

LAWN DAYS USER GUIDE

FREQUENTLY ASKED QUESTIONS



Why do I have to go through this process?

This puts your tickets securely in your account and ensures you have access to them immediately!

Will showing my Hilton Honors confirmation email get me into the event?

No. You must use the link and code provided to secure your tickets with barcodes to be scanned upon entry to the event.

I can't figure out what to do with this code I received.

Just click the link also included in your Hilton Honors confirmation email and follow the steps outlined on pages 2-7 to receive your tickets.

When should I use the code provided to me?

We'd recommend you follow the process to redeem your code right away while it's top of mind. The link and code will only be active until 7 days prior to your event.

I don't trust mobile tickets. Can I get tickets shipped to me?

Sure! When checking out on LiveNation.com, just select your preferred mailing option. Shipping costs may apply.

How do I give my tickets to a friend?

You have a couple of options! As one option, you can simply forward them your Hilton Honors confirmation email and have them follow the process outlined to receive the tickets directly (NOTE: each code is only valid for one transaction). As another option, you can follow the process outlined then select the option in your Live Nation or Ticketmaster account to transfer your tickets to them. See pages 14-16 for further details on the transfer process.

I've received an error message saying "We are unable to complete your request on this device." What do I do?

Try clearing your cache and using a different device (laptop, phone, tablet, etc.) If you still have issues, please reach out to Ticketmaster Customer Service at 800-653-8000.

LAWN DAYS USER GUIDE

GETTING YOUR TICKETS



Step 1:

Locate your unique Offer Code and Event URL

Hilton HONORS BROWSE OUR EXPERIENCES

See you at the show!

(TEST) Two Tickets to see Florida Georgia Line on the Lawn

Camden, New Jersey, USA | July 13, 2019

ITEM NUMBER: **2668692**
REDEEMED: **10,000 pts**
QUANTITY: **1**

Redeem your tickets with the code:
Lddgaaaa at www.livenation.com

How to redeem your tickets:

1. Follow the link above and enter your Offer Code in the Offer Code box
2. Select two (2) lawn seat tickets at no charge to you
3. Select ticket delivery method
4. Check out
5. Get excited - you're all set!

Step 2:

Upon clicking the URL, click the “Lawn Days presented by Hilton Honors” Offer Option

LIVE NATION Sell Tickets Hi, Samantha

WMGK & WMMR Presents Alice Cooper & Halestorm

Fri - Aug 16 - 7:00 PM
BBT Pavilion, Camden, NJ

Qty: 2

Your Exclusive Offer

Get access to tickets set aside just for you!

Offer Option

Lawn Days presented by Hilton Honors

Ticket prices may fluctuate, based on demand, at any time. Resale ticket prices may exceed face value. [Learn More](#)

OK

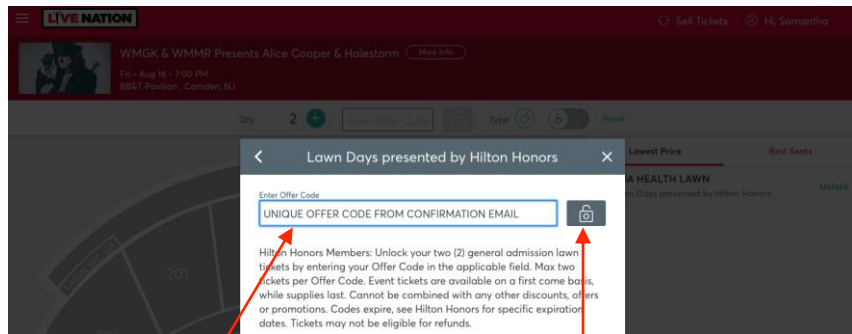
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GETTING YOUR TICKETS



Step 3:

Insert the unique offer code from your confirmation email, then click to “unlock” your offer.

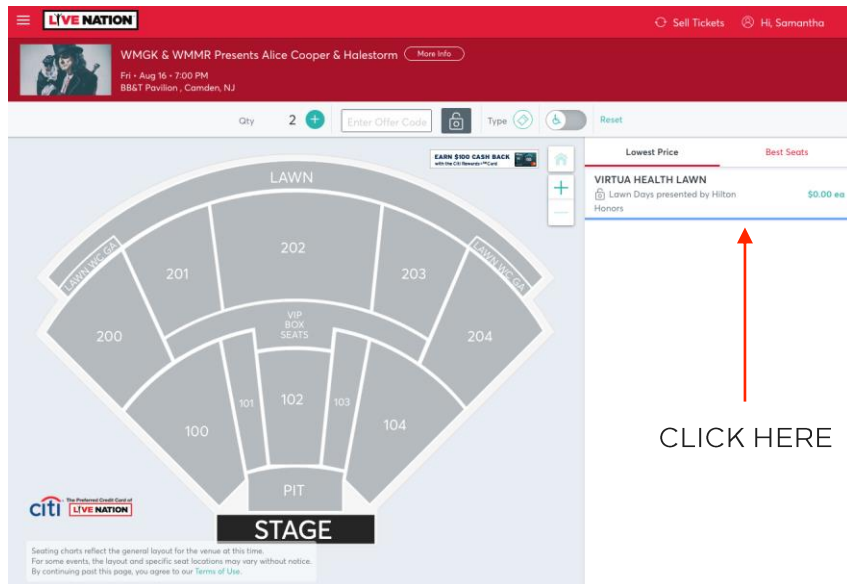


FIRST INSERT CODE

THEN CLICK LOCK

Step 4:

Your tickets are now unlocked! Select the \$0.00 ticket option.



