How To View and Transfer My Mobile Tickets

CHURCHILL DOWNS RACETRACK

V24.3

DELIVERY DELAY

Kentucky Derby, Kentucky Oaks, and Churchill Downs Day at the Races guests who purchased through a Churchill Downs representative, membership group, or a Ticketmaster.com site:

- 2024 Kentucky Derby and Kentucky Oaks:
  - You may begin to use Ticketmaster.com Ticket Exchange to resell your tickets starting **Late Winter 2023**.
  - You may begin to manage your tickets starting **Monday, March 25, 2024**.*

- 2024 Spring Meet tickets:
  - You may begin to use Ticketmaster.com Ticket Exchange to resell your tickets starting **Mid February 2024**.
  - You may begin to manage your tickets starting **Monday, March 25, 2024 **.

MOBILE APP

DOWNLOAD OUR MOBILE APP

CHURCHILL DOWNS

We have a Churchill Downs Racetrack mobile app!

Through our mobile app, you will have 24-hour access to manage your tickets! It's convenient, simple, secure, and allows you the ultimate flexibility.

GET THE MOBILE APP HERE:

https://www.churchilldowns.com/come-to-the-track/visiting-information/event-information/

LOOK FOR THIS APP ICON IN THE APPLE APP STORE AND GOOGLE PLAY STORE

*If you already have the Churchill Downs Racetrack mobile app, please always update the app to the most recent version before arriving at Churchill Downs Racetrack on event day.
**If you have difficulties signing in, sometimes deleting the app and re-downloading it assures that your device has the most up- to-date version.

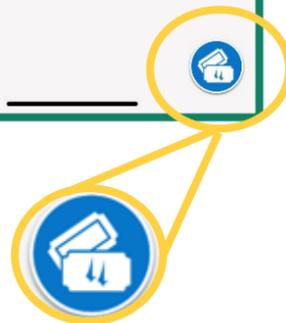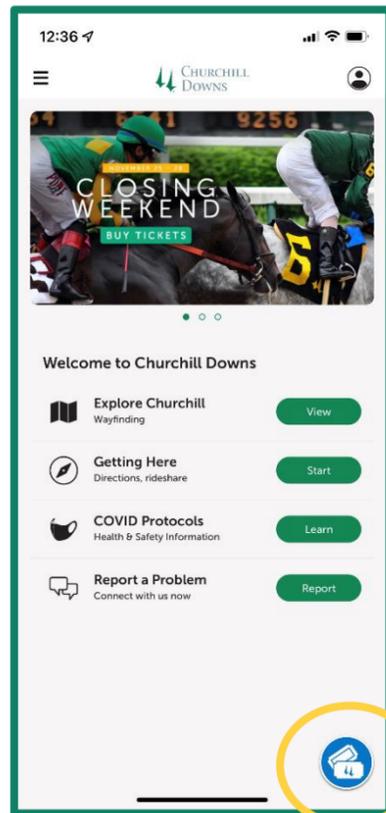# SIGNING IN TO THE CHURCHILL DOWNS RACETRACK MOBILE APP

In order to view and transfer tickets from your phone, you will first need to sign in to the Churchill Downs Racetrack Mobile App.

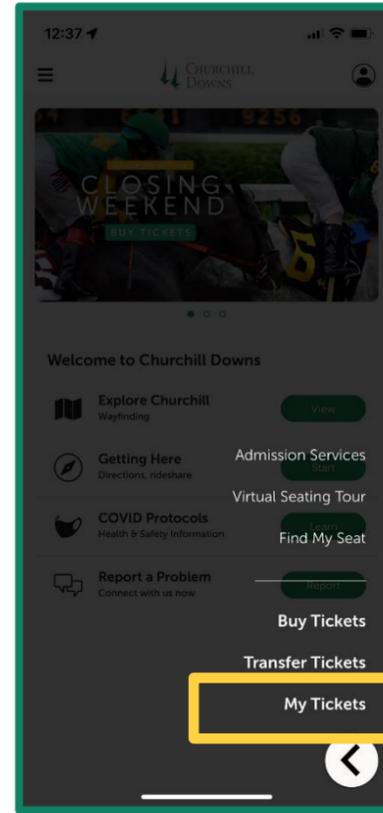(not applicable for desktop internet browsing users)

CHURCHILL DOWNS

SIGNING IN

VIA THE CHURCHILL DOWNS RACETRACK MOBILE APP

STEP 1

STEP 2

STEP 1: Open the **Churchill Downs Racetrack App** on your mobile device. Tap on the blue ticket icon in the bottom of your screen.

