View your tickets

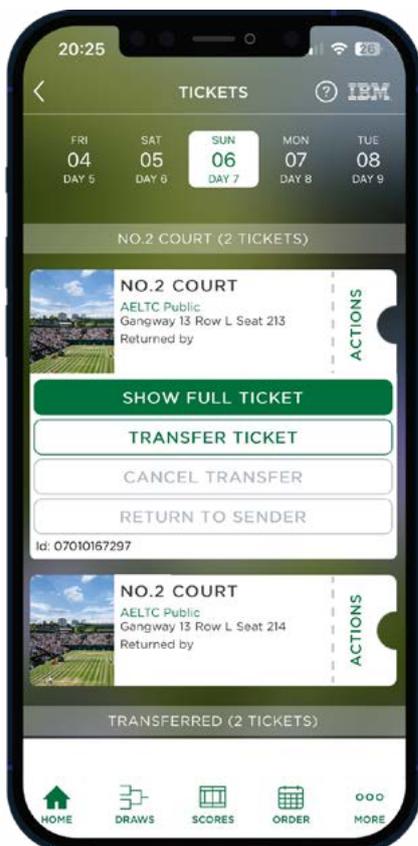
Click on 'View Tickets' on the homepage to view your tickets.



# TRANFERRING YOUR TICKETS (APP)

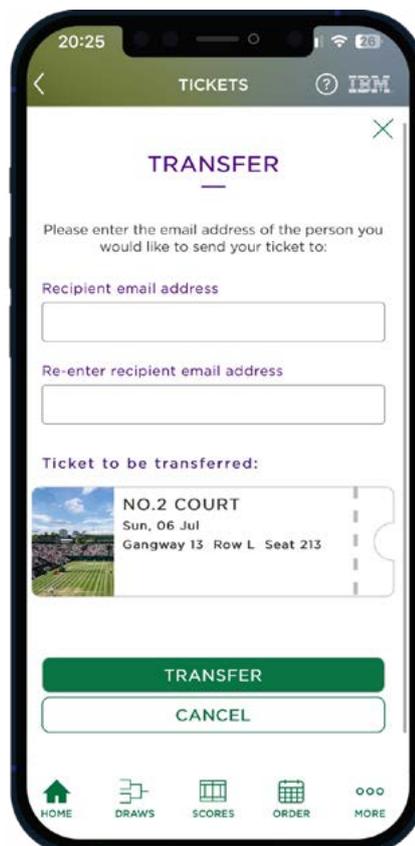
## 1. Click 'Action' and 'Transfer Ticket'

- Log into the app
- Click the tickets section within *myWimbledon* homepage
- Click 'Action' on the ticket you would like to transfer
- Select 'Transfer Ticket'



## 2. Insert recipient's details

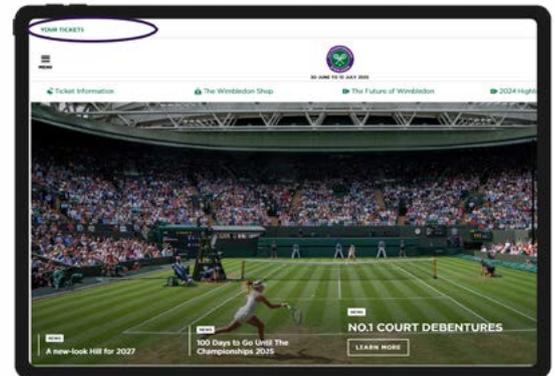
- Enter the email address of the ticket recipient
- Click the green 'Transfer' button at the bottom of the page
- The transfer of tickets will show as pending until the recipient accepts the tickets



# TRANSFERRING YOUR TICKETS (.COM)

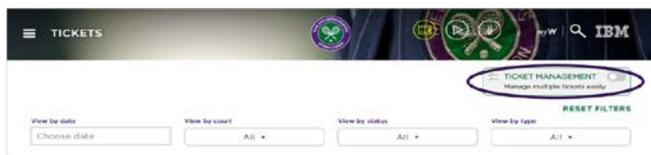
## 1. Go to *myWimbledon* homepage and click 'Your Tickets'

Upon reaching the home page of *myWimbledon*, click on the 'Your Tickets' button located at the top left of the page.



