

Transfer Tickets

From Your MY SHEA'S Account

On Your Mobile (Internet Browser)

The background of the slide is a photograph of the interior of a grand theater. The seating area is filled with rows of plush red seats, arranged in a semi-circular fashion. The ceiling is highly ornate, featuring intricate gold-colored moldings, chandeliers, and decorative elements. The overall atmosphere is one of elegance and historical grandeur.

Please Note:

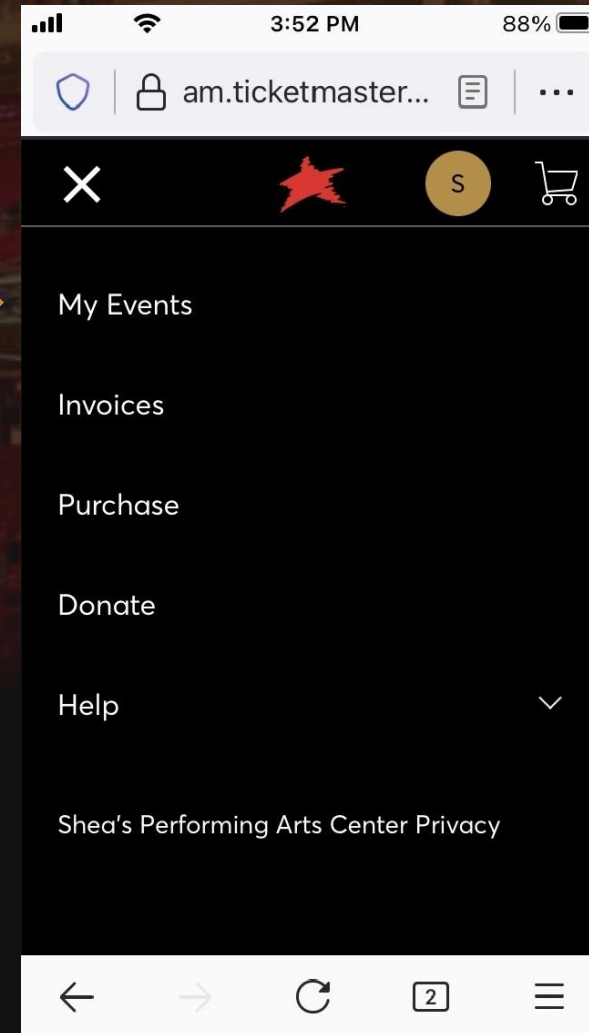
Ticket transfers are intended to be a one-way, one-time occurrence – you are gifting your current ownership of your tickets to an upcoming event at a Shea's Performing Arts Center theater to another account holder for their personal use. When in doubt, **contact the Shea's Box Office** and arrange to have the ticket transferred on your behalf to avoid any issues that may occur.

Once a ticket has been transferred and accepted by the new ticket recipient, the ticket *cannot* be returned to the previous owner unless the new ticket owner chooses to transfer it back. It is now the property of the recipient.

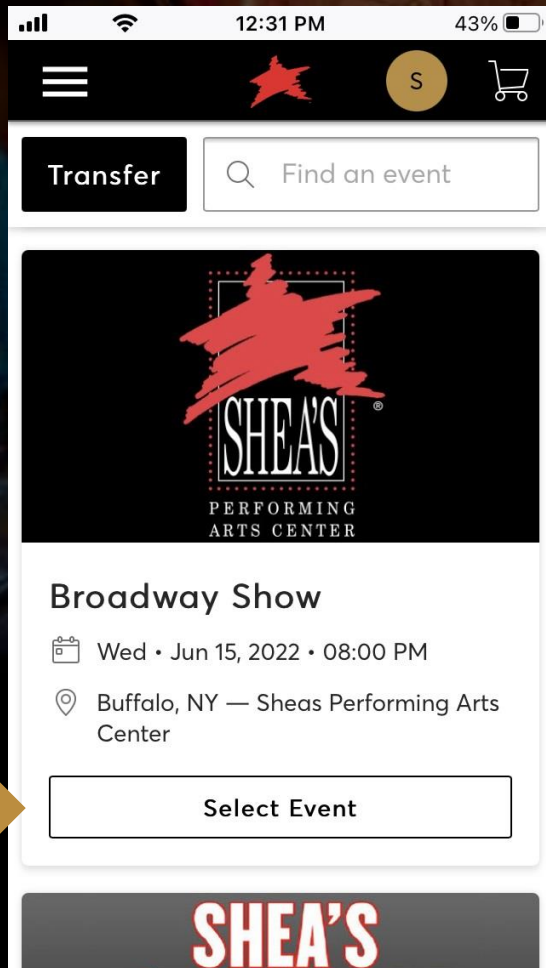
For any questions regarding ticket transfer, please **contact the Shea's Box Office** for assistance.



