

For Leeds 2021 all Weekend Tickets, Early Entry Passes, and Day Tickets booked directly via Ticketmaster or www.leedsfestival.com will be issued as Mobile Tickets.

Every individual customer arriving at Leeds Festival must present their own ticket (Weekend Ticket, Early Entry Pass or Day Ticket) on their own phone so even if you booked tickets for friends, you'll need to Transfer them before you arrive at the festival. You'll need to use Ticketmaster Transfer to send a ticket to those attending the event and everyone attending will need to have their own TM account. If your friends don't already have an account, they will receive an email on how to set up an account and accept the mobile ticket once you initiate the Transfer process.

Ticket Transfer lets you send tickets to friends before the event, straight from your Ticketmaster account to theirs. Ticket Transfer is convenient, simple and free and can be done on your desktop or mobile.

We recommend downloading the Ticketmaster app for android or iOS

How do I transfer tickets to a friend?

1. Log into your [account](#) and select from the list of 'Upcoming Events'.
2. Click the button to transfer tickets and follow the simple steps onscreen to transfer to your friend. You can transfer as many tickets as you like but you'll need to do them one at a time if you've purchased on behalf of more than one person attending.
3. Remember, the receiver's email address must be different to the sender's email address.
4. Your guest will need a Ticketmaster account. Don't worry if they don't have one, they'll be able to create an account when accepting the tickets.

Your guest will receive an email invitation, and we'll email you as soon as they accept the tickets.

Once your guest accepts the transfer, your original barcode for that ticket is no longer valid.

You'll need to repeat these steps for every person you have purchased a ticket(s) for

NOTE: If the Transfer button is greyed out, your tickets are not eligible for transfer – campervan passes, Locker bookings, Refresh Retreat bookings, Charge Candy bookings or advance merch purchases cannot be transferred.

Your transferred tickets will show as sent. When your recipient has accepted them, the ticket will show as claimed. You will receive an email confirming the ticket has been accepted by your recipient. After a successful transfer, the ticket is no longer valid for entry from your account and your original barcode for that ticket is no longer valid.

How do I accept the ticket(s) I've been sent?

1. Tap the accept Tickets link in your e-mail
2. Log in to your Ticketmaster account or create a new account. Be sure to use the same e-mail address that the tickets were sent to.
3. View your tickets in 'Upcoming Events'

FAQ's

How does ticket transfer work? Is it safe?

When you transfer a ticket, the recipient you are sending the tickets to, will accept the tickets with our secure system. When the ticket is accepted, we re-issue a new barcode to the person who you sent the tickets to.

Do I have to transfer all of my tickets?

You have to transfer all the tickets you booked for other people to the individuals who will be attending – only retain your own ticket(s).

Will the person I transfer tickets to need a Ticketmaster account?

Yes, and it takes just a few seconds to create one. If they already have an account, be sure to use the email address associated with their Ticketmaster account, so it's even easier for them to accept their tickets.

How do I know if the tickets have been accepted?

Once you send a ticket, you will see one of two statuses. If you see "Waiting to accept," your friend has not accepted the transferred tickets yet. You may want to remind them to check their email or text messages for the transfer invite. If you see "Accepted by," your tickets have been successfully transferred.

Can I transfer tickets that were transferred to me?

Yes, once you accept the tickets, they're all yours. Can't use 'em? Transfer them back to the person who sent them or to anyone you want.

When can I transfer tickets?

From now as Transfer is already available for your event. Where you see the Transfer button on your tickets, you're good to go; just make sure your transfers have been sent and accepted before you set off for the festival.

I purchased a ticket for a family member, and I won't be attending the event – do I have to transfer the ticket to them or is there any other option?

If you won't be attending the festival yourself and you are happy to share your Ticketmaster account log in details with your family member, you are welcome to do that instead of transferring the ticket. They will then be able to access the ticket in your account.

Can I just take a photo of my ticket and get the QR code scanned from the photo?

No, the ticket must be presented from the Ticketmaster account or in your phone's wallet. You can't send your friends photos/screenshots of their tickets as they won't be valid. You will be asked to show that your ticket isn't a screenshot when you arrive at the festival.

Will I be able to Transfer or download my tickets from my Ticketmaster account at the entrance to the festival?

No, you must transfer or download your ticket in your account in advance as you may not have sufficient phone reception/signal/data to be able to do it when you arrive at the festival.

I booked a Campervan Pass for Leeds – will that be a mobile ticket too?

No – you will still receive your Campervan Hanger in the post. Please contact Ticketmaster if you have not received your hanger 7 days before the event starts.

I booked Weekend tickets along with Early Entry Passes and I can transfer the weekend tickets, but I can't seem to transfer the Early Entry Passes? What can I do?

If you booked your Early Entry Passes as an upsell in the same 'shopping basket' as your Weekend ticket then unfortunately they aren't transferable online but don't worry. The barcodes on your mobile Early Entry passes have been deactivated and you will receive your Early Entry Pass tickets in the post to give out to those who will be using them before you arrive at the festival. You can use these in conjunction with the Mobile Weekend tickets to access the festival on Wednesday. If you booked your Early Entry Pass separately from your weekend tickets and have a separate booking reference number for it, then your Early Entry Passes will still be mobile and will be valid for Transfer.

Can I transfer Refresh Retreat Options?

If you can no longer use your Refresh Retreat booking, you can authorise someone else to collect it on your behalf. They will need to take Photo ID, the Booking Confirmation e-mail and a Letter of Authorisation giving them permission to collect it in your absence. You should use the template on this link <https://help.ticketmaster.co.uk/hc/en-us/articles/360015164654-Letter-of-Authorisation>

What if I didn't book my Leeds tickets through Ticketmaster or www.readingfestival.com?

If you booked tickets for Leeds via VIP Nation, Big Green Coach, Gigantic, See Tickets, Ticket Factory, Pollen, you will still receive a physical ticket in the post. Please contact the agent you booked through if you have not received your ticket(s) 7 days before the event starts.

I purchased tickets through Ticketmaster's Ticket Exchange – do I still need to transfer tickets?

If you purchased tickets for anyone but yourself through Ticket Exchange, you would still need to use Transfer so that everyone attending has their own ticket on arrival

I have been transferred a ticket by a someone who purchased it for me, but I can no longer attend. Can I resell it via Ticket Exchange?

No, only the original purchaser can use Ticket Exchange, but you could speak to them and see if they are willing to help you resell your ticket.

How do I cancel a transfer?

Ticket Transfers can only be cancelled if the recipient hasn't accepted the tickets yet. Here's how you can do it:

Go to 'View Upcoming Events' in your account

Select the order

Click 'Cancel Transfer'

Please keep in mind that you can't cancel a transfer after the tickets have been accepted, but your guest can always transfer them back to you!

If you are having problems transferring your tickets, please [click here](#)