STEP 2: Tap the **My Tickets** option from the banner to manage tickets that have already been purchased.
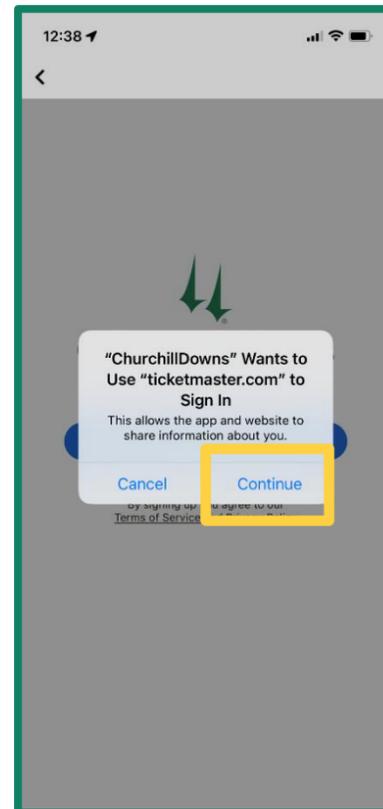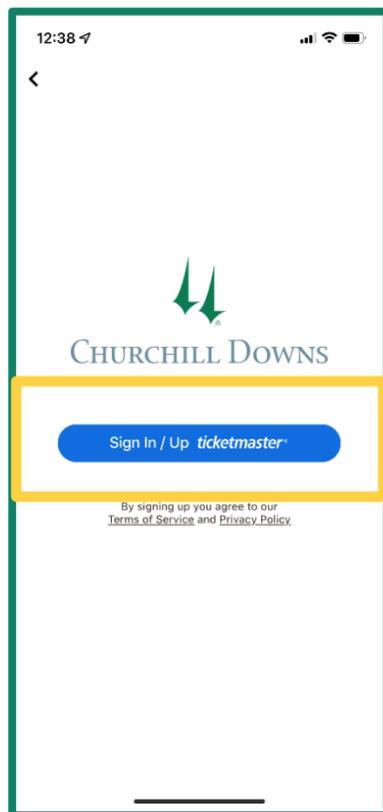
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**If you have difficulties signing in, sometimes deleting the app and re-downloading it assures that your device has the most up-to-date version*
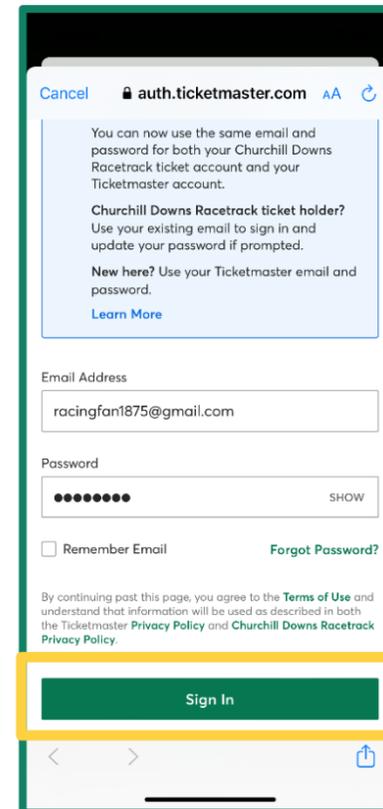
SIGNING IN
VIA THE CHURCHILL DOWNS RACETRACK MOBILE APP
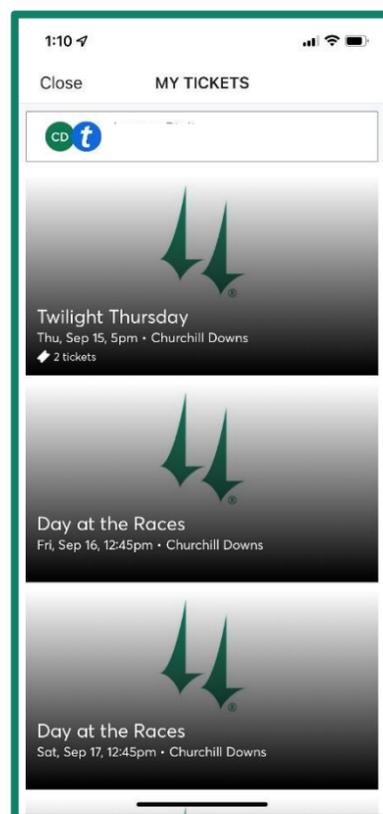
STEP 3

