



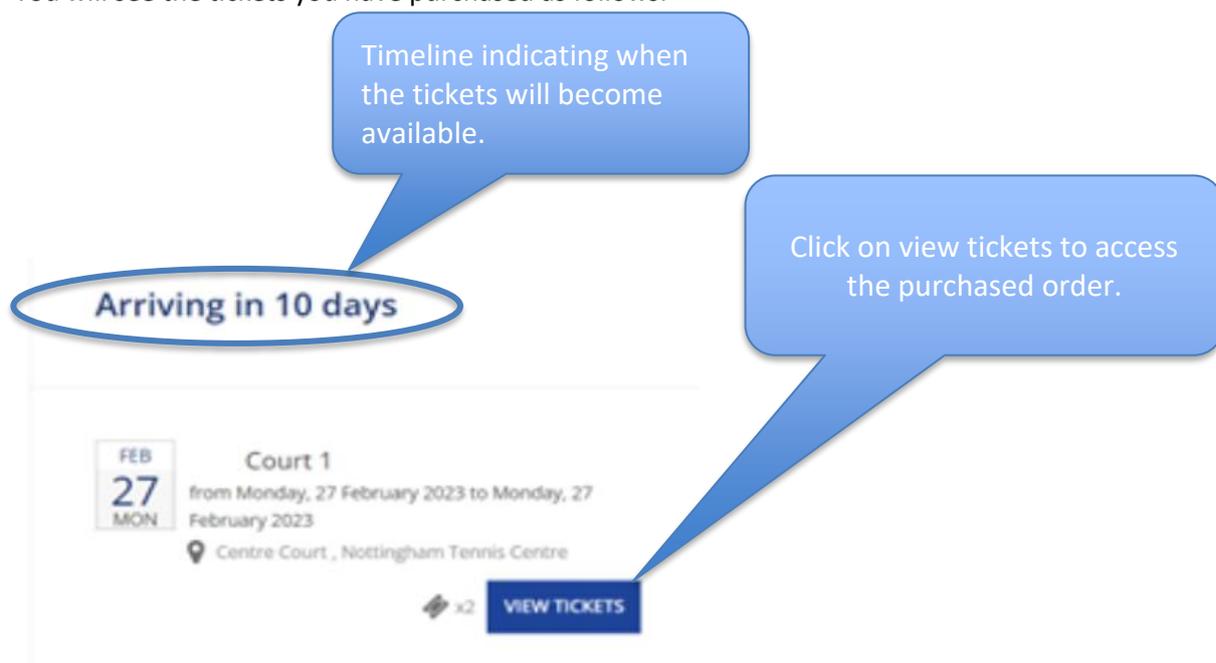
TICKET EXCHANGE GUIDE

This document details the exchange process for tickets where you can exchange tickets for a different event/ change your seat/ change date. Please note that there is a no refund/ no credit policy for any type of ticket exchange.

Ticket exchange process:

1. Log in with your account to access your tickets.

You will see the tickets you have purchased as follows:



2. On the right side of the screen, you will see the following navigation menu that consists of an option titled: "Exchange Your Tickets". Using this option you can do the following:
 - **Change event:** to get tickets for another event
 - **Change the seat:** for the same performance date you have originally purchased tickets for
 - **Change date:** this enables you to choose another performance date for the same event

LTA Tickets Account

HOME PAGE

MY OFFERS

TICKETS

Your Tickets

Exchange Your Tickets

Order History

ACCOUNT SETTINGS

Profile

Password

BUY TICKETS

Log Out

Click on "Exchange Your Tickets" option.

Select the ticket (s) you want to exchange and click on "CHANGE TICKET(S)" BUTTON

Ticket(s) Exchange

Information
You are able to exchange your tickets on this page. Please select the ticket(s) you want to exchange.

Rothesay Classic Centre Court

2023

Tuesday, 20 June 2023 11:00 Rothesay Classic Centre Court, Edgbaston Priory Club View on map

1 ticket - Category 1

Adult - £ 48.00
South Stand - Block BLOCK 1 - Row F - Seat 6
Ticket owner: Freddie Kelsey

Ticket 05010104051
Order 80078455

CHANGE TICKET(S)

LTA Tickets Account

- HOME PAGE
- MY OFFERS
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 - Exchange Your Tickets**
 - Order History
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- BUY TICKETS
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Help and Support

- Terms & Conditions
- Frequently Asked Questions

If you are experiencing any difficulties, please contact our designated ticketing customer support through their online form [here](#)