CLICK HERE

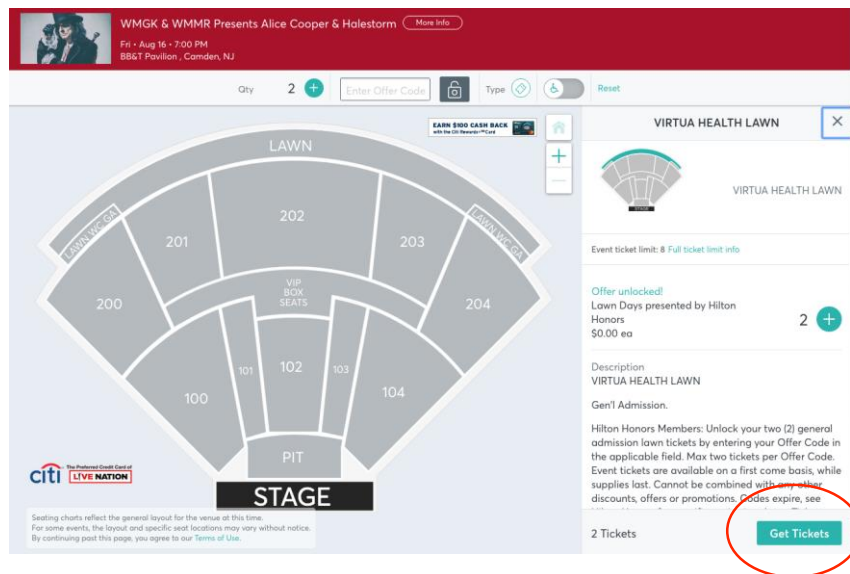
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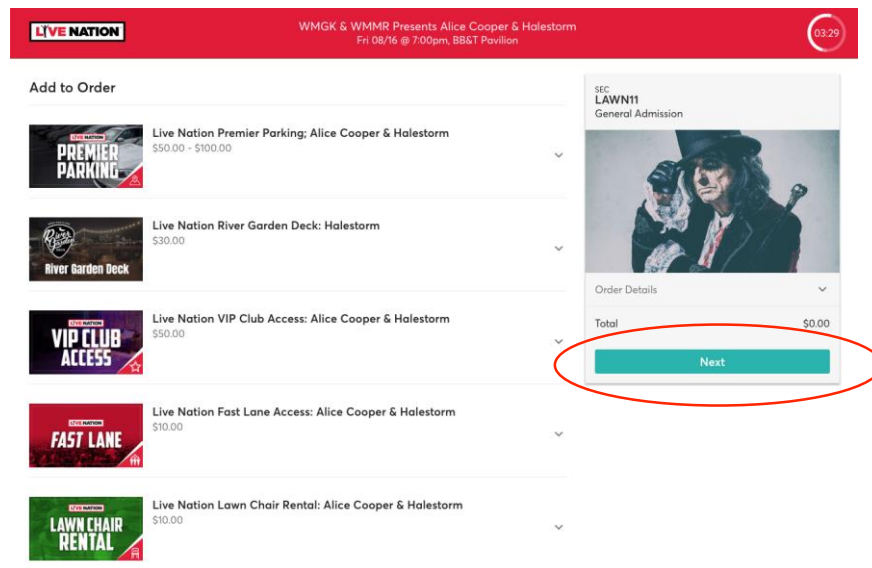
Step 5:

Click “Get Tickets”



Step 6:

Select any additional options as desired for your order (prices as shown applicable), then click “Next”



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GETTING YOUR TICKETS



Step 5:

Select desired delivery option, then click “Next”

LIVE NATION

WMGK & WMMR Presents Alice Cooper & Halsey
Fri 08/16 @ 7:00pm, BB&T Pavilion

04:15

Delivery

Step 1: Select the country your billing address is located:

USA

Canada

Mexico/Other Country

Step 2: Select how you would like to receive your tickets:

☒ Go Mobile - FREE
Go Mobile
Your phone's your ticket. Locate your tickets in your account - or in your app. When you go mobile, your tickets will not be emailed to you or available for print.

☐ 2 Business Day (Evening)
\$18.50

☐ 3 Business Day (Evening)
\$14.50

☐ Standard Mail
\$5.00

SEC
LAWN11
General Admission

Order Details
Total \$0.00

Next

By continuing past this page, you agree to our [Terms of Use](#).

Step 6:

Fill in your personal information, then click “Place Order”

LIVE NATION

WMGK & WMMR Presents Alice Cooper & Halsey
Fri 08/16 @ 7:00pm, BB&T Pavilion

08:09

Your Info

Don't worry, you won't be billed.
[Need to change country?](#)

First Name *

Last Name *

Address *

Address

Unit #

Address Line 2

City *

State *

Zip Code *

City

New Jersey

11111

Phone *

111-111-1111

Alternate Phone

SEC
LAWN11
General Admission

Order Details
Total \$0.00

By clicking "Place Order", you agree to our [Terms of Use](#).

