



FINAL 2014  
TORINO

# Ticket Holder Manual - Ticket Personalisation

Instructions for individual ticket holders



## User guide: How to personalise tickets for the 2014 UEFA Europa League final in Turin

### Introduction

In accordance with the Italian law on football matches (Ministerial Decree of 4 March 2008), each 2014 UEFA Europa League final ticket holder is invited to personalise and register their ticket. A dedicated website has been set up for this purpose and the procedure will also be distributed together with the tickets. On the day of the final each ticket must be personalised in the system and have **the ticket holder's name and surname handwritten with a permanent ink pen**.

We remind you that each ticket holder is allowed only one ticket in their name. There cannot be 2 tickets registered under the same name or a ticket with 2 name-surnames on it.

In order to **personalise** and activate your ticket, you must register your personal details on the following website:

<https://uelf2014.listicket.com/personaldata>



Should you need to **change** the details or name of the registered ticket holder, this can be done using the following website, **however once you have handwritten the name and surname of the ticket holder on the ticket, it cannot be modified**:

<https://uelf2014.listicket.com/changepersonaldata>



All personalisation and modifications on the above mentioned website must be done **by Monday 12 May at midnight**.



## Personalising your ticket

In order to personalise your ticket, first you need to identify the ticket in the system by entering three different codes: card ID, progressive code and ticket number (see figures 1a and 1b). This can be done at the following website: <https://uelf2014.listicket.com/personaldata>

**NB: If the codes you enter are wrong, the system will send you an error message and ask you to try again.**



Figure 1a



Figure 1b

Once you've successfully identified the ticket, you just need to fill in the blank fields with the correct personal details and click on "Confirm" (see figures 2a, 2b and 2c).

The mandatory fields are: **surname, first name, date of birth and country of birth**. If your country of birth is Italy, you also need to enter your **municipality of birth**.



Figure 2a

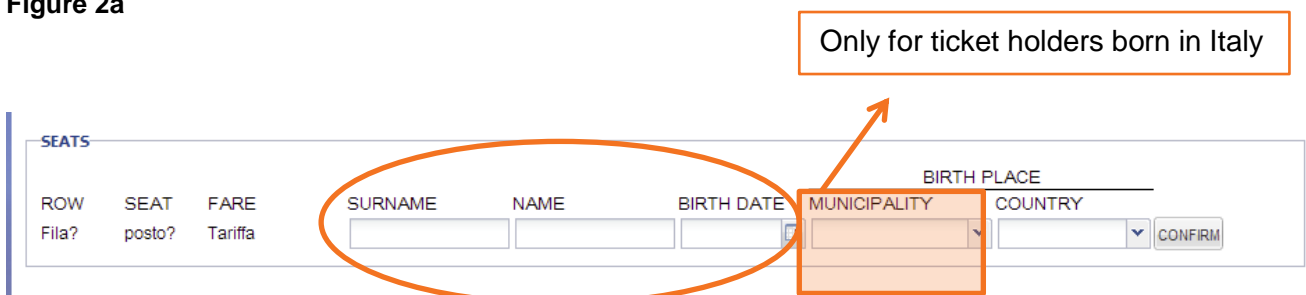


Figure 2b




Figure 2c

## N.B

**In order to complete the municipality field, write the first 4 letters of the municipality and hit the enter key on the keyboard. Wait for the menu to populate and select the municipality of your choice from the menu. Then click confirm.**

To identify the ticket you wish to modify, enter the codes as shown in figures 4a and 4b below.

**N.B Note that you are allowed to change the personal details of the ticket holder no more than twice after having personalised a ticket for the first time.**





If the codes you enter are wrong, the system will send you an error message and ask you to try again.

If the codes are correct, you will access the information on that specific ticket and you will be able to re-enter the ticket holder's details: surname, first name, date of birth and country of birth (and municipality of birth of ticket holders born in Italy).

After completing all fields, click on "Confirm" to complete the process (see figures 5a and 5b).