## 2. Click on 'Ticket Management'

From there, in the top right corner of the page, toggle the 'Ticket Management' button on.



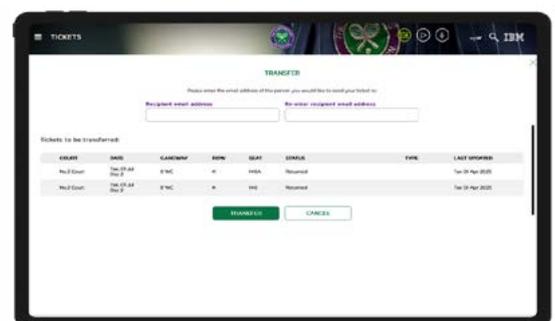
## 3. Ticket Management View

This is the multi ticket management view. You should now have a view of all the tickets you hold and the relevant actions you would like to take.



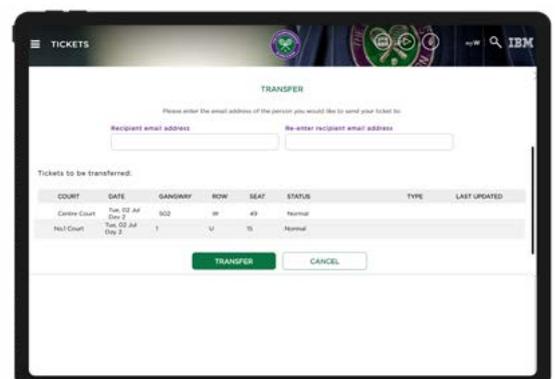
## 4. Click 'Transfer' and select tickets to transfer

- Click 'Transfer' on the ticket actions
- Select the tickets to transfer using the tick boxes on the left
- Click the green 'Start Transfer' button at the bottom of the page



## 5. Enter the email address of the recipient and click 'Transfer'

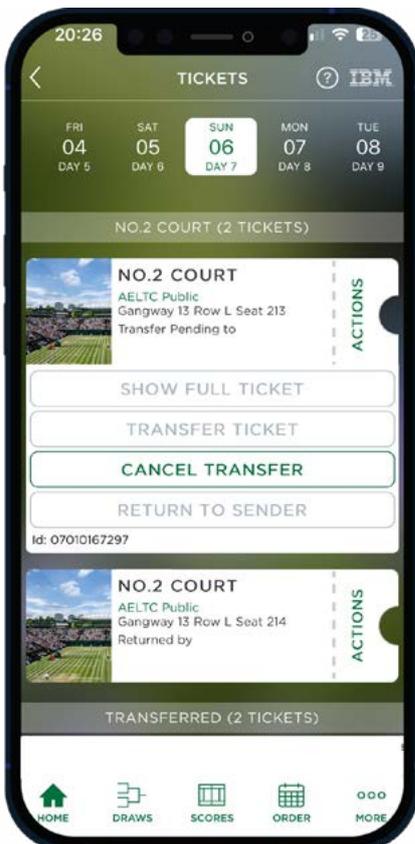
- Enter the email address of the recipient that you would like to receive the tickets
- Click the green 'Transfer' button at the bottom of the page
- The transfer of tickets will show as pending until the recipient accepts the tickets



# CANCELLING A TICKET TRANSFER (APP)

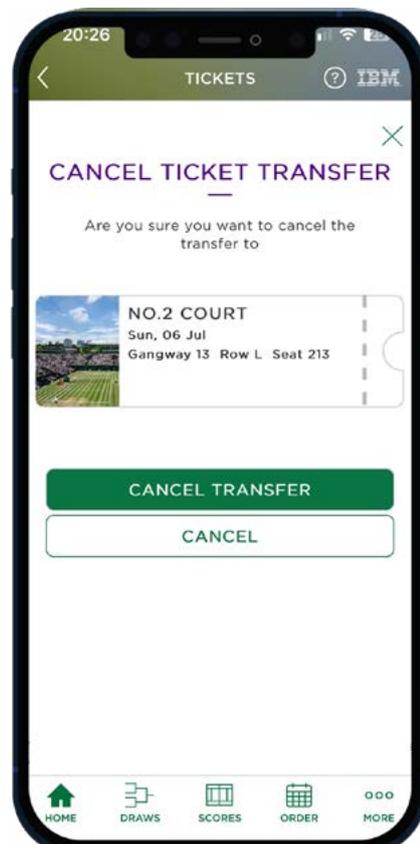
## 1. Click 'Action' and 'Cancel Transfer'

