USING DIGITAL TICKETS



Your guide to using digital tickets on the **Sophia Gardens Ticketing app**



Sophia Gardens

International cricket venue and home to Glamorgan CCC

GET STARTED

REDEFINING YOUR TCKET FOR RICHER EXPERIENCES



Tickets

Inbox

Home

5

 \equiv

USING THE SOPHIA GARDENS APP

The app is designed to make the ticketing experience at Sophia Gardens faster, more secure, more convenient and engaging.

We hope you enjoy!

If you do have the Sophia Gardens Ticketing app

If you don't have the Sophia Gardens Ticketing app

Registering in the Sophia Gardens Ticketing app

Transferring tickets

2

3

5

How your digital ticket works

Overview: Purchasing to receiving tickets



If you do have the Sophia Gardens Ticketing app



If you do have the Sophia Gardens Ticketing app





1

Before installing the app, ensure your mobile number is correct on your Glamorgan account. Purchase your tickets and check out as normal from Glamorgan Cricket Club ticketing website.

2

If you have the Sophia Gardens Ticketing app (and have already registered), you'll receive a push notification when your tickets have been delivered.

3

Your ticket(s) are available in the 'Tickets' tab. The QR code will be hidden and will activate closer to the event. To see multiple tickets, swipe the QR code area to the left.



If you do not have the Sophia Gardens Ticketing app



2

If you do not have the Sophia Gardens Ticketing app



Begin the registration process.



Before installing the app, ensure your mobile number is correct on your Glamorgan account. Purchase your ticket and check out as normal from Glamorgan Cricket Club ticketing website. An SMS (Text Message) will be sent with a link to the App Store or Google Play to download the Sophia Gardens Ticketing app. Download the free Sophia Gardens Ticketing app.



Registering in the Sophia Gardens Ticketing app



Registering in the Sophia Gardens Ticketing app



	Enter your mobile phone					
umpe	r					
equired for whership.	account verificati	on and ticket				
+353	53 D Phone number					
SEND	VERIFICATION C	ODE >				
1	2 	3 DEF				
	5	6 MNO				
4 0H1						
4 оні 7 pors	8 TUV	9 wxyz				
1	2 ABC 5	3 DEF 6 MNO				

1

3

Enter your mobile number including the international country code (e.g. +44). This need to be the same number as on your Glamorgan account.

Enter V Sent If SMS fails	erificatio to +353 831122 , expect a call in	n Code 333 2 minutes.
1	0 2	9
	naven't received a cr	ode
1	NEXT >	3 DEF
1 4	NEXT >	аde З рег Мно
1 4 оні 7 рояс	NEXT >	аde З отг Мно 9 wxyz

2

Enter the four-digit security code you receive via SMS (text message).

	Need h
Sta	y connected
By usi Tixse Notice	ing this application you agree to rve Terms of Service and Privacy e
	Get great discounts and offers directly to your inbox
	Get great discounts and offers directly to your inbox
	SELECT ALL AND NEXT >
	NEXT >

Choose your communications preferences. For the full app experience, Enable Notifications!

3 Registering in the Sophia Gardens Ticketing app





4

Enter your full name (no initials) and press Next.



5

Enter your email address and click 'Send verification code'.



6

Enter the four-digit code. If you haven't received the code, check that you've entered your email address correctly and also check your junk folder.



Transferring tickets



Transferring tickets

SOPHIA GARDENS

Need help?

Only 1 ticket per device is allowed, except for children and dependents. Screenshots of tickets are not allowed.



4

For easier transfers, 'Allow' access to your Contacts. This can be done in your Account tab.

Tap 'Transfer Ticket' on the top right.

2

Select the event.

4

Select the ticket you want to transfer.

Transferring tickets

4





5

Send the ticket(s) by selecting the contact or by entering their phone number.





Ensure the above transfer details are correct, tick the box and click 'Transfer Ticket(s)'



7

The tickets will remain in your app until the recipient has downloaded and registered the app.







Once registered, the transferred ticket will appear in your Tickets tab.

Name

Adu

BLOCK

14N

You'll get an SMS (text message) to download the Sophia Gardens Ticketing app. Follow the link and register your details, following section 3 above.





		F
Ticket transfe recipient has n regis	r is pending. The not yet completed stration.	
CANCEL	TRANSFER	
Name Surnam	e	Na
Adult Ticket		Ħ
BLOCK ROW S	EAT AREA	BLO
14N 76 1	4 Croeso Stand	14
		_
WELCOME TO S	OPHIA GARDENS	_
WELCOME TO S	OPHIA GARDENS	
WELCOME TO S Glamorga	OPHIA GARDENS n v Somerset	
WELCOME TO S Glamorgan WHERE Sophia Gardens	OPHIA GARDENS n v Somerset s, Cardiff	
WELCOME TO S Glamorgan WHERE Sophia Gardens DATE & TIME	OPHIA GARDENS n v Somerset s, Cardiff	
WELCOME TO S Glamorgan WHERE Sophia Gardens DATE & TIME 31 July 2025	OPHIA GARDENS n v Somerset s, Cardiff • 18.30	
WELCOME TO S Glamorgan WHERE Sophia Gardens DATE & TIME 31 July 2025	OPHIA GARDENS n v Somerset s, Cardiff • 18.30 16:30	
WELCOME TO S Glamorgan where Sophia Gardens DATE & TIME 31 July 2025 Venue opens Starts	OPHIA GARDENS n v Somerset s, Cardiff • 18.30 16:30 18:30	

Have you transferred your ticket to the wrong number? You can cancel the transfer by tapping the QR code.

Take caution when entering the mobile number manually, as the ticket can be accepted instantly. If the transferee accepts it, contact customer service.



How your digital ticket works





How your digital ticket works





1

Your tickets appear in the 'Tickets' tab. There is an icon that shows the number of tickets you have for the event. Click on the ticket to open it.



2

For security purposes, the QR code on the ticket(s) only activates closer to event day.



3

Close to the event, the QR code will activate and rotate. Screenshots of tickets are not allowed.



4

Swipe down to view the location and seat maps.



5

Continue swiping to view event-related content and information.

5

How your digital ticket works





6 This is your **Inbox** tab.

SOPHIA GARDENS	×
Home	
My Tickets	
Inbox	
Account	
Need help?	
Buy Tickets	
News	>
Upcoming Fixtures	>
Membership	>
FAQs and Refunds	
Shop	
Privacy Policy	
Powered by App version Lixserve 3.7.5	

7 This is your **Menu** bar.



This is your **Account** tab, found in the **Menu** bar.



Overview: Purchasing to receiving Tickets



Overview: Purchasing to receiving Tickets



If you **do have** the Sophia Gardens Ticketing app



If you **don't have** the Sophia Gardens Ticketing app



You'll receive **Push Notification** when the ticket(s) have arrived





Download the free Sophia Gardens Ticketing App



You'll find your tickets in the **Tickets** tab.

Overview: Purchasing to receiving Tickets





All the event info and content is in the lower part of the ticket scroll to view.

HELP

Nam

H A

BLOC

14N



6

protected and will activate on/before

If you have purchased multiple tickets, swipe across to access the