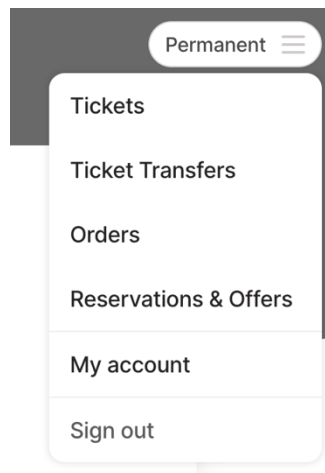


## 1. I lost my ticket, what can I do?

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.

or during the payment step when entering the payment method, also below the shopping cart listing.

**Why am I unable to add tickets to the shopping cart?**  
vivenu, as a software company specializing in ticketing services, operates on behalf of the event organizer. The organizer holds the authority to configure various settings within the ticket shop, such as ticket types, pre-sale times, and more, using our platform. Responsibility for these settings lies with the organizer. For additional information, kindly reach out to the event organizer directly.

**My order was interrupted, but the payment was still deducted.**  
In exceptional cases where an order is interrupted on the payment provider's side during the redirection to our system, and money has been deducted despite the interruption, the payment amount will be automatically refunded within 5-7 business days.

If you have not received the refund within 5-7 business days, please do not hesitate to contact our support team for further assistance.

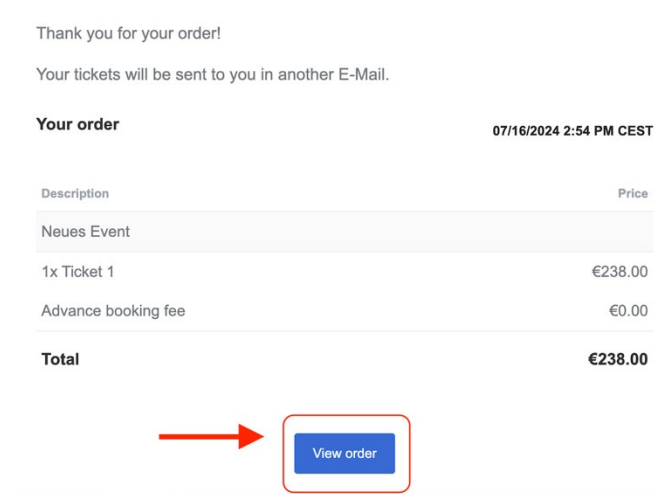
[Questions about the order >](#)

Additional questions? [Contact our support team](#)

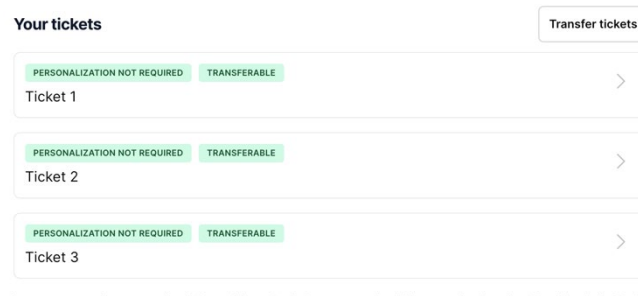
Click on "Contact our support team" in the FAQs for assistance.

## 2. How do I personalize my ticket?

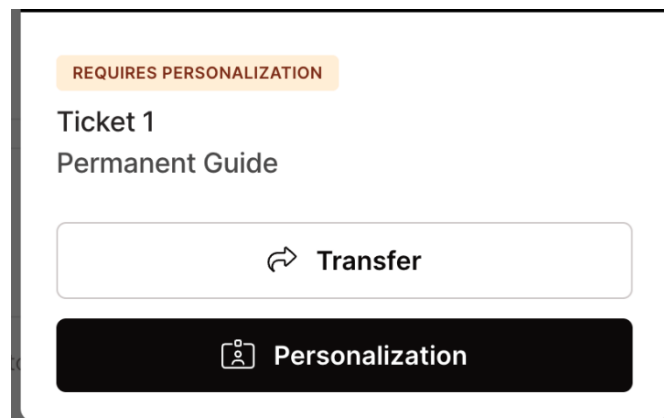
In our ticket email, you will find the "View Order" button. Click this button to access the confirmation page of your order.



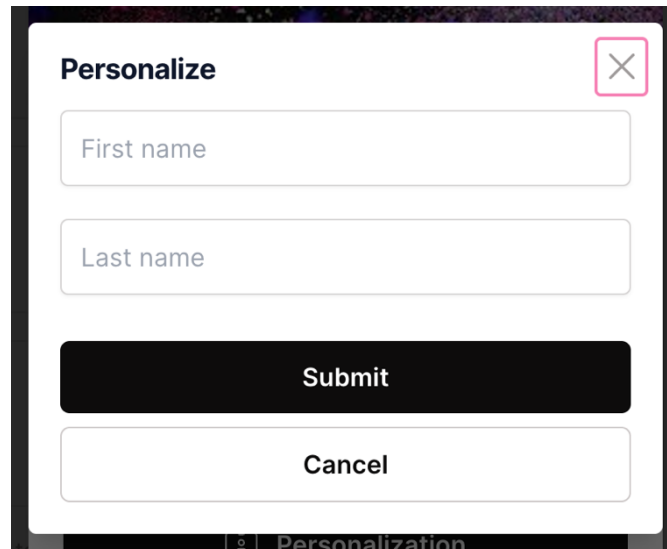
Select one of your tickets.