STEP 4

STEP 3:   Tap on the **Sign In / Up ticketmaster** button. You will be prompted by the app to use ticketmaster.com to Sign In. Tap **Continue**.

STEP 4:   Enter the email address and password associated with your **My Churchill Downs Account** and tap **Sign In**.

SIGNING IN

VIA THE CHURCHILL DOWNS RACETRACK MOBILE APP

All of your Churchill Downs Racetrack ticketed events will display once signed in.

Any upcoming manageable event tickets purchased from Ticketmaster.com using the **same email address** will also automatically display.

You will be able to view mobile barcodes for tickets purchased on Ticketmaster.com, but will need to log in to the Ticketmaster App in order to transfer or otherwise manage those tickets.

LOOK FOR THIS APP ICON IN THE APPLE APP STORE AND GOOGLE PLAY STORE
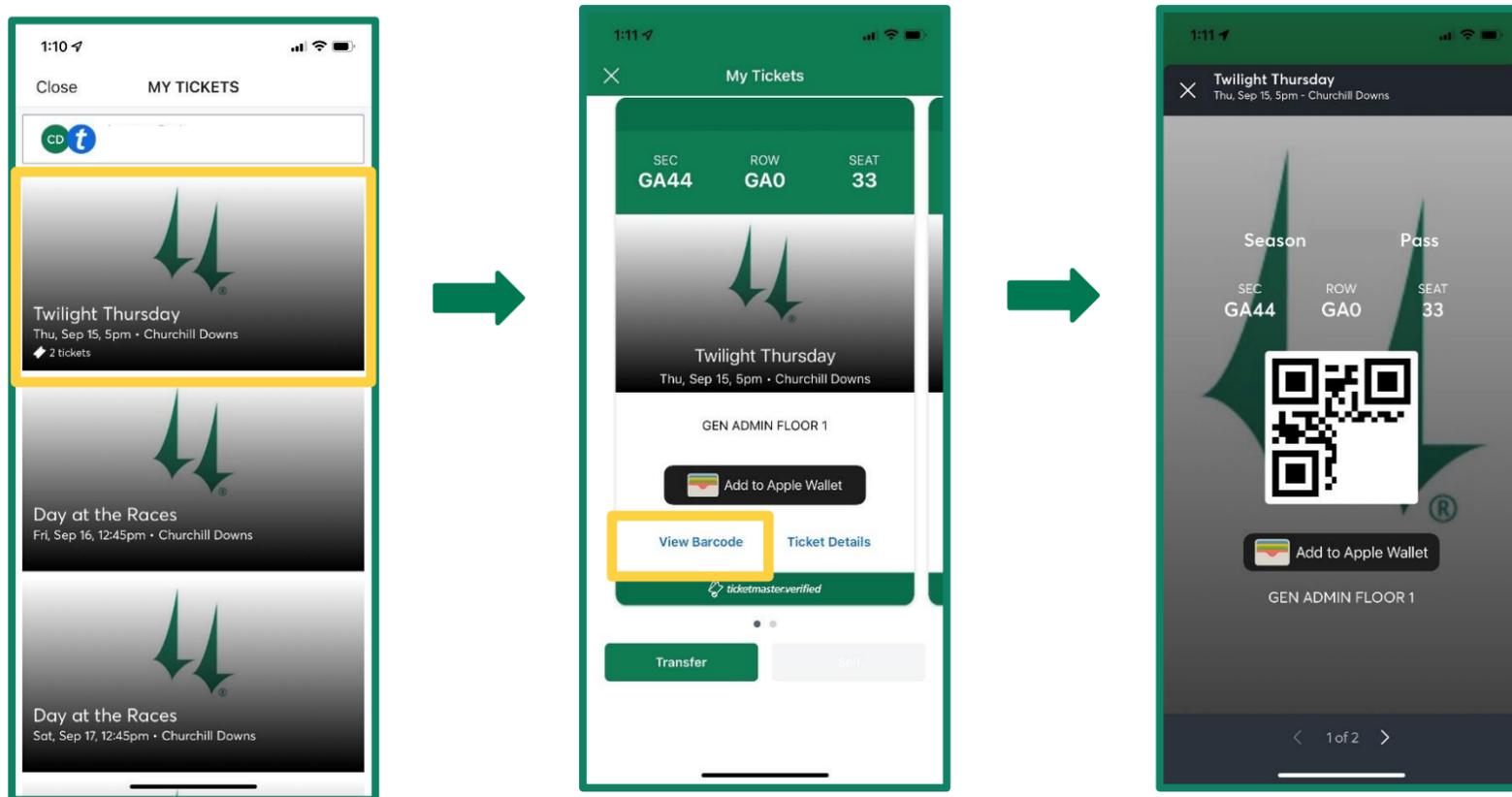
CHURCHILL DOWNS