Place Order

By continuing past this page, you agree to our [Terms of Use](#).

Place Order

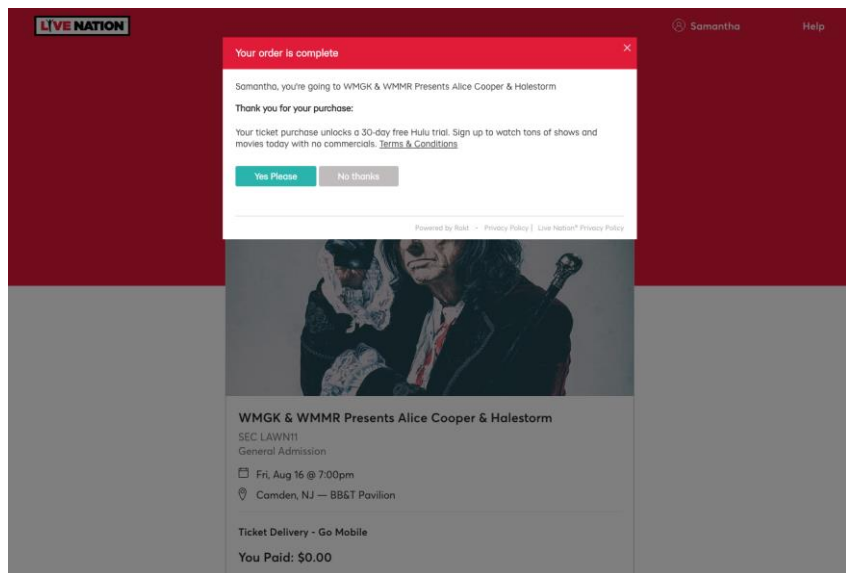
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GETTING YOUR TICKETS



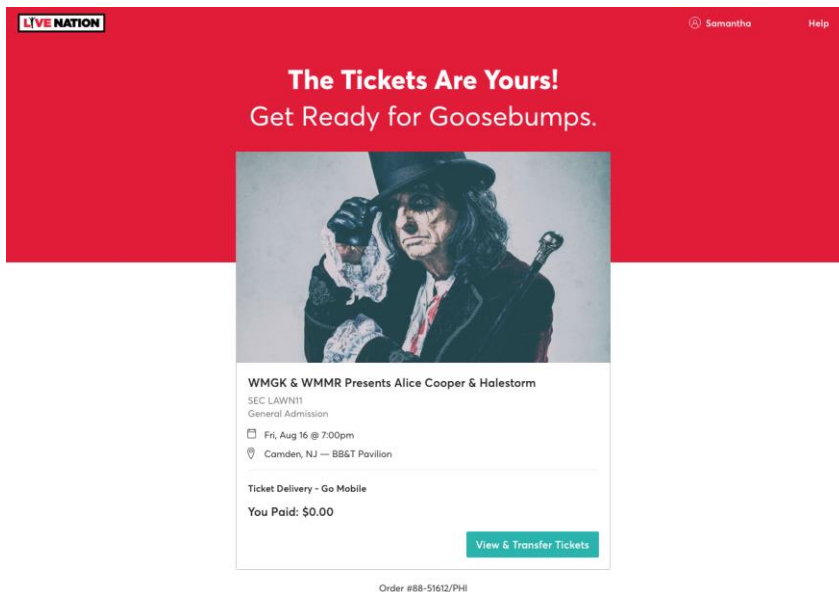
Step 5:

Your order is now complete! Select any desired offers at your discretion, or click “No thanks” to remove pop-up



Step 6:

Confirmation page with option to View & Transfer Tickets. Order details are also emailed to you.



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GETTING YOUR TICKETS

Step 7 (Optional):

View your tickets with option to text tickets to phone or transfer tickets (see following pages).

The screenshot shows the Live Nation website interface. At the top is a red navigation bar with the Live Nation logo and the user's name "Hi, Samantha". Below the navigation bar is a breadcrumb trail: "My Account > My Events > Event Details". The main section is titled "Event Details" and features a large image of Alice Cooper. Below the image, the event name "WMGK & WMMR Presents Alice Cooper & Halestorm" is displayed, along with the date and time "Fri • Aug 16 • 7:00 PM" and the location "Camden, NJ — BB&T Pavilion". A "Get Directions" link is provided. Below this, there are social media sharing options for Facebook, Twitter, and Email. To the right of the event details, there is a section titled "How to get into the event" with a "More Details" link and a "Text My Tickets" button. Below this, there are two buttons: "Transfer Tickets" and "Sell Tickets". The "My Tickets (2)" section shows two tickets: "Sec LAWN11, (General Admission)". At the bottom, there is a "TICKET DELIVERY" section showing "Go Mobile" and an "ORDER #" of "88-51612/PHI" with a "View Receipt" link. A "Live Chat" button is located at the bottom right.

Confirmation Email:

Also includes option to View Mobile Tickets or Download Live Nation app to view tickets.

