



MOBILE TICKETING UNION-APP: QUESTIONS & ANSWERS

Is the Union-App available for Android and IOS?

Yes. You can download the app in either the [GooglePlay-Store](#) or [AppleStore](#)

Where do I find the tickets on the APP?

Tapping on "tickets" in the menu will take you to an overview of your tickets, as long as you are logged in to your account.

Which tickets will be shown in the app?

If you are logged in with your Zeughaus account then all tickets for your customer account for the next home game will be shown. These could be matchday or season tickets.

Why aren't my tickets shown?

Either you haven't logged in with your Zeughaus account, or there are no tickets in your account.

I have a season ticket. But I can only see those for the next game. Why?

The season ticket is split into individual games within the app. It is intended that you only see the next game.

How can I save my tickets in my smartphone wallet?

In the ticket details menu there's a button for this.

Does it matter if I scan my ticket from the app or from my wallet?

No, it doesn't matter. The code is identical and will be validated on entry to the stadium. Therefore you cannot enter once with the app and again with the wallet.

To whom can I give my ticket in the app?

To anyone who has a valid Zeughaus account, with an email address. In the case that there's no account a new one can be created. The recipient will then see after the successful transfer in the app and will also receive it by email as a PDF.

Why can I not pass my ticket on?

For technical reasons, the transferral of tickets is only possible until 150 minutes before kick-off. From this moment on the button to transfer tickets in the app is no longer visible.