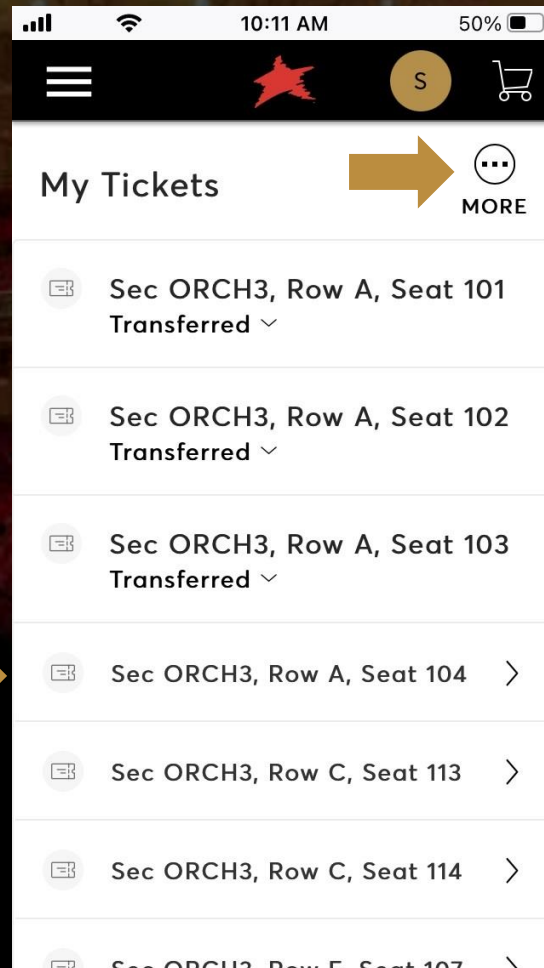
1. Click the **Menu** icon in the upper-left corner.



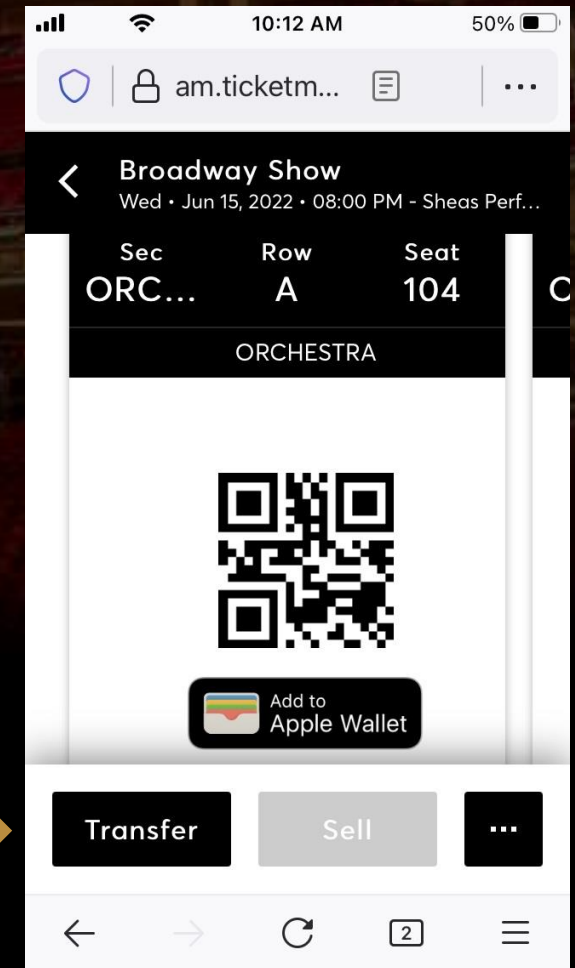
2. From the drop-down menu, select **My Events**.