The screenshot shows a confirmation email from Live Nation. The subject line is "You Just Scored Tickets to WMGK & WMMR Presents Alice Cooper & Halestorm". The email body features the Live Nation logo and a "My Account" link. A large red banner reads "You Got the Tickets!" with the order number "Order # 88-51612/PHI". Below this, there is a section titled "WMGK & WMMR Presents Alice Cooper & Halestorm" with the date and time "Fri • Aug 16 2019 • 7:00 PM" and the location "BB&T Pavilion — Camden, NJ". A "Get Directions" link is provided. Below this, there is a "View Mobile Ticket" button. The email also includes a section titled "Your Phone's Your Ticket" with instructions on how to use the Live Nation app. At the bottom, there is a "Payment Summary" section showing a "Total: \$0.00" and a "View Details" link. Below this, there is a "Things to Know" section with links to "Send Tickets to Your Group Ahead of Time", "Manage Your Account", and "For more information visit our Help Center".

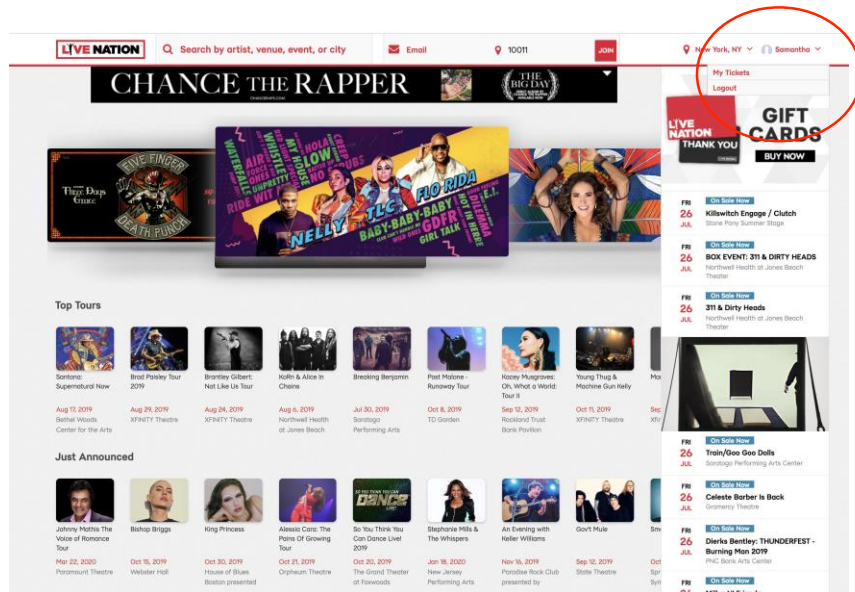
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USING YOUR TICKETS VIA TEXT



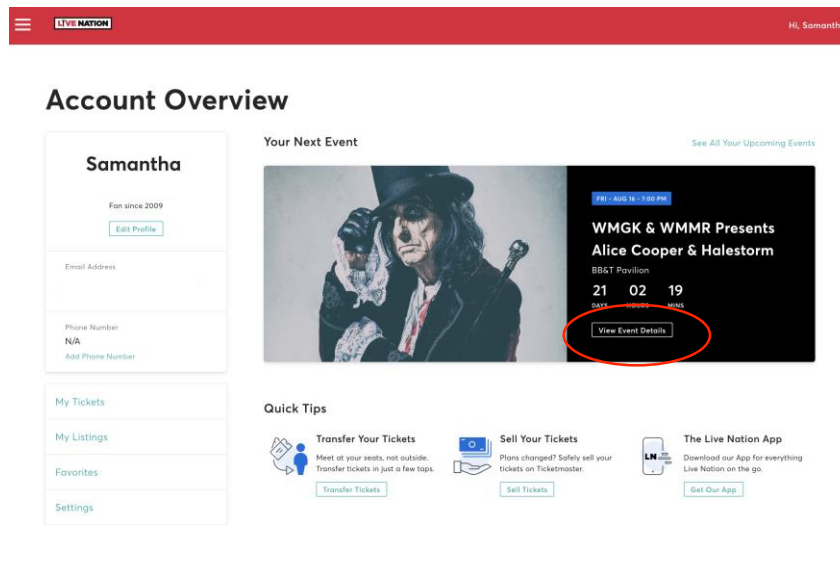
Step 1:

Visit My Tickets in your Live Nation account. Scroll over your account name, and select “My Tickets”



Step 2:

Select the appropriate event in your Account and click “View Event Details”



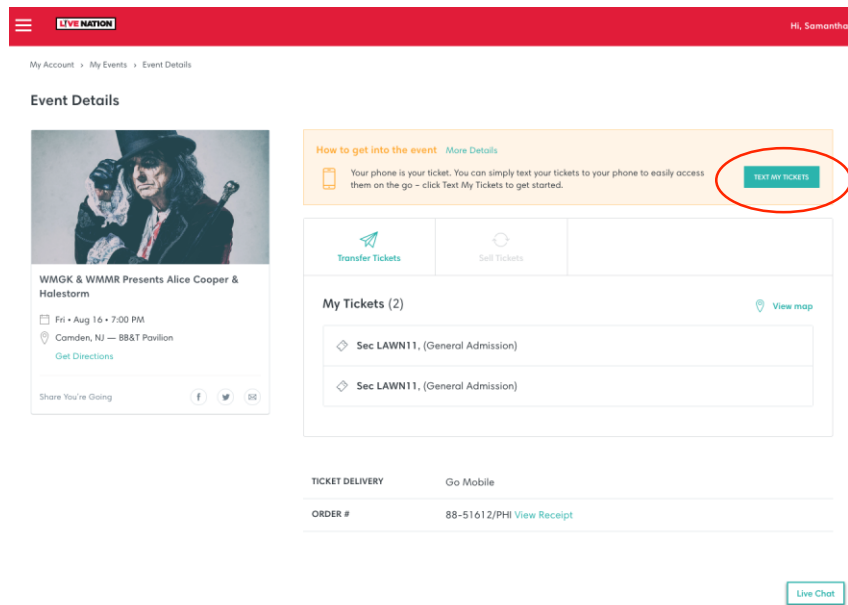
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USING YOUR TICKETS VIA TEXT