- Log into the app
- Click the tickets section within *myWimbledon* homepage
- Click 'Action' on the ticket you would like to cancel
- Select 'Cancel Transfer'



## 2. Select 'Cancel Transfer'

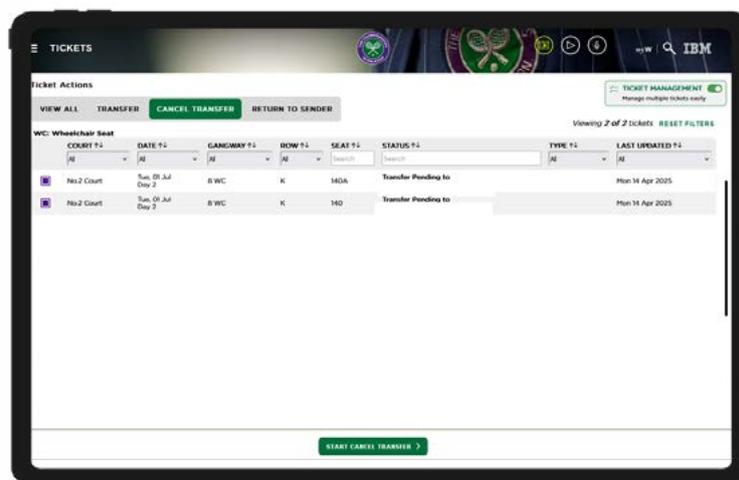
- You should be directed to a new confirmation page
- Select the green 'Cancel Transfer' button
- Tickets will be returned back to your wallet



# CANCELLING A TICKET TRANSFER (.COM)

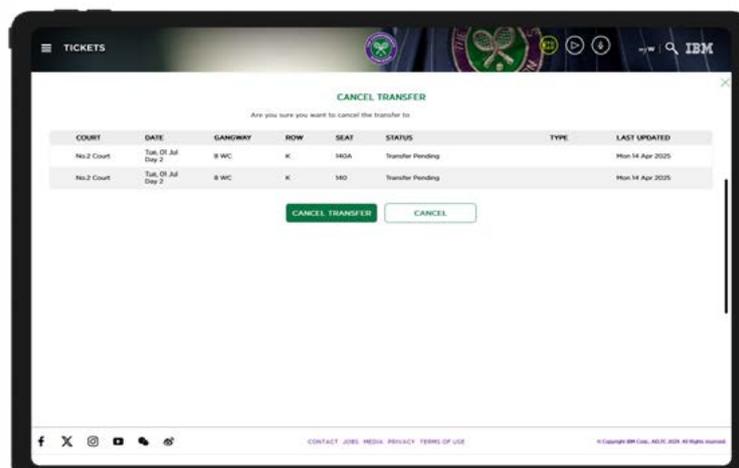
## 1. Click 'Action' and 'Cancel Transfer'

- Click 'Action'
- Select the 'Cancel Transfer' button within ticket actions
- Use the boxes in the left-hand side to choose the tickets to cancel and then select the green 'Start Cancel Transfer' button at the bottom of the page