**N.B All mandatory fields must be completed with the correct information. The ticket will be linked to the ticket holder and security and ID checks will be carried out at the stadium on matchday.**

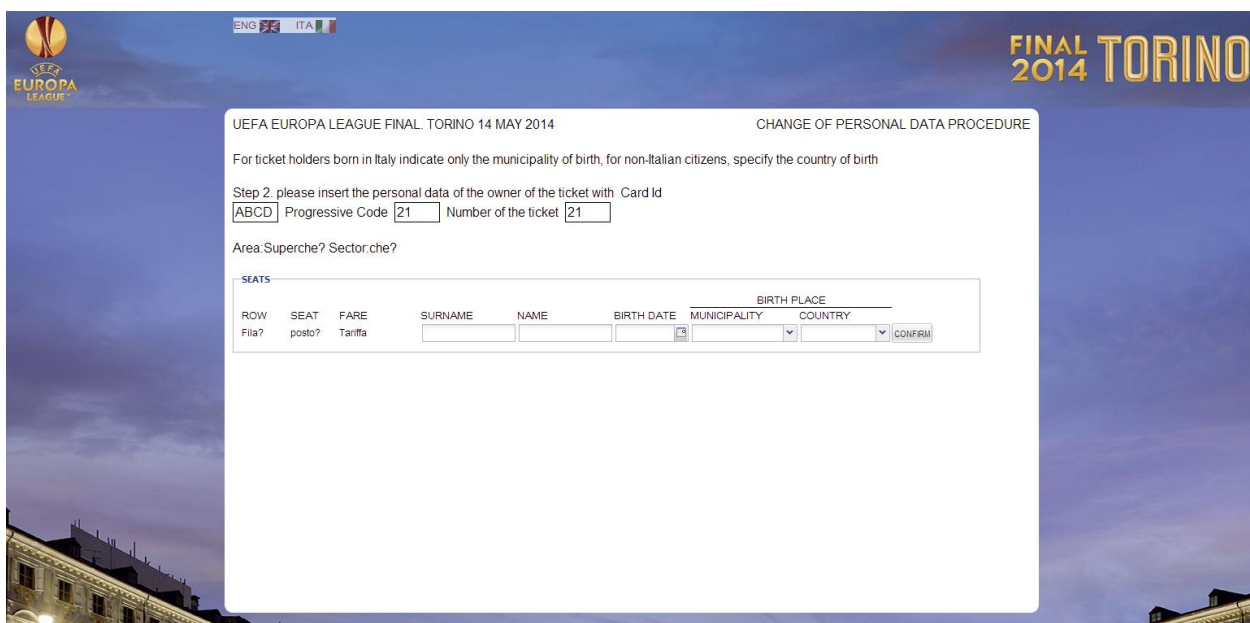


Figure 5a

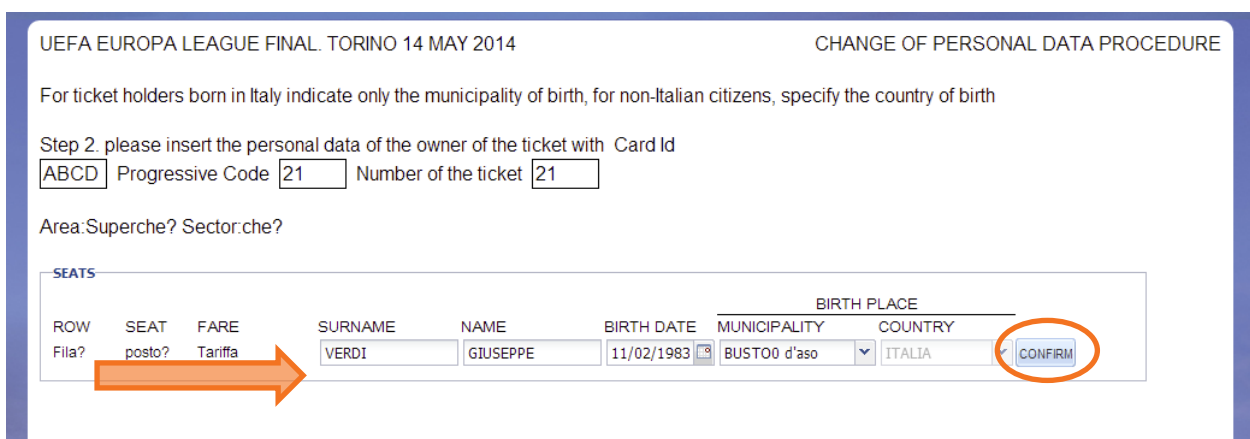


Figure 5b

## Personalising the paper ticket

In order to validate your ticket and gain access to the stadium, you will need to personalise it by writing your name and surname on it.

**N.B** It is only possible to write your name and surname on a ticket **ONCE**. Tickets displaying more than one name / surname (even if one is erased) will **not** be considered as a valid document to enter the stadium and access will be denied.

You have 2 options on where to handwrite your name and surname on the ticket, please **choose one** (see figure 5):



Figure 5

## Help

If you have any questions, you can contact customer service using the following address:

[uelftorino2014@gtech.com](mailto:uelftorino2014@gtech.com)





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ROUTE DE GENÈVE 46  
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[UEFA.com](http://UEFA.com)

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