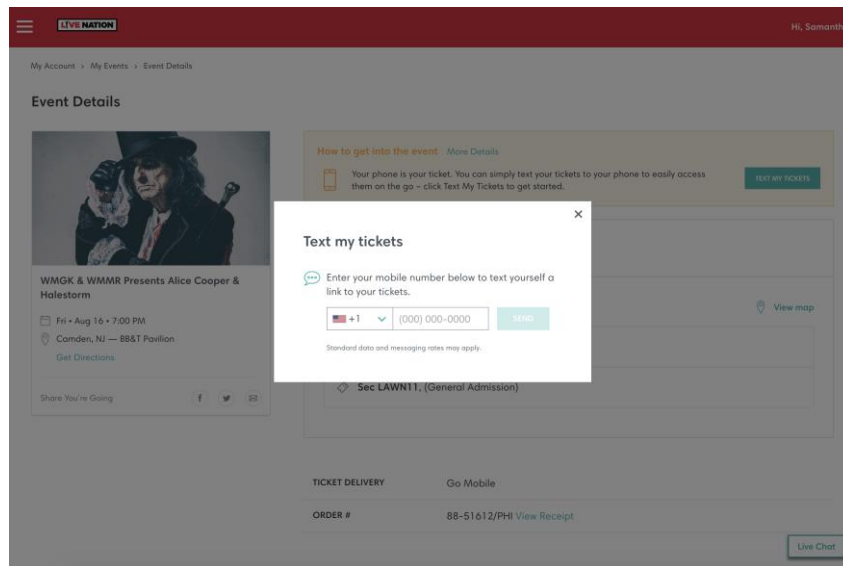
Step 3:

Click “Text My Tickets”



Step 4:

Enter your mobile phone number then click “Send”



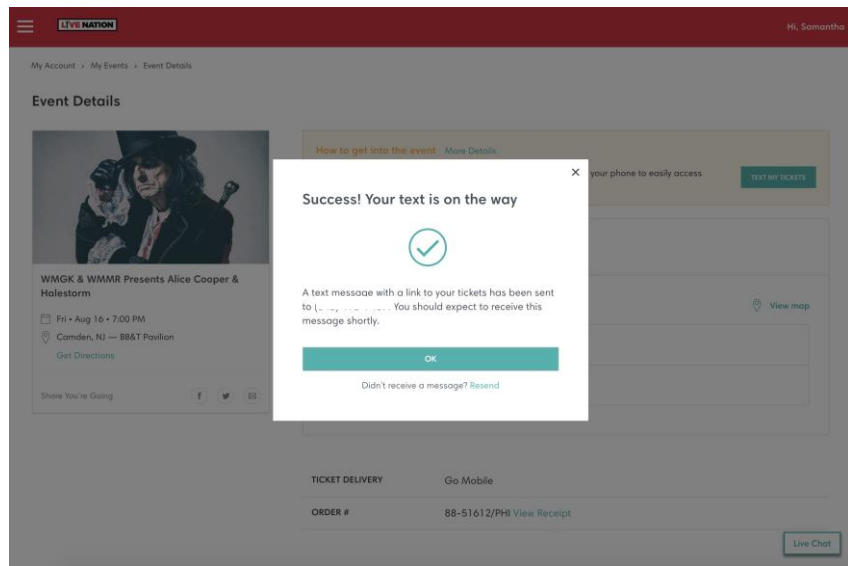
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USING YOUR TICKETS VIA TEXT



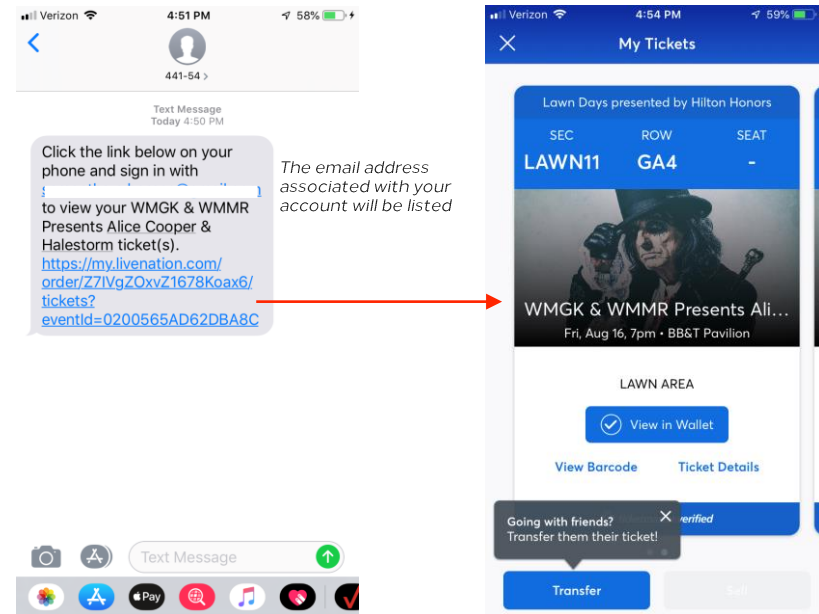
Step 5:

Confirmation page with option to Resend if text message is not received



Step 6 & 7:

Open text message on phone and click the link to view tickets in app with option to View in Wallet or Transfer



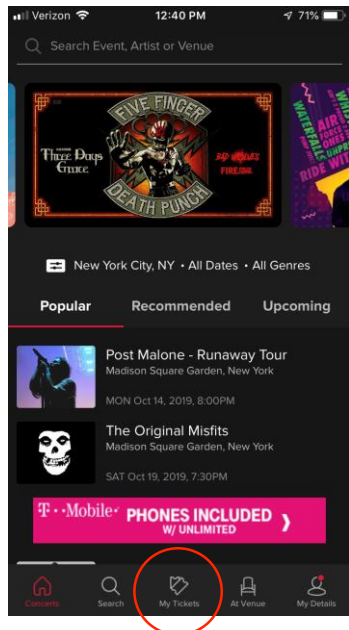
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USING YOUR TICKETS VIA APP

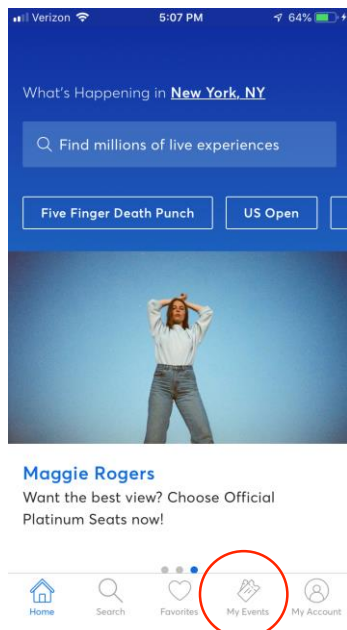


Step 1:

Open the Live Nation or Ticketmaster app on your phone, select "My Tickets" or "My Events"



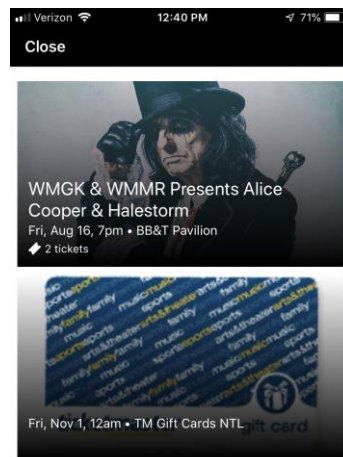
Live Nation App



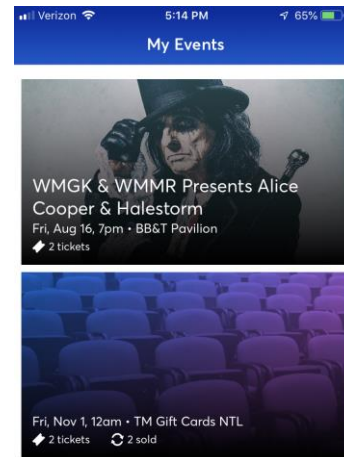
Ticketmaster App

Step 2:

Click on your Lawn Days event



Live Nation App



Ticketmaster App

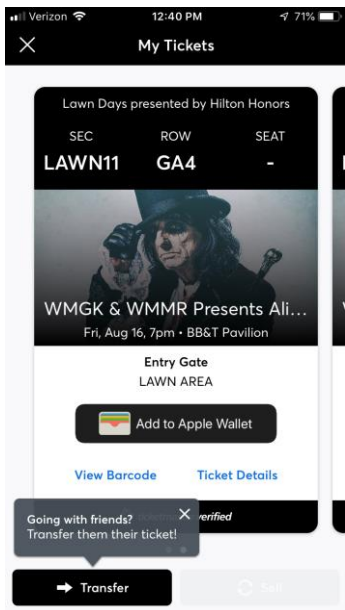
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USING YOUR TICKETS VIA APP

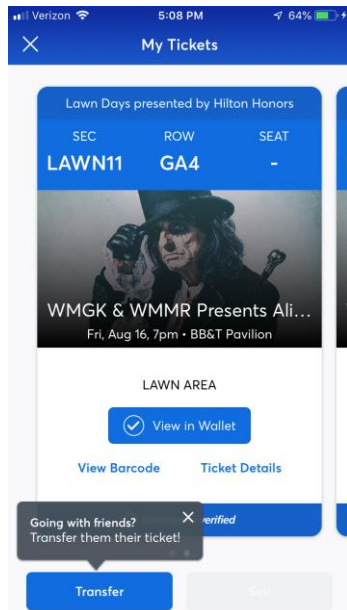


Step 3:

Your tickets will appear with option to View Barcode or Add to Apple Wallet (Will be View in Wallet if already added)