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.

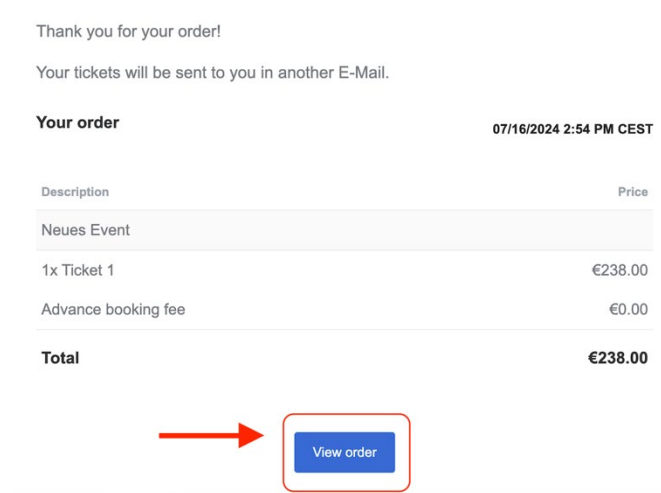
A screenshot of a mobile application dialog box titled "Personalize". The dialog box has a white background and a black border. In the top right corner, there is a red square button with a white "X" icon. Below the title, there are two text input fields: the first is labeled "First name" and the second is labeled "Last name". Below these fields, there are two buttons: a black button with white text labeled "Submit" and a white button with black text labeled "Cancel". At the bottom of the dialog box, there is a small, partially visible text label "Personalization".

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

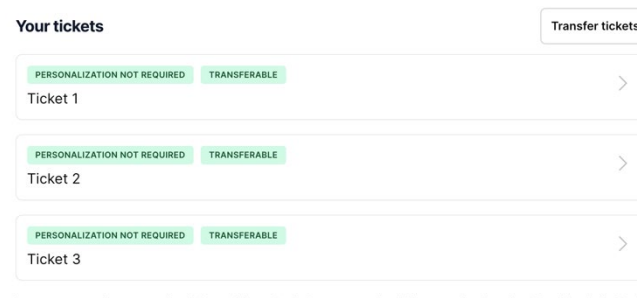
Please note that personalization must be completed for each individual ticket. Without completed personalization, the ticket cannot be downloaded.

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

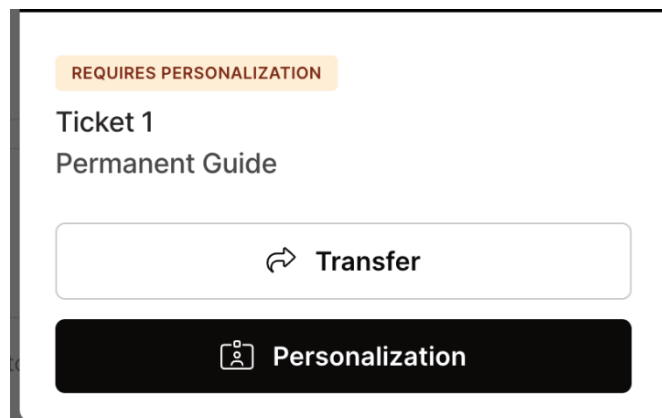
Access your tickets via the confirmation page. In our ticket email, you will find the "View Order" button. Click this button to access the confirmation page of your order.



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. How can I upgrade my ticket?


Call up the confirmation page via your confirmation email

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](#)

Choose one of your tickets

**Your tickets** Transfer tickets

PERSONALIZATION NOT REQUIRED TRANSFERABLE >

Ticket 1

PERSONALIZATION NOT REQUIRED TRANSFERABLE >

Ticket 2



PERSONALIZATION NOT REQUIRED TRANSFERABLE >


Ticket 3

Click on 'Upgrade'

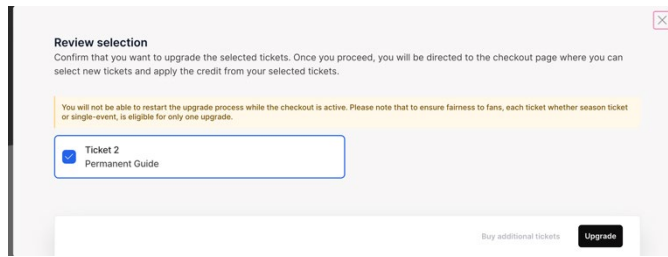
**REQUIRES PERSONALIZATION**

**Ticket 2**  
Permanent Guide

 Transfer  Upgrade

 **Personalization**

Select one of your possible upgrades.



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. At the bottom right, there are two buttons: 'Buy additional tickets' and 'Upgrade'.

Please note that upgrades cannot be cancelled. You can only ever upgrade to a higher category. In the event of an upgrade, only the difference between the two ticket prices will be charged.