Transferring Tickets
In Your MY SHEA'S Account
On Your Mobile (Android)
Ticket transfers are intended to be a one-way, one-time occurrence – you are gifting your current ownership of your tickets to an upcoming event at a Shea’s Performing Arts Center theater to another account holder for their personal use. When in doubt, contact the Shea’s Box Office and arrange to have the ticket transferred on your behalf to avoid any issues that may occur.

Once a ticket has been transferred and accepted by the new ticket recipient, the ticket *cannot* be returned to the previous owner unless the new ticket owner chooses to transfer it back. It is now the property of the recipient.

For any questions regarding ticket transfer, please contact the Shea’s Box Office for assistance.
1. Select My Tickets to begin managing your MY SHEA'S Account.

2. In your MY SHEA'S Account, select any show by clicking Select Event.

3. If you can’t attend a performance, or if you’d like to give your tickets to a friend, you now can do so by transferring your tickets!

When you have selected a show, click Transfer to begin.
This screen will pop up, allowing you to select which tickets you would like to transfer, and then continue by tapping the Continue button. If you’d like to return to the previous screen instead, hit Cancel.

You can choose to either Add A New Recipient or choose an existing recipient who has previously been sent tickets. Choose one option, and then click Transfer.
6. If you choose to Add A New Recipient, please fill out the recipient’s First Name, Last Name, and Email.

If you selected an existing contact, this information will auto-fill.

7. Once you select Transfer, you’ll be brought to this screen confirming the transfer has been started.

The recipient will receive an email with further instructions, and you will be notified once they have accepted the tickets.
8. You can view the status of your ticket transfer at any time by checking your MY SHEA’S Account.

9. Click **Cancel Transfer** to return the tickets, but before the tickets are claimed by the recipient.

10. Once the tickets are claimed, you will see an updated ticket status when viewing your tickets.
You will receive two email confirmations: the first will be to let you know that the tickets have been offered to the ticket recipient.

The second email will be sent once the ticket recipient has accepted the tickets.
HOW TO:

- Add to Google Pay
- Buy Tickets
- Claim Tickets
- Exchange Tickets
- See Ticket Details
- View Barcode
FAQ:

How does a recipient accept tickets?

I made a mistake with my transfer.

What if the tickets are not accepted?

What is the difference between a ticket transfer and an exchange?

What if the recipient doesn’t have an email / smartphone?

We have put together this guide with step-by-step instructions that you can share with the recipient on how to claim their new tickets.

Remember, you can always cancel a transfer up until the tickets have been claimed by the recipient. For further issues, please contact the Shea’s Box Office so that we may better assist you.

You will receive an email once the transfer has expired to let you know that they have not been claimed. You may also choose to cancel the transfer and keep the tickets instead.

A ticket transfer is to move the ticket from one account to another – you are transferring your ticket ownership to a friend. An exchange is trading your seat location / show-date / show-time for another performance of the same show.

In this scenario, please contact the Shea’s Box Office for assistance – we can arrange to have the tickets manually transferred to a new account holder.