MOBILE ENTRY

Scan tickets from your smartphone at the Churchill Downs entrance gates

(not applicable for desktop internet browsing users)

NEW Please do not use screen shots or photographs of barcodes as they will likely not scan valid at the entry gates and delay your entry in to Churchill Downs Racetrack on event day.

MOBILE BARCODES

VIA THE CHURCHILL DOWNS RACETRACK MOBILE APP

First, use pages 4 and 5 of this guide to download the mobile app and sign in to your My Churchill Downs ticket account.
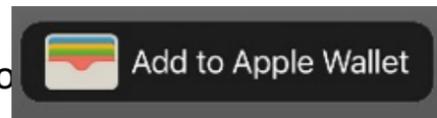
To view mobile barcodes, tap on the listed event you are attending. When the ticket(s) populate, tap **View Barcode** toward the bottom left. Your first seat's mobile barcode will be displayed and ready to scan at the turnstiles for entry on event day.

To view additional tickets for present members of your party, swipe left. You may scroll through all active barcodes at the entrance gates.

It is recommended that you save your tickets to your smartphone's wallet for ease of entry on race day. Please note that not all events are eligible for mobile device ticket viewing. Click **Add to Apple or Google Wallet** to save your tickets to your smartphone.

Tap the **X** in the top left corner to

NEW Please do not screen shot or use photographs of mobile barcodes. They will likely not scan valid at the entry gates and delay your entry to Churchill Downs Racetrack on event day.

TRANSFER

Transfer tickets from your account to guests who will be arriving separately from you.
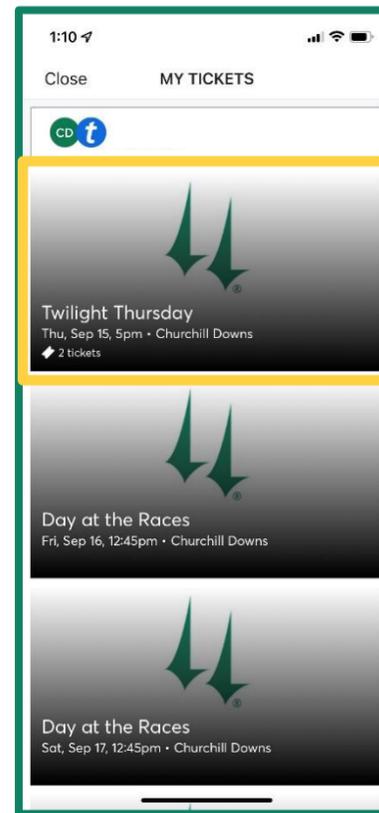
CHURCHILL DOWNS