3. Once you have selected the ticket (s) you want to exchange and pressed on the "CHANGE TICKET(S)" button, you will be prompted with three options to select from as shown below:

Rothesay Classic Centre Court

2023

Tuesday, 20 June 2023 11:00 Rothesay Classic Centre Court, Edgbaston Priory Club View on map

1 ticket - Category 1

Adult - £ 48.00

South Stand - Block BLOCK 1 - Row F - Seat 6
Ticket owner: Freddie Kelsey

- Change Event
- Change Your Seat(s)
- Change Ticket Date

Cancel

CHANGE TICKET(S)

2 tickets - Category 1

Adult - £ 33.00

- NORTH STAND - Block BLOCK 1 - Row A - Seat 27
 - Ticket owner: Fizza Abid

Adult - £ 33.00

- NORTH STAND - Block BLOCK 1 - Row A - Seat 28
 - Ticket owner: Fizza Abid

Ticket 04010000943

Change Event

Change Your Seat(s)

Change Ticket Date

Cancel

CHANGE TICKET(S)

- If you want to exchange the tickets for another event, please select "CHANGE EVENT" which will then direct you to a screen that will list the available events you can choose from. Click on "BUY" to proceed with choosing the ticket (s) you want for the event:

The screenshot shows three event options for 'Rothesay Open Nottingham':

- Rothesay Open Centre Court**: ON SALE. From 12 to Jun 18, 2023. Buy button.
- Rothesay Open Ground Admission**: ON SALE. From 10 to Jun 17, 2023. Buy button.
- Rothesay Open Parking**: ON SALE. From 10 to Jun 18, 2023. Buy button.

A blue callout bubble points to the 'Buy' button for the Parking event, containing the text: "Click on 'BUY' to select the event you want to get tickets for".

Date Selection

Click on a date to choose your tickets.

June 2023

Mon, 12 Jun - 11:30	Rothesay Open Centre Court	BUY NOW
Tue, 13 Jun - 11:30	Rothesay Open Centre Court	BUY NOW
Wed, 14 Jun - 11:30	Rothesay Open Centre Court	BUY NOW
Thu, 15 Jun - 11:30	Rothesay Open Centre Court	BUY NOW
Fri, 16 Jun - 11:00	Rothesay Open Centre Court	BUY NOW
Sat, 17 Jun - 11:00	Rothesay Open Centre Court	BUY NOW
Sun, 18 Jun - 11:00	Rothesay Open Centre Court	BUY NOW

Select "BUY NOW" for the day you want to purchase the tickets for

5. Select the seat (s) you want by using the seat map option or selecting the "Select the Best Seat automatically" option

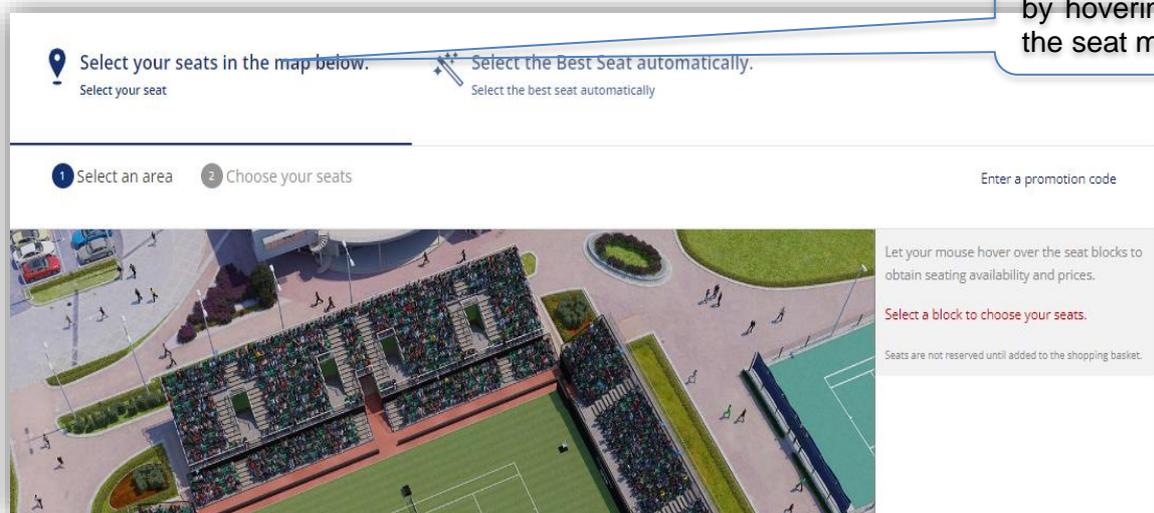
Select your seats in the map below.
Select your seat

Select the Best Seat automatically.
Select the best seat automatically

1 Select an area 2 Choose your seats

Enter a promotion code

Let your mouse hover over the seat blocks to obtain seating availability and prices.
Select a block to choose your seats.
Seats are not reserved until added to the shopping basket.