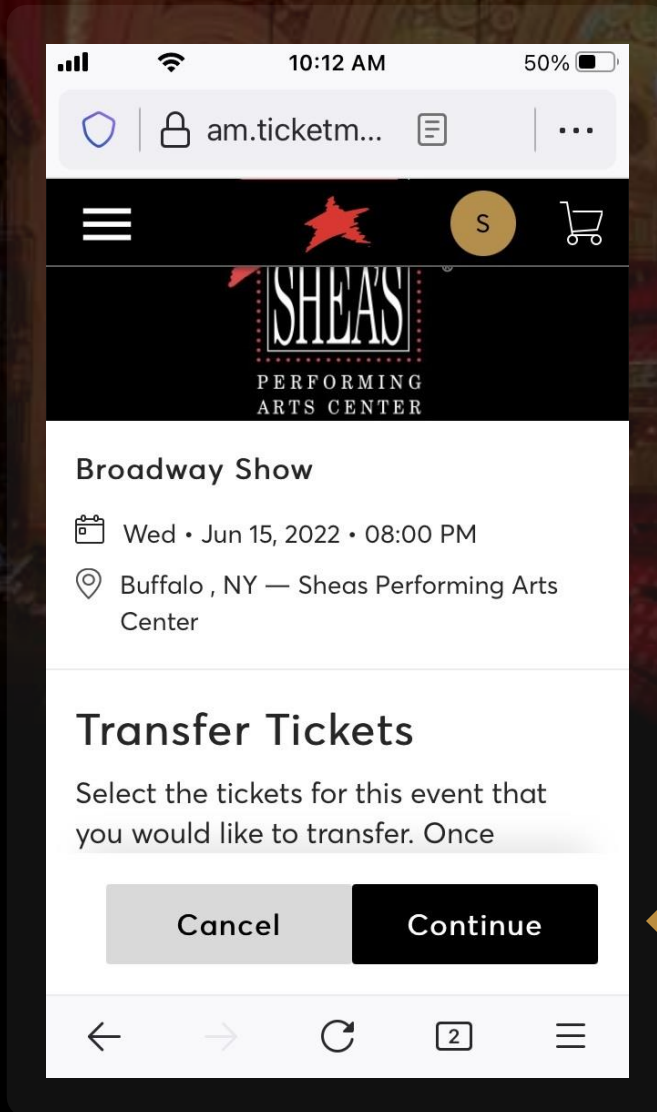
3. If you'd like to transfer tickets for multiple shows, click the **Transfer** button available in My Events.



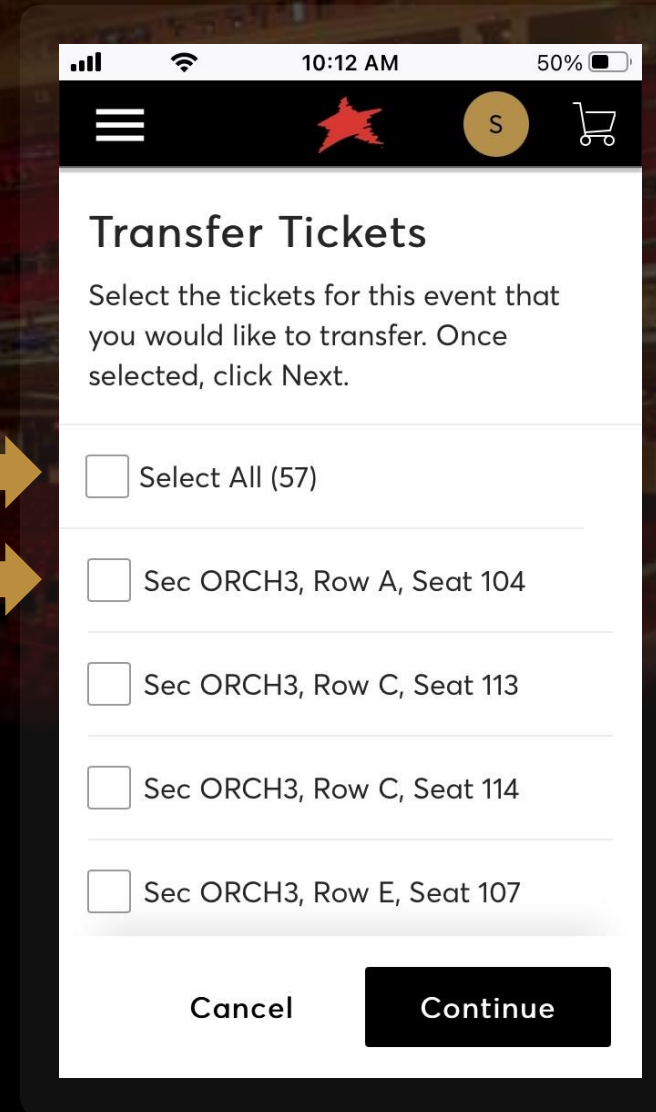
If you are seeking to transfer multiple tickets for one event, **Select Event** and then click the **More** button in the upper-right corner.



