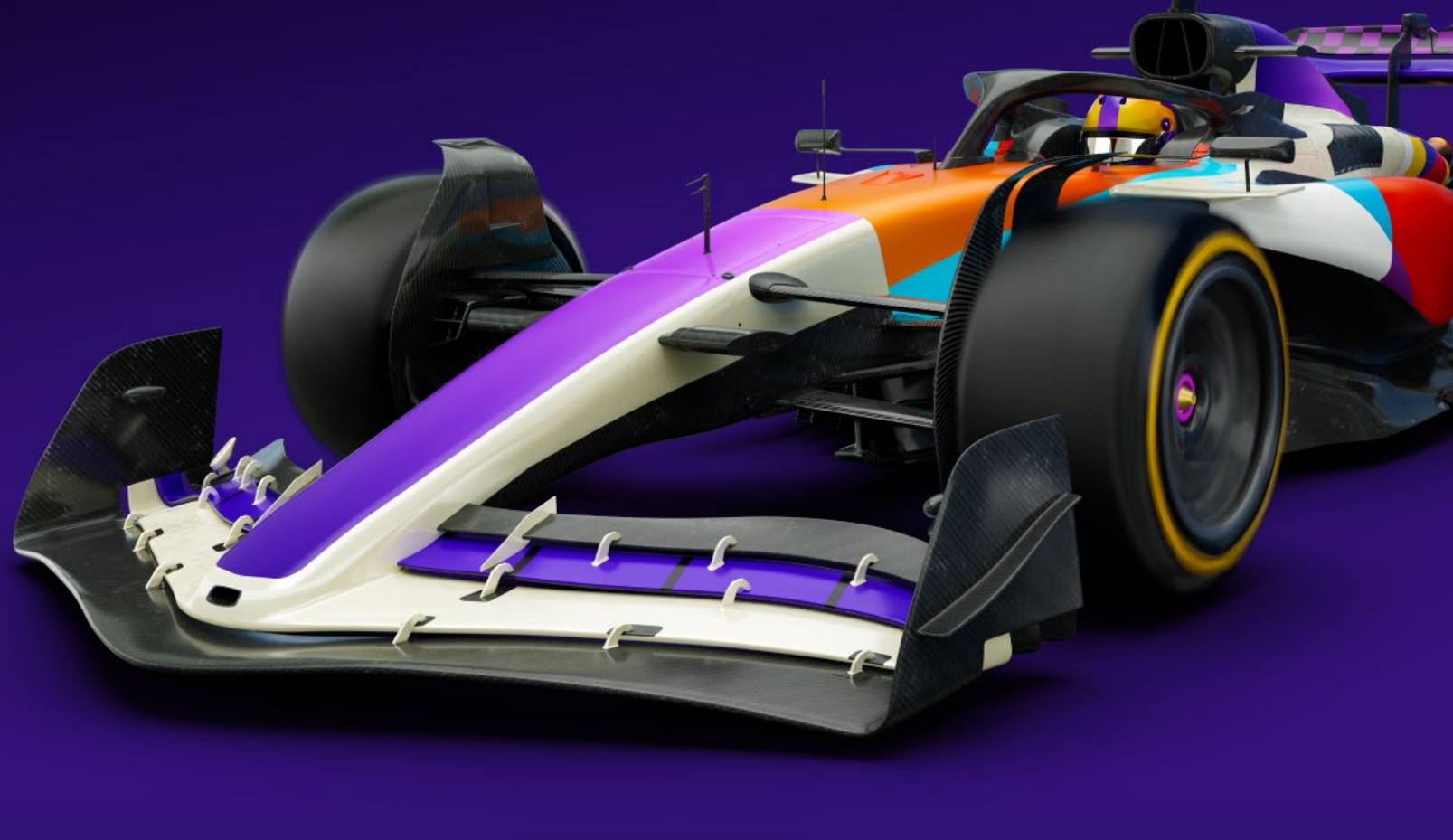


ABU DHABI GRAND PRIX

2025



HOW TO GUIDE

If you are attending the **FORMULA 1 ETIHAD AIRWAYS ABU DHABI GRAND PRIX 2025** with a valid ticket, this guide will provide you with essential information to prepare for your visit, including entry requirements.

IMPORTANT INFORMATION

- All attendees are required to have e-tickets, which are only accessible through the Abu Dhabi GP App.
- You cannot print, screenshot or video record your tickets. You must present tickets on the Abu Dhabi GP app to gain entry to the venue.
- Email confirmations cannot be used as a ticket to enter the venue.
- Paddock Club ticket holders will receive physical tickets for venue entry and are not required to use the app to enter. However, the mobile app does contain useful information that you can refer to during your visit.



IMPORTANT TO NOTE:

- **Tickets purchased via Ticketmaster:** Sign in with your Ticketmaster credentials to access your tickets.
- **Tickets purchased via Yas Marina Circuit website:** Create a Ticketmaster account using the same email address you used at checkout.

1

DOWNLOAD THE ABU DHABI GP APP

Download the Abu Dhabi GP app to your smartphone from the application stores:



Due to improvements made to last year's Abu Dhabi GP app, all users must update their app to the latest version from their mobile application stores.

If you have already downloaded the app and it is updated to the latest version, please proceed to **STEP 2**.

2

LOGGING IN & ACCESSING TICKETS

ABU DHABI GP TICKET HOLDERS CAN ACCESS THEIR TICKETS USING THE MOBILE APPLICATION AFTER LOGGING IN.

This year, the **Abu Dhabi GP App** is integrated with our ticketing partner, Ticketmaster. To access your tickets, you will need to sign in using your Ticketmaster credentials.

After your initial login and ticket access, you will stay signed in unless you choose to log out. Your tickets will appear in the **"My Tickets"** section of the app and will remain available even if you are not connected to Wi-Fi or mobile data.

We recommend that you download your tickets to your wallet for the best experience.



Whether you purchased a ticket or received a shared ticket, all users will receive an email from noreply@Ticketmaster.com, informing you that your tickets have been shared and are available on the Abu Dhabi GP App.



Use the login credentials for your Ticketmaster account with the same email address you used at checkout or the email on which the tickets were shared with you.



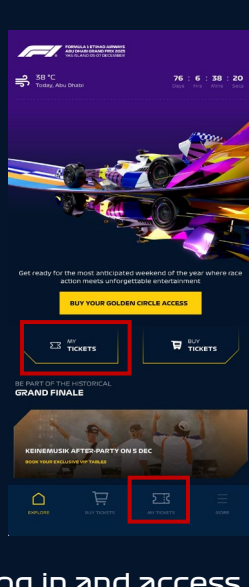
If you've created a new Ticketmaster account or if your account has not yet been verified, a One Time Password (OTP) will be sent to you by email and/or SMS. Please enter it when prompted.

IF YOU HAVE NOT RECEIVED AN EMAIL:

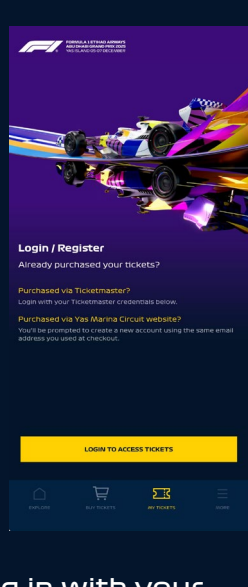
- Ensure you have checked your spam folder or verified with your security settings that the domain is not blocked.
- Review your account statement to confirm that your original purchase was successful or reach out to the person who purchased on your behalf.
- If you booked tickets through an #AbuDhabiGP authorised onseller, please contact them to share the tickets with you.

If you have already logged in and need to access your tickets, please proceed to **STEP 3**.

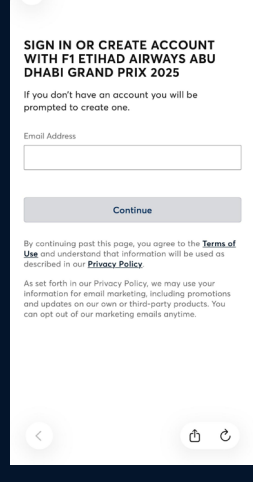
All Abu Dhabi Grand Prix tickets, ticket inclusions, and purchased upgrades can be found in the **'My Tickets'** Section of the app.



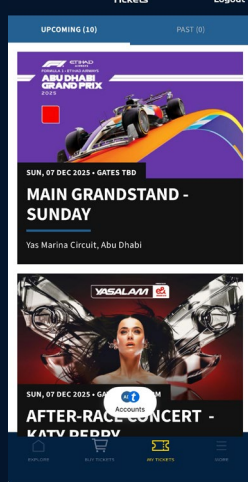
A. To log in and access tickets on the app, use the 'My Tickets' button on the app home screen or on the footer.



B. Log in with your Ticketmaster account to access your tickets. If you purchased via Yas Marina Circuit, create a Ticketmaster account using the same email used at checkout.



C. You will be prompted to log in with your Ticketmaster account twice to successfully link your tickets.



D. After successfully logging in, your tickets will be listed under the 'Upcoming' tab.

Ticket inclusions and concerts will appear under the 'Upcoming' tab. Each ticket category will display a ticket with a regenerated barcode. E-wallet tickets are NFC enabled and will not display a regenerative barcode.

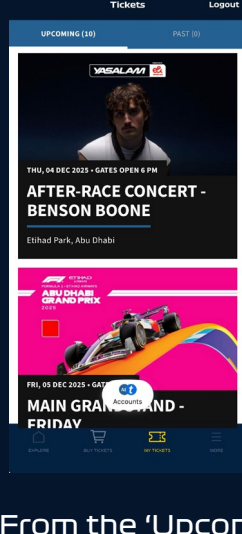
If your tickets are not available or partially available after logging in and you purchased:

- directly from Yas Marina Circuit or the Ticketmaster website, please contact us at 800927 or +97124979000.
- from one of our authorized onsellors, Abu Dhabi GP Business Sales team, or if you are an employee of one of our Abu Dhabi GP partners, they must share tickets with you for you to view them on the Abu Dhabi GP app. Please reach out to them, as they have may not have distributed your tickets yet.

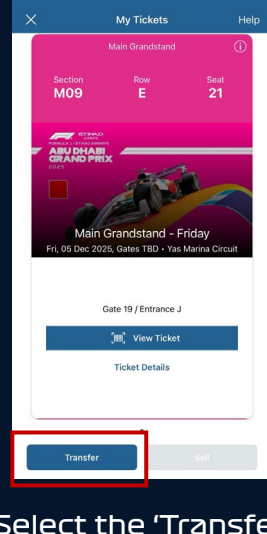
3

SHARING TICKETS - individually and in bulk

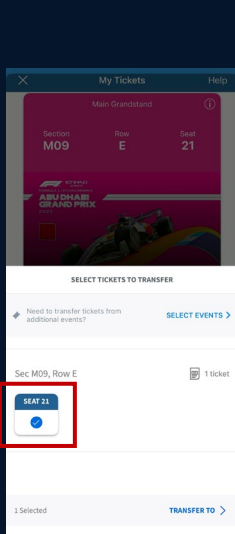
Ticket holders can share tickets individually or in bulk, but this can only be done through the Abu Dhabi GP app.



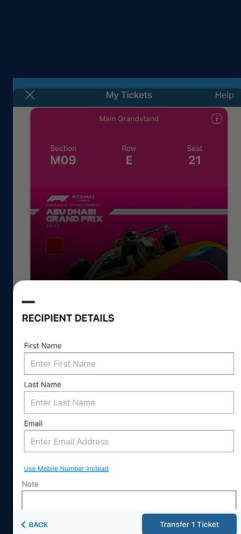
A. From the 'Upcoming' tab, select the ticket(s) you want to share.



B. Select the 'Transfer' button to share ticket(s) individually and in bulk.



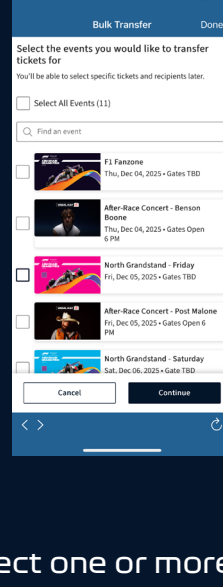
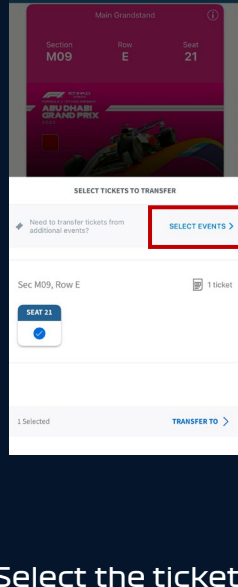
C. Select the ticket(s) you wish to share. If multiple tickets are available, you can select more than one.



TO SHARE TICKETS INDIVIDUALLY:

You can choose a contact from your contact list to auto-fill the recipient field, or enter the details manually. Tickets can be shared to a mobile number or email address.

TO SHARE TICKETS IN BULK:

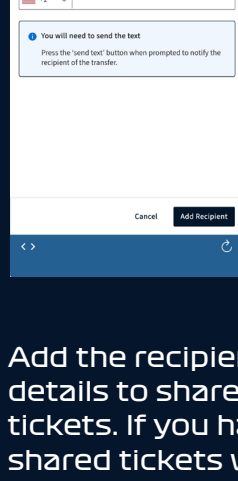
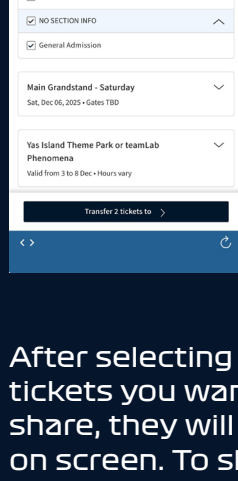


ii.

Select the ticket(s) you wish to share from one ticket and then tap on 'select events'.

iii.

Select one or more tickets you want to share from those available in your account.



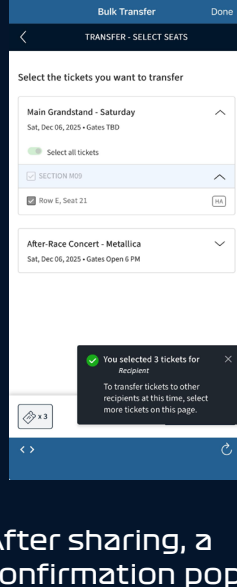
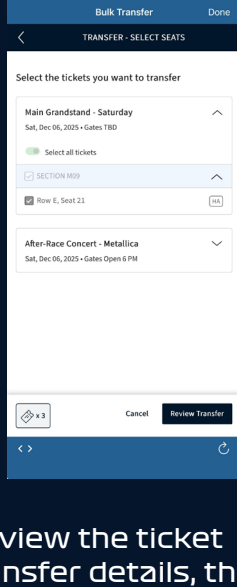
C.

After selecting the tickets you want to share, they will be listed on screen. To share all tickets, click 'Select All Tickets,' or choose only the tickets you want to send.

When ready, tap 'Transfer X Tickets To'.

D.

Add the recipient's details to share the tickets. If you have shared tickets with someone before, their details will appear in the list for easy selection.



E.

Review the ticket transfer details, then select 'Transfer Ticket' to share it with the recipient.

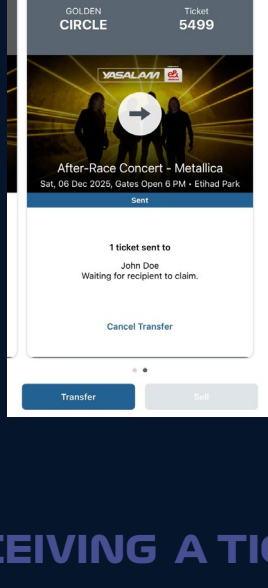
F.

After sharing, a confirmation pop-up will appear at the bottom right of the screen.

4

SHARED TICKETS & STATUS - Sender and Recipient

SHARING A TICKET



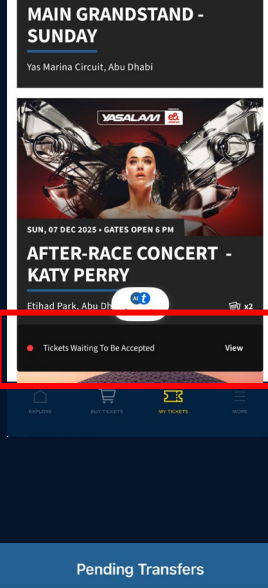
Once you share a ticket, you will receive a confirmation email from noreply@ticketmaster.com.

To view the status of your ticket transfer within the app, select the ticket you shared.

When a ticket is shared, an arrow icon will appear on the ticket image to show it has been shared.

Once the recipient accepts the ticket, you will receive a notification. The ticket will no longer appear in your account and cannot be recalled.

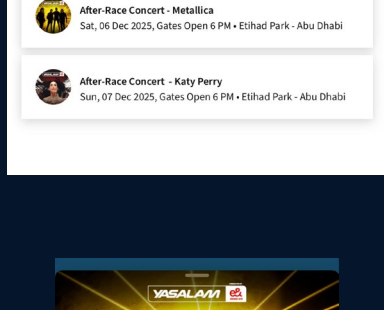
RECEIVING A TICKET



Once a ticket is shared with you, you will receive a confirmation email from noreply@ticketmaster.com.

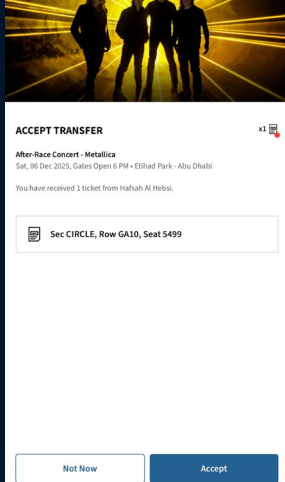
Within the Abu Dhabi GP App, a notification will appear in the 'Upcoming' tab at the bottom of the screen. The notification will remain visible on the 'Upcoming' tab as long as there are pending ticket transfers.

Click 'View' to review the ticket(s) that have been shared with you.



All ticket(s) shared with you will be listed in the Pending Transfer section.

Select the transfer you would like to review.

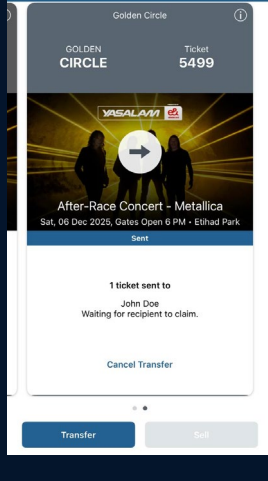


Review the ticket details and select 'Accept' to complete the transfer. The ticket will then be added to your account under the 'Upcoming' tab.

If you're not ready, select 'Not Now' to decide later. You will then be directed back to the Pending Transfer screen.

5

RECALLING SHARED TICKETS



If you need to cancel or recall a ticket for any reason (e.g., wrong email address entered or the recipient can no longer attend the event), select 'Cancel Transfer,' and confirm you want to reclaim the ticket.

Once confirmed, the ticket will be unshared.

NOTE: This can only be done if the recipient has not yet accepted the ticket transfer.

FREQUENTLY ASKED QUESTIONS

HOW DO I DOWNLOAD THE APP?

You can download the app from the [Apple Store](#) & [Google Play Store](#).

WHAT CAN I USE THE ABU DHABI GP APP FOR?

The application allows you to access and share your race tickets, concert tickets, ticket inclusions, and upgrades. It also provides an overview of both on-track and off-track events and allows you to purchase tickets and upgrades.

WHY IS THE ABU DHABI GP APP NOT OPENING?

If the app is not opening, please check the following:

- Verify that you are using the latest version of the app, and check your network connectivity or data restrictions.
- Ensure you have at least 1GB of available memory to run the app properly.

HOW DO I FIND MY TICKETS ON THE ABU DHABI GP APP?

To find your tickets, select 'My Tickets' in the footer or on the homepage of the app.

Make sure you are logged in to your Ticketmaster account to view your tickets. If you haven't purchased tickets for this year's Abu Dhabi GP, you can buy them through the app or visit our [website](#). Tickets are subject to availability.

PLEASE NOTE: If you have purchased a ticket or an upgrade, it may take up to 5 minutes for it to appear in the 'My Tickets' section.

WHY ARE MY TICKETS NOT AVAILABLE ON THE ABU DHABI GP APP?

If your tickets aren't appearing on the app:

- Make sure you have created an account and logged in using the same email address used for the purchase.
- Refresh the ticket page by swiping down on the ticket page.
- Set your device's time zone to "Automatic."

If you purchased tickets from the Yas Marina Circuit or Ticketmaster website, please call 800-YAS (927) or +971 2 497 9000. If you purchased from an authorized reseller, contact them directly. If someone purchased tickets on your behalf, ask them to share the tickets with you via the 'Shared Tickets' tab. Once the email is validated, refresh the app to view the tickets.

I'VE CHANGED MY EMAIL ADDRESS SINCE PURCHASING MY TICKET, WHAT SHOULD I DO?

Please contact us on 800-YAS (927) or +97124979000 so we can update your records and ensure the safe delivery of your ticket(s).

- If you purchased directly from the Yas Marina Circuit or Ticketmaster website, please contact our call centre on 800-YAS (927) or +97124979000 or WhatsApp on +971800927.
- If you purchased from an authorised onseller please contact them directly and provide a new email address.

WHAT IF I DON'T HAVE ACCESS TO OR HAVE FORGOTTEN THE EMAIL ADDRESS I PROVIDED DURING PURCHASE?

- If you purchased directly from the Yas Marina Circuit or Ticketmaster website, please contact our call centre on 800-YAS (927) or +97124979000 or WhatsApp on +971800927.
- If you purchased from an authorised onseller please contact them directly and provide a new email address.

WHY CAN'T I SEE THE QR CODE ON MY TICKET?

QR codes for your tickets will be available closer to race day. Please check back as race day approaches.

CAN I SHARE A PRINT OUT OR A SCREENSHOT OF THE TICKET OR UPGRADE?

All ticket holders must present their tickets and upgrades on their Abu Dhabi GP app to redeem them - print outs and screenshots will not be accepted.

If you have any questions about the Abu Dhabi GP app, please call 800-YAS (927) or +97124979000 or WhatsApp on +971800927.