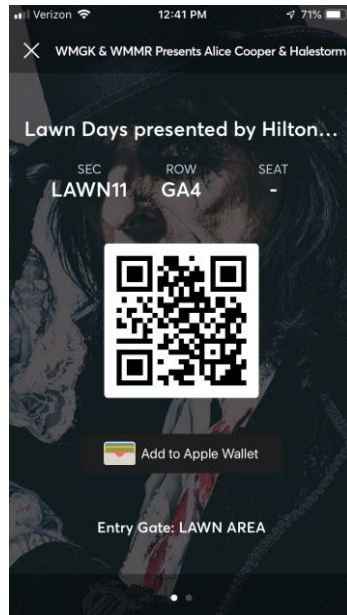
Live Nation App



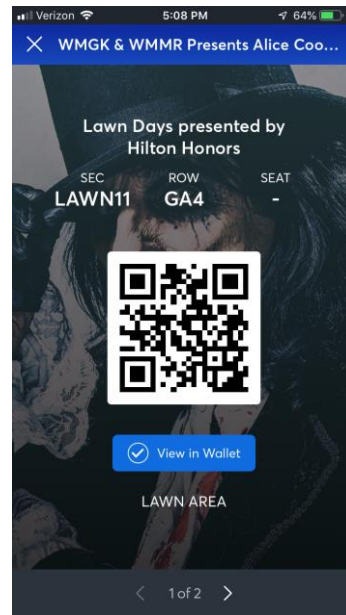
Ticketmaster App

Step 4:

Show your ticket barcode upon entry at venue for scanning.
Note: screenshots will not be accepted



Live Nation App



Ticketmaster App

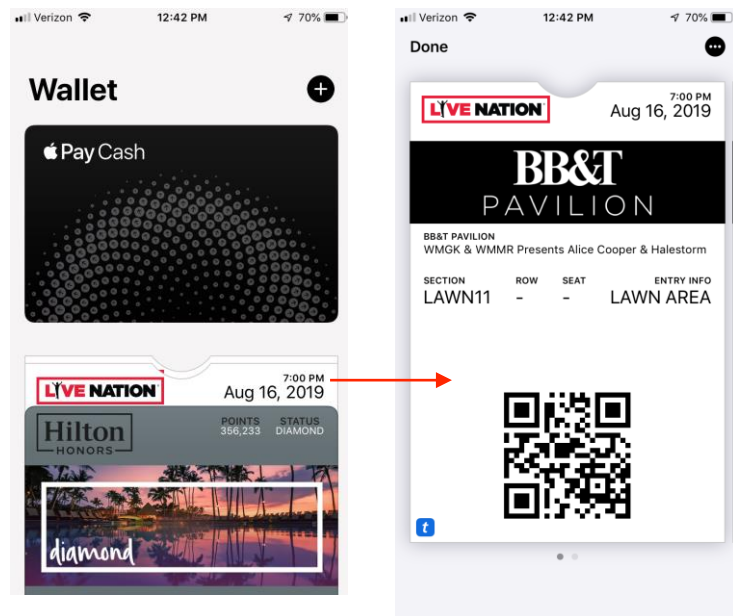
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USING YOUR TICKETS VIA APP



Step 5 (Optional):

If viewing from Apple Wallet, open wallet and select appropriate Live Nation Tickets to be scanned upon entry



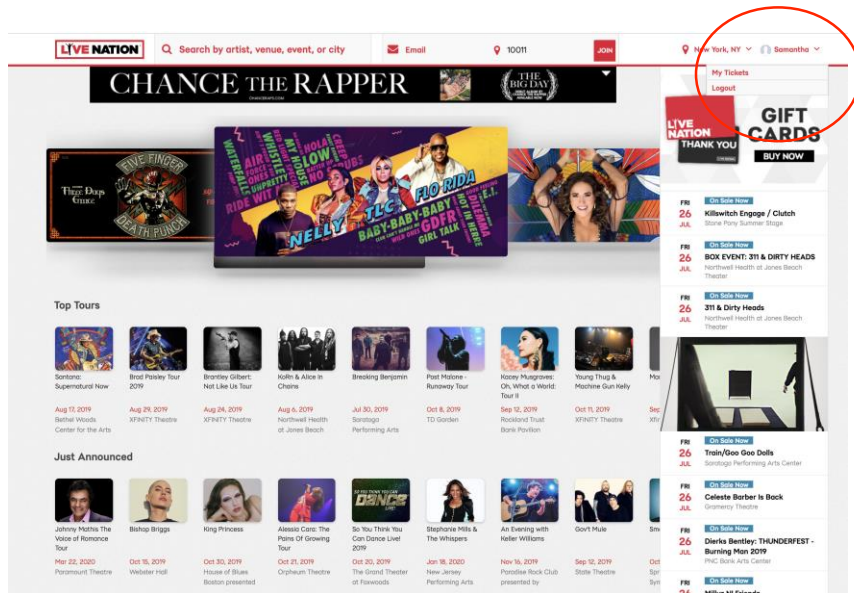
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TRANSFERRING YOUR TICKETS