TRANSFER TICKETS

VIA THE CHURCHILL DOWNS RACETRACK MOBILE APP

First, use pages 4 and 5 of this guide to download the mobile app and sign in to your My Churchill Downs ticket account.
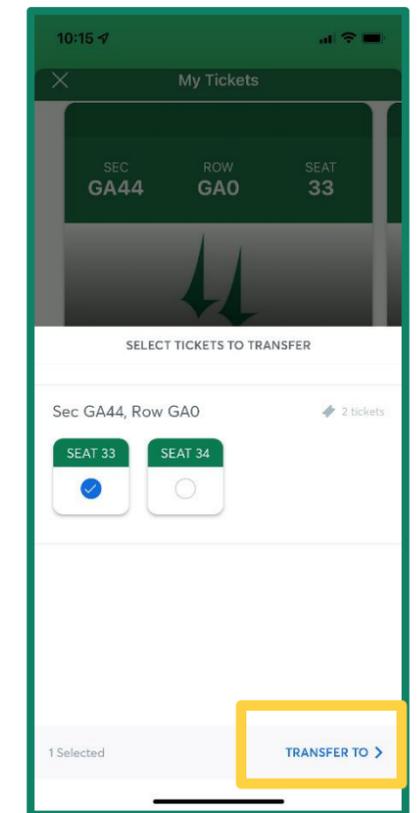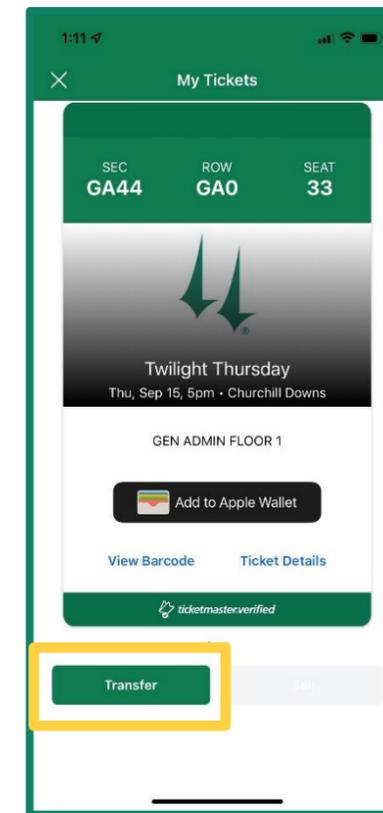
STEP 1: Tap on the event for the tickets you wish to transfer.

STEP 2: Tap the **Transfer** button in the bottom left of your screen. In the pop-up window, select each seat you would like to transfer. Once you are finished, tap **Transfer To** in the bottom right corner of your screen.

STEP 1

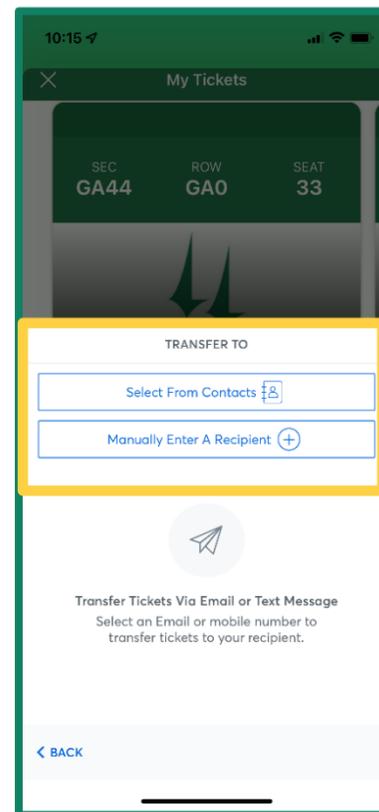
STEP 2

CHURCHILL DOWNS

STEP 3: You may transfer your tickets via SMS text message or email. Tap **Select From Contacts** or **Manually Enter A Recipient** to identify the guest you would like to transfer your tickets to.