If you want to transfer a single ticket, **Select Event** and then select a **seat number** to pull up the barcode for that ticket, and then click **Transfer**.



4. Click **Continue** to begin the transfer process.



5. **Select All** tickets or **choose which specific tickets** to transfer, and then **Continue**.

10:12 AM 50%

Transfer Tickets

Add a new recipient or select an existing recipient to transfer the selected tickets to. Once selected, click Transfer. To edit the tickets you are transferring, click Edit.

+ Add A New Recipient

MS Michael Shea
youremailaddress@sheas.org

Cancel Transfer

6. You can transfer tickets to **an existing recipient** or **Add a New Recipient** instead.

12:08 PM 44%

Add A New Recipient

First Name *

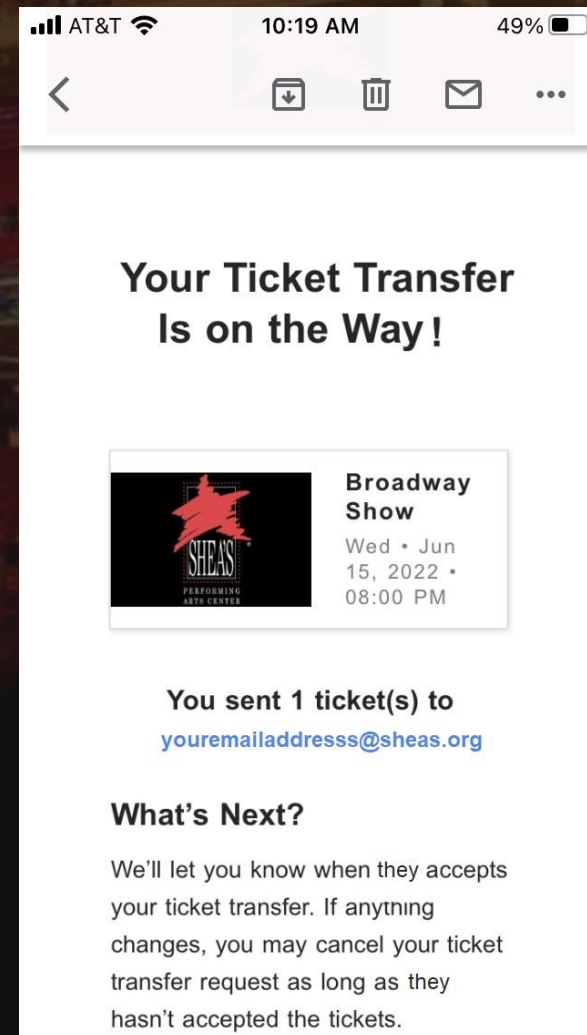
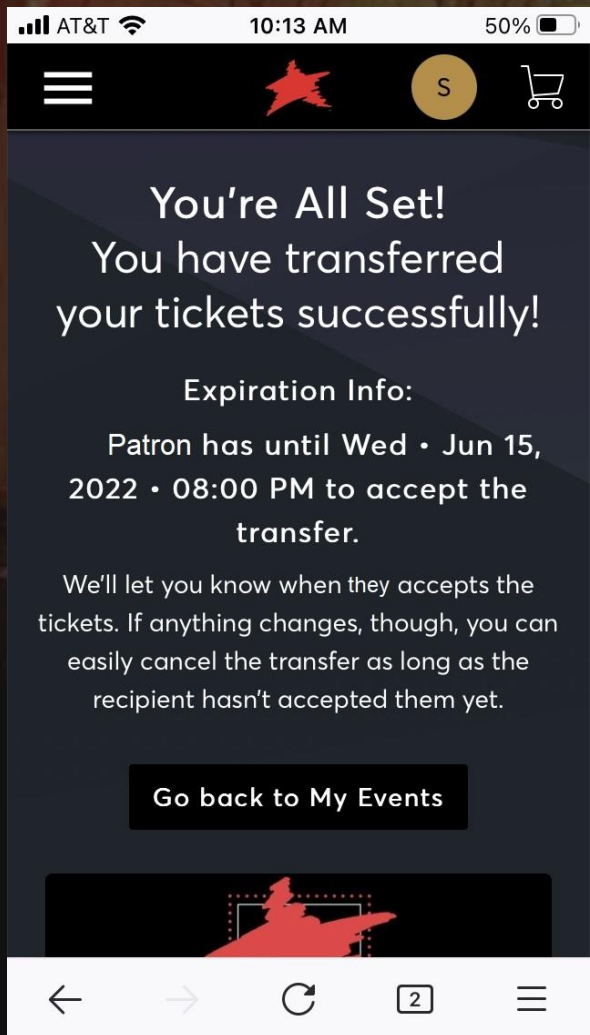
Last Name *