## 2. Select 'Cancel Transfer'

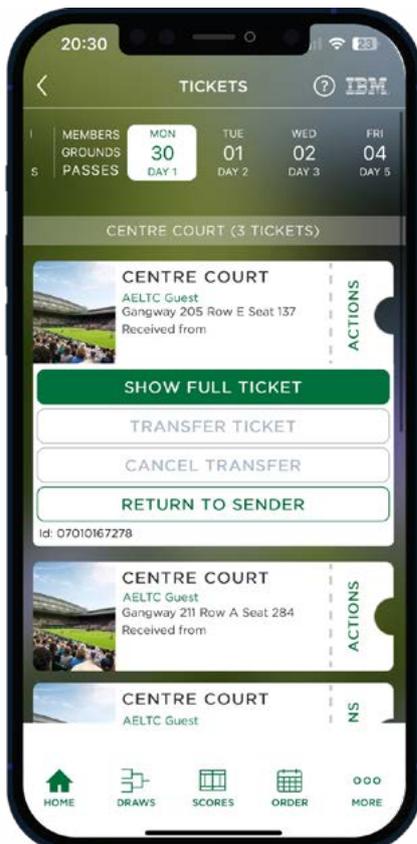
- You should be directed to a new page which show the status of the tickets ('Transfer Pending')
- Select the green 'Cancel Transfer' button at the bottom of the page to ensure the tickets are returned to your wallet



# RETURN TICKET TO SENDER (APP)

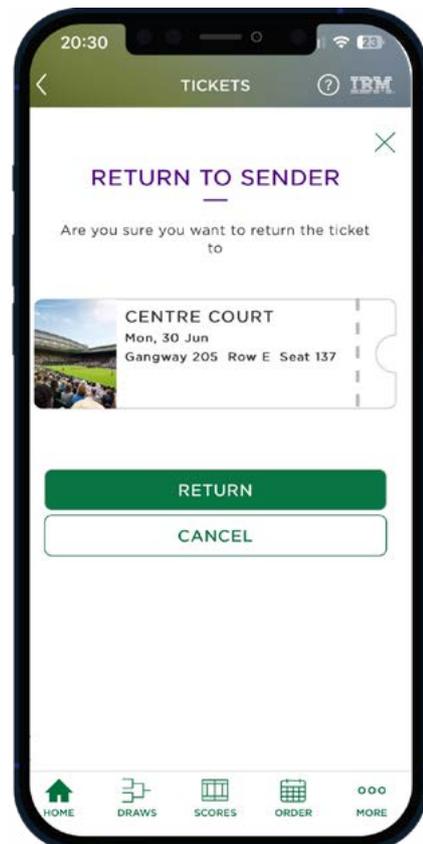
## 1. Click 'Action' and 'Return to Sender'

- Log into the app
- Click the tickets section within *myWimbledon* homepage
- Click 'Action' on the ticket you would like to return to sender
- Select 'Return to Sender'



## 2. Select 'Return'

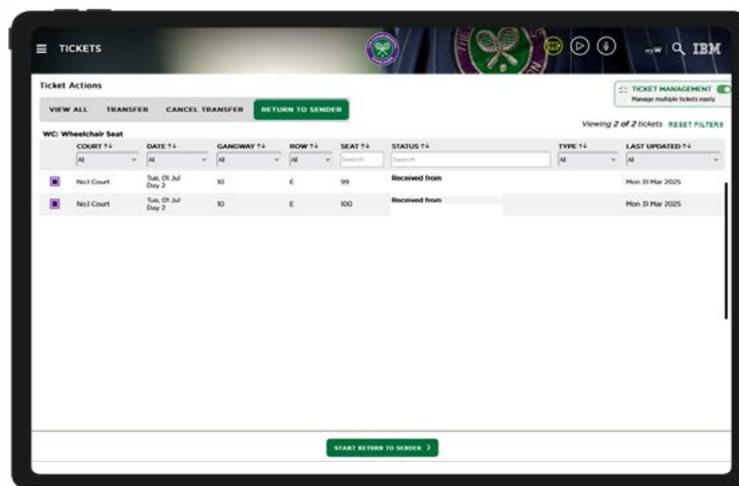
- You should be directed to a new confirmation page
- Select the green 'Return' button
- The recipient should get an email notification to accept the returned tickets back to their wallet



# RETURN TICKET TO SENDER (.COM)

## 1. Click 'Return to Sender' and select the tickets you would like to return

- Click the green 'Return to Sender' button at the top
- Select the tickets you would like to return
- Click the green button at the bottom of the page



## 2. Select 'Return'

- Select the green 'Return' button at the bottom of the page
- The recipient will then get an email notification and accept the returned tickets back to their wallet