STEP 4: Review the seats you are transferring and recipient details for accuracy. Once all the required information is entered and verified, tap **Transfer (#) Ticket(s)** at the bottom right.
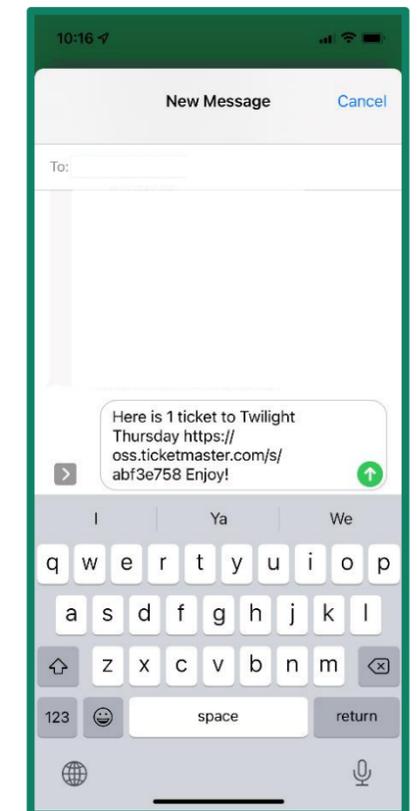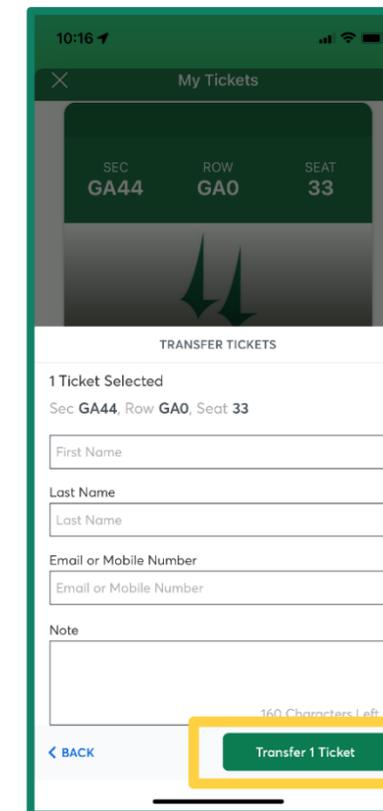
If you chose to text the link, your text message app will open with an auto populated message to the recipient. Send the message, but **do not alter the web link**.

The recipient will receive the web link to accept your ticket offer via SMS text message or email.

STEP 3

STEP 4

CANCEL TRANSFER

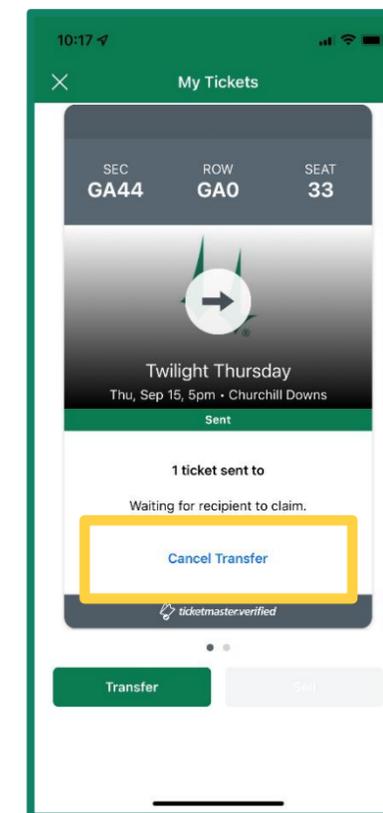## VIA CHURCHILL DOWNS RACETRACK MOBILE APP

STEP 1: While signed in to the **Churchill Downs Racetrack App**, select the event for the transfer you would like to cancel.

STEP 2: Tap on **Cancel Transfer** beneath any of the tickets you would like to reclaim (transferred tickets will be grouped together in one tile). Tap **Yes** when asked **are you sure you want to reclaim this ticket?**
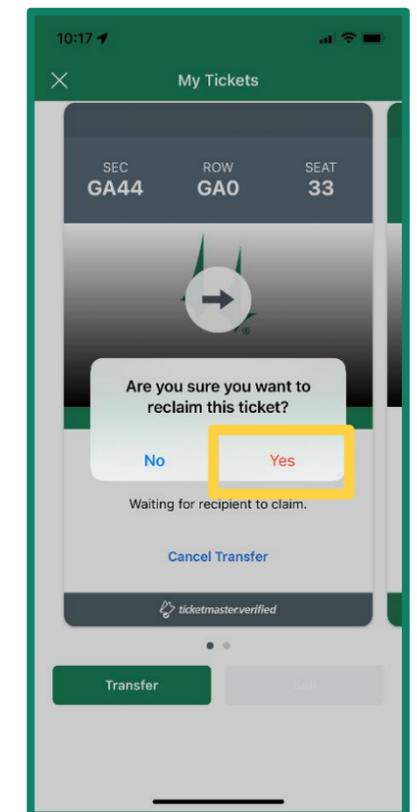
All tickets that were transferred in a group will be reclaimed together.

You will receive an email notification after a transfer is cancelled.

STEP 1

STEP 2

CHURCHILL DOWNS

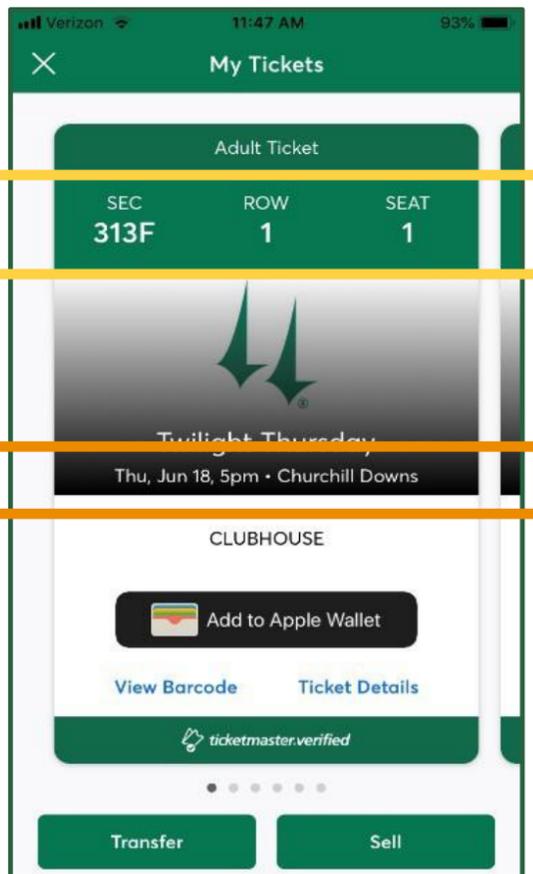## Additional Ticket Transfer Information

- Once your guest accepts transferred tickets, you can no longer cancel the transfer or manage those tickets.
  - Your guest will need to accept the ticket transfer via the SMS or email link provided to them.
  - They may transfer the tickets back to you if you need the tickets back.

- If you transfer tickets via email, your recipient may need to check their spam or junk folders for the invitation email.

- You will receive an email notification that tickets have been transferred from your account.

- Please note that all recipients must have a My Churchill Downs Account Manager log in to accept tickets. If the recipient does not have an account, the recipient will be provided the ability to create an account while accepting the ticket offer.

- All transfer offers have an expiration date depending on the date and time of the ticketed event.
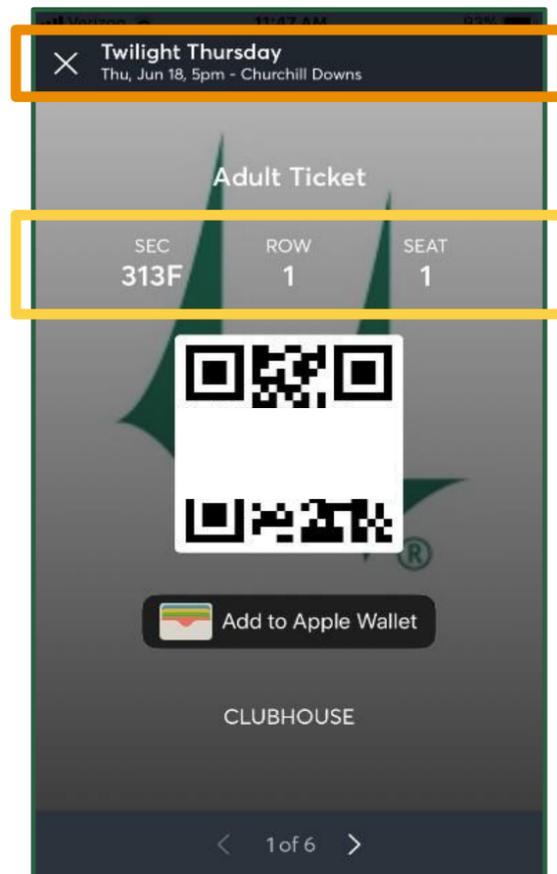
How to Read Digital Tickets

BOX SEAT EXAMPLES

Below are examples of digital tickets on various platforms.
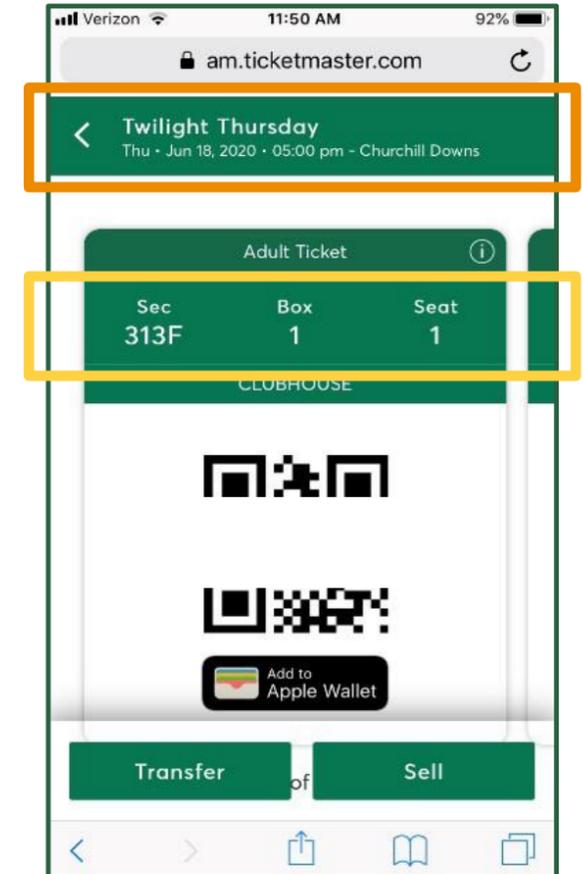
CHURCHILL DOWNS RACETRACK MOBILE APP

CHURCHILL DOWNS RACETRACK MOBILE APP

APPLE WALLET

ACCOUNT MANAGER (MOBILE BROWSER)

SEATING LOCATION

EVENT DATE

CONTACT INFO

You can find additional customer service links and contact info listed below.

Copy and paste the web links into your browser for access.

TICKETMASTER CUSTOMER SERVICE
- Help Guides: https://help.ticketmaster.com/s/?language=en_US
- Log into your account to access the Chat feature: https://www.ticketmaster.com/

TICKET EXCHANGE
- Email support: ticketexchangesupport@ticketmaster.com

TICKETMASTER TM PLUS
- Email support: *tmresalesupport@ticketmaster.com*
- Resale help site: https://help.ticketmaster.com/s/topic/0TO0a000000kUniGAE/ticketmaster-resale?language=en_US
- TM Plus FAQ site: ticketmaster.com/verified?tm_link=tm_homeA_header_verified

CHURCHILL DOWNS LINKS
- My Churchill Downs account manager: am.ticketmaster.com/churchill
- Additional help guides: https://am.ticketmaster.com/churchill/HowToGuide
- KY Derby resale information: kentuckyderby.com/resale
- Ticket exchange marketplace: https://www.ticketexchangebyticketmaster.com/
- Online ticket customer service email: *onlinetickets@kyderby.com*