Select the seats by hovering over the seat map.

Category 2 Restricted View
East Stand - Block BLOCK 2 Row D
Seat 13
Folding Seat
Note: Restricted View Seat

Selected

£ 22.00

Adult

Category 2 Restricted East Stand - Block BLOCK 2 - Row D - Seat 13 Adult £ 22.00

Your selection (1)
Seats can only be confirmed once they are added to your basket.

Total £ 22.00 [ADD TO BASKET](#)

Select your seats in the map below.
Select your seat

Select the Best Seat automatically.
Select the best seat automatically

- 1 Select an area
- 2 Choose your seats



Select a block to choose your seats.

Select this option to opt for the system to generate the best available seats for you

7. After clicking on "ADD TO BASKET" you will be navigated to the following screen showing you the tickets you are returning and the new tickets you have chosen:

Shopping Basket
Please check your booking before you continue shopping or proceed to checkout.

Returned tickets

Rothesay Classic Centre Court
Tuesday, 20 June 2023 11:00
Rothesay Classic Centre Court, Edgbaston Priory Club

Rothesay CLASSIC
BIRMINGHAM

1 ticket Category 1

	Adult	South Stand - Block BLOCK 1 - Row F - Seat 6 FOLDING SEAT	£ 48.00
			Booking Fee £ -3.00
			Sub-total £ -51.00

New tickets

Rothesay International Centre Court
Tuesday, 27 June 2023 11:00
Rothesay International Centre Court, Devonshire Park

Rothesay INTERNATIONAL
EASTBOURNE

1 ticket Category 1 [VIEW](#) | [MODIFY YOUR SEATS](#) [X REMOVE FROM BASKET](#)

	Adult	North Stand - Block BLOCK B - Row C - Seat 30 FOLDING SEAT	£ 71.00
			Sub-total £ 71.00

Total £ 20.00

[X CANCEL EXCHANGE](#) [ADD MORE TICKETS](#) [EXCHANGE NOW](#)

The tickets you are returning (the original purchase)

The new tickets you will be getting by exchanging the previous ones.

IMPORTANT: Please note that there will be no refund/ credit given in case you desire to purchase new tickets of less price as compared to your originally purchased tickets. This will be reflected as well during the process of exchange as shown below as an example:

NORTH STAND - Block BLOCK 1 - Row A - Seat 27
FOLDING SEAT

£ -33.00

Forfeited ticket value (no refund or credit) £ 6.00

Sub-total £ -27.00

Ticket Exchange - No Refund



Warning

The ticket you have added to your cart has a lower value than your original tickets (including booking charges). According to our policy for online exchanges, the price difference will not be refundable. If you continue, you confirm that you understand that you are not entitled to a refund or credit of the exchange balance.

[← CANCEL EXCHANGE](#)

[I UNDERSTAND](#)

8. Following the above step, please select the **check box to accept the Terms & Conditions** and click **“PROCEED TO PAYMENT”**:

Payment

Amount Due £ 20.00



I have read and accept the Terms & Conditions

PROCEED TO PAYMENT

[CANCEL EXCHANGE](#)

9. After submitting your order, you will get a confirmation on screen which will be followed by an email as well.

1. Delivery	2. Summary	3. Payment	4. Confirmation
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Order confirmation

Thank you for your booking!

Your order has been registered, and carries the reference **64817268**.

 **Success**
The process is complete, you may now proceed to the order details page.

Choosing to change your seat:

To change your seat please follow step 1 by first logging into your account then select **“EXCHANGE YOUR TICKET”** option from the navigation menu and choose **“CHANGE YOUR SEAT”** option; after clicking **EXCHANGE TICKETS** you will be navigated to the screen for seat selection as mentioned in step number 5; following this step, you can select the seats by hovering over the seat map or selecting **“Select the best seat automatically”** option.

Choosing to change the ticket date:

To select another performance date for the same event please follow steps starting from 1 following which you will be navigated to the Date Selection screen that will have other dates for the same event; by selecting the **“BUY NOW”** option for the specific performance of your choice you can proceed to exchange the tickets by selecting the seats, adding to basket and submitting your order (for further details please refer to steps 5 till 8).