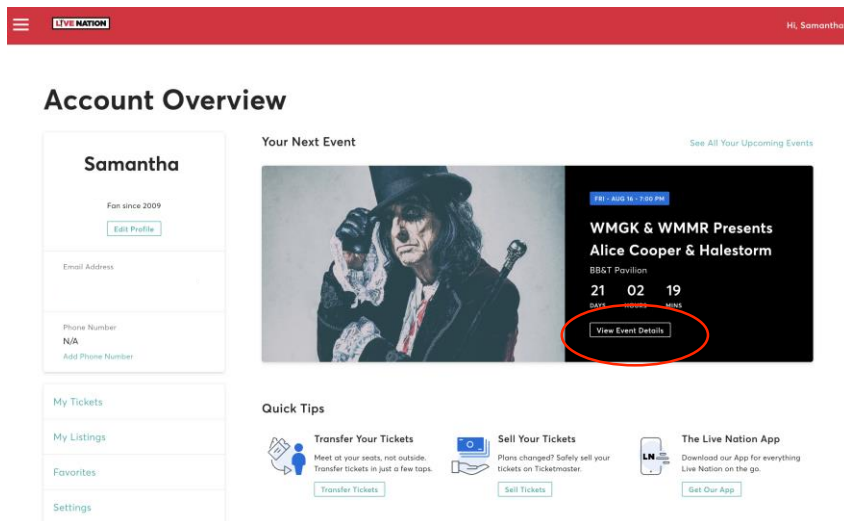
Step 1:

Visit My Tickets in your Live Nation account. Scroll over your account name, and select “My Tickets”



Step 2:

Select the appropriate event in your Account and click “View Event Details”



LAWN DAYS USER GUIDE

TRANSFERRING YOUR TICKETS



Step 3:

Click “Transfer Tickets”

The screenshot shows the 'Event Details' page for 'WMGK & WMMR Presents Alice Cooper & Halestorm'. The event is on Fri • Aug 16 • 7:00 PM at Camden, NJ — BB&T Pavilion. The 'My Tickets (2)' section shows two 'Sec LAWN11, (General Admission)' tickets. The 'Transfer Tickets' button is circled in red. Below the tickets, the 'TICKET DELIVERY' is 'Go Mobile' and the 'ORDER #' is '88-51612/PHI'. A 'Live Chat' button is at the bottom right.

Step 4:

Select the tickets you would like to transfer and click “Continue”

The screenshot shows the 'Selected Tickets (2)' screen. It lists two 'Sec LAWN11, (General Admission)' tickets with IDs #6128 and #7237. The 'Continue' button is highlighted. Below the tickets, the 'TICKET DELIVERY' is 'Go Mobile' and the 'ORDER #' is '88-51612/PHI'. A 'Live Chat' button is at the bottom right.

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TRANSFERRING YOUR TICKETS

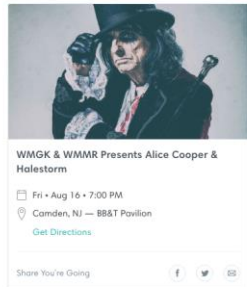


Step 5:

Enter Recipient Details including name and email address, then click “Send”

My Account > My Events > Event Details

Event Details



Support Center

Live Chat with an Agent
Get real-time responses to questions from an agent. [Launch Live Chat.](#)

Frequently Asked Questions

- [What is a ticket transfer?](#)
- [What does a transfer pending mean?](#)
- [Can I cancel my ticket transfer?](#)

[How to get into the event](#) [More Details](#)

Your phone is your ticket. You can simply text your tickets to your phone to easily access them on the go – click Text My Tickets to get started. [TEXT MY TICKETS](#)

1. Select Tickets to Send

2. Enter Recipient Details

Recipient Details

Name

First Last Name

Email Address

email@gmail.com

Add a Note (Optional)

Enjoy your tickets!

SEND

CANCEL

TICKET DELIVERY

Go Mobile

ORDER #

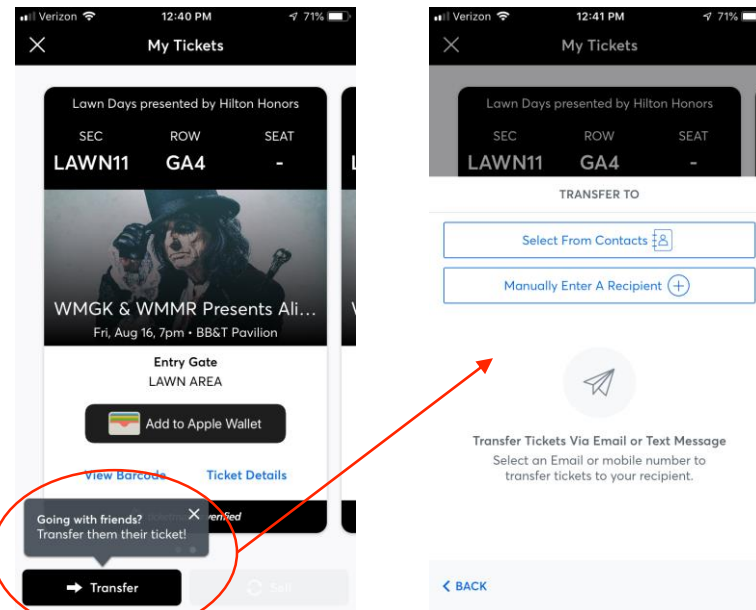
88-51612/PH

[View Receipt](#)

[Live Chat](#)

Note:

Transferring tickets is also available using the Live Nation or Ticketmaster app



Live Nation App Example