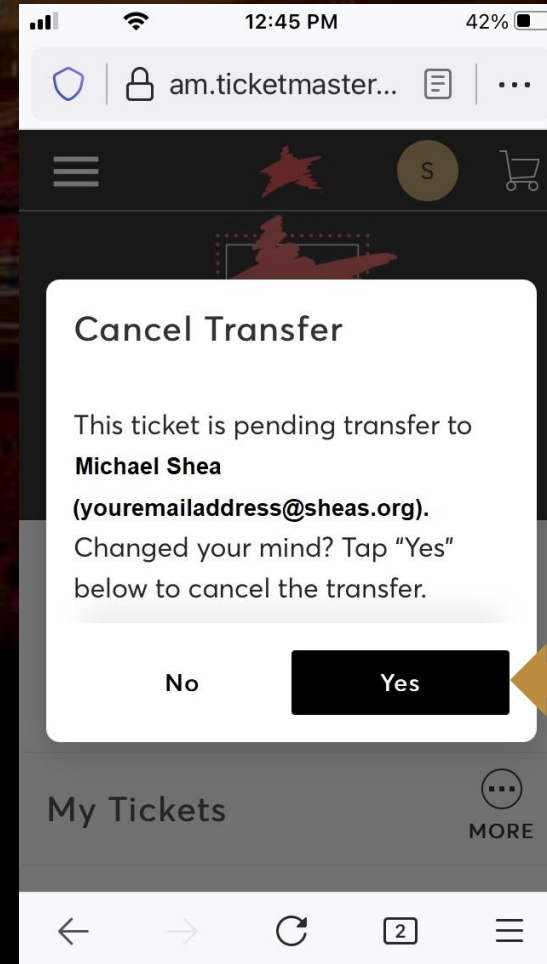
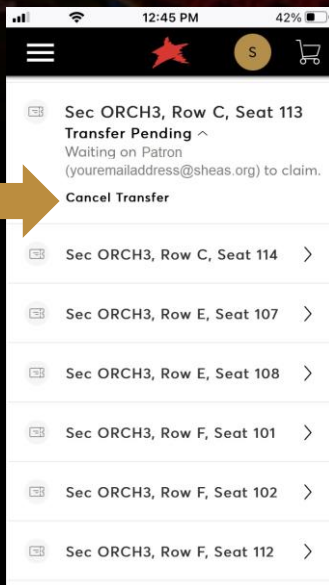
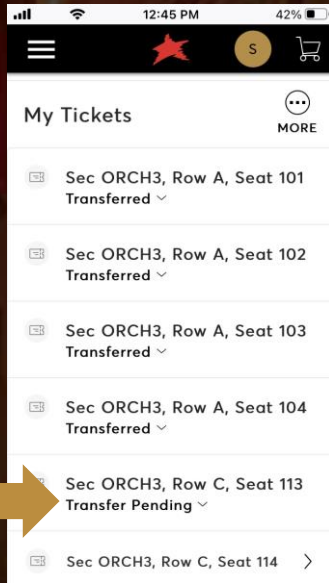
Email *

Add a Message (Optional)

Cancel Transfer

You will need to know their **First Name**, **Last Name**, and an **Email Address**.





Should you need to, you can return to your tickets and **Cancel Transfer** anytime before they are accepted.

HOW TO:



Buy Tickets



Claim Tickets



Download MY SHEA'S App



Exchange Tickets



Invoices



View Barcode

FAQ:

❓ How does a recipient accept tickets?

We have put together this guide with step-by-step instructions that you can share with the recipient on [how to claim their new tickets](#).

❓ I made a mistake with my transfer.

Remember, you can always [cancel a transfer](#) up until the tickets have been claimed by the recipient. For further issues, please [contact the Shea's Box Office](#) so that we may better assist you.

❓ What if the tickets are not accepted?

You will receive an email once the transfer has expired to let you know that they have not been claimed. You may also choose to cancel the transfer and keep the tickets instead.

❓ What is the difference between a ticket transfer and an exchange?

A *ticket transfer* is to move the ticket from one account to another – you are transferring your ticket ownership to a friend. An *exchange* is trading your seat location / show-date / show-time for another performance of the same show.

❓ What if the recipient doesn't have an email / smartphone?

In this scenario, please [contact the Shea's Box Office](#) for assistance – we can arrange to have the tickets manually transferred to a new account holder.