



***23/24 SEASON  
DISABILITY  
ACCESS (DA)  
BALLOT  
PURCHASING  
PROCESS***

**HOW TO GUIDE**

# DA BALLOTS ONLINE

Step 1: Login to the [Online Box Office](#)

[BACK TO MAIN SITE](#) 



LOG IN WITH YOUR 7 DIGIT MEMBERSHIP NUMBER

7 DIGIT MEMBERSHIP NUMBER

PASSWORD

**LOGIN**

[Forgot your sign in details?](#)

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[Sign Up](#)

[Activate Membership Account](#)

# DA BALLOTS ONLINE

Step 2: Once logged in, please select Match Tickets

[BACK TO ARSENAL.COM](#)



VISIT  
RWANDA



ARSENAL FOOTBALL CLUB  
BOX OFFICE

MATCH TICKETS ▾

MEMBERSHIP

SEASON TICKETS

HOSPITALITY

INFORMATION ▾



## 2023/24 Membership

Full of fantastic benefits including chances to win prizes and money-can't-buy experiences, an exclusive member retail discount and more.

# ARSENAL MEMBERSHIP 2023/24

[JOIN NOW](#) →

# DA BALLOT ONLINE

Step 3: Click on Find Tickets red box for the relevant fixture

The screenshot shows the Arsenal.com online box office interface. At the top, there is a red navigation bar with the Arsenal logo, 'ONLINE BOX OFFICE', and menu items: 'MATCH TICKETS', 'MEMBERSHIPS', 'HOSPITALITY', and 'INFORMATION'. A search icon and a shopping cart icon are also present. Below the navigation bar, a banner reads 'HOSPITALITY TICKETS AVAILABLE'. The main content area is titled '2 RESULTS FOR PREMIER LEAGUE'. On the left, there is a 'FILTER OPTIONS' sidebar with a 'RESET' button. The sidebar includes 'EVENT TYPE' with options for Packages, Emirates Cup, and Premier League (selected), and 'DATE' with options for 'Next 7 days' and 'Next 30 days'. The main results area displays two fixtures:

- ARSENAL V LEICESTER CITY**  
Sat 13 August 2022, 15:00  
Emirates Stadium  
OPEN TO: PLATINUM MEMBER, TEAM JG 4-11, YOUNG GUNS AGE 12-16, RED SENIOR CITIZEN, SILVER  
Not a member? [View our membership options and join now](#)  
FIND TICKETS >
- ARSENAL V FULHAM**  
Sat 27 August 2022, 17:30  
Emirates Stadium  
TICKETS  
FIND TICKETS >

A yellow arrow points to the 'FIND TICKETS' button for the Arsenal vs Fulham fixture.

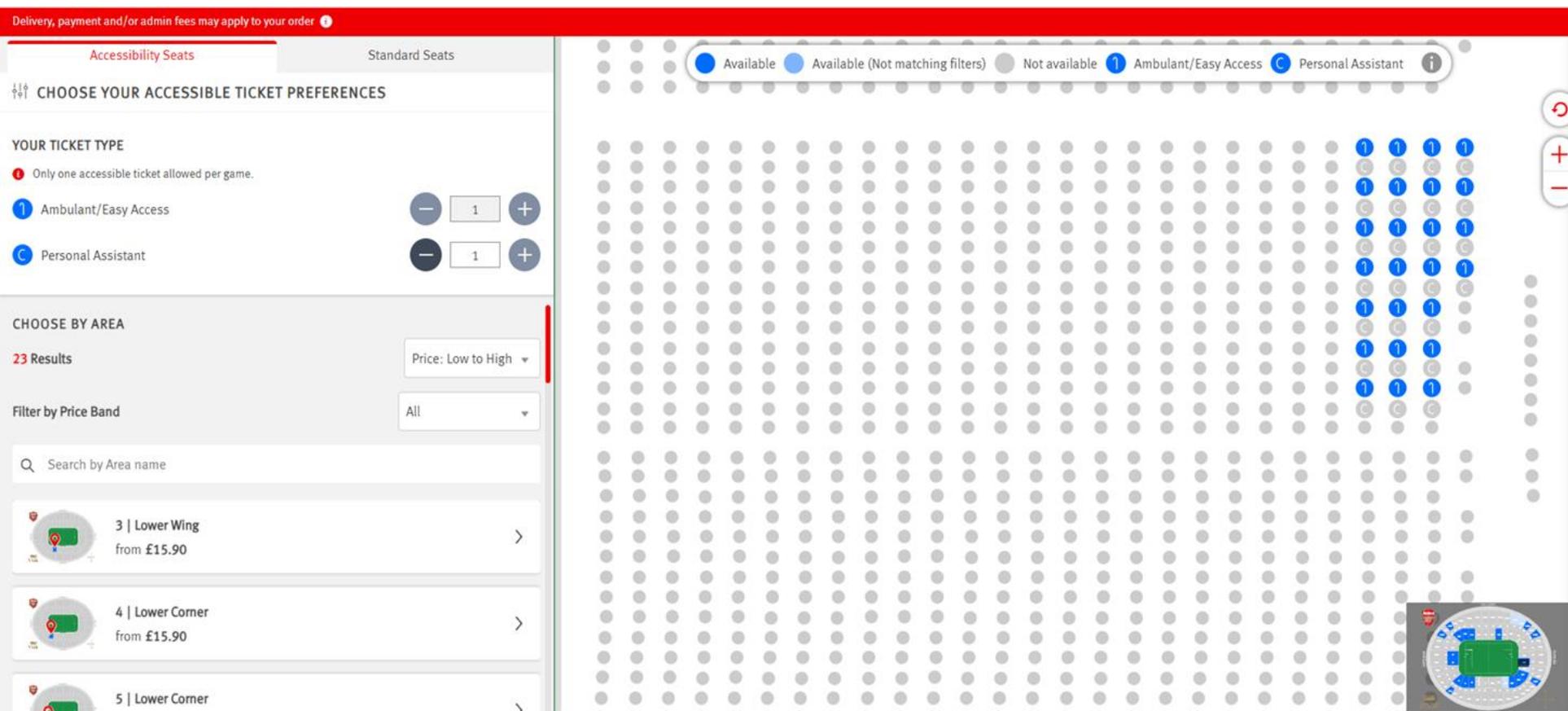
# DA BALLOT ONLINE

**Step 4:** You will be presented with areas where accessibility seating is available for you to purchase, which are applicable to your accessibility needs

The screenshot displays the Arsenal website's interface for selecting accessibility seats for an Arsenal vs Burnley match on Saturday, 11 November 2023, at 15:00 at the Emirates Stadium. The page features a red header with the Arsenal crest and match details, and a navigation bar with 'Home / Match List / Event Information Screen'. Below the header, there's a section for 'Accessibility Seats' and 'Standard Seats'. The 'Accessibility Seats' section is active, showing 'CHOOSE YOUR ACCESSIBLE TICKET PREFERENCES'. Under 'YOUR TICKET TYPE', there are two options: 'Ambulant/Easy Access' (selected with a count of 1) and 'Personal Assistant' (count of 0). The 'CHOOSE BY AREA' section shows '23 Results' and a 'Filter by Price Band' dropdown set to 'All'. A search bar for 'Search by Area name' is present. The main area displays a stadium seating chart with the pitch in green. Seats are numbered from 1 to 127. A legend at the top of the chart indicates seat availability: 'Available' (light blue), 'Available (Not matching filters)' (medium blue), 'EAST STAND' (grey), 'Ambulant/Easy Access' (dark blue), and 'Personal Assistant' (light blue). The chart shows several seats in the East Stand area are highlighted in dark blue, indicating they are available for Ambulant/Easy Access. The stadium is labeled 'NORTH BANK' and 'CLOCK END'. The Arsenal crest is visible on the left side of the chart.

# DA BALLOT ONLINE

**Step 5:** Once you have selected an area from the left-hand side or block within the seating map, you will be shown the seating in blue. You will see a walking stick symbol for Easy Access  and a Wheelchair symbol  for Wheelchair users



Delivery, payment and/or admin fees may apply to your order 

Accessibility Seats | Standard Seats

CHOOSE YOUR ACCESSIBLE TICKET PREFERENCES

YOUR TICKET TYPE

-  Only one accessible ticket allowed per game.
-  Ambulant/Easy Access
-  Personal Assistant

CHOOSE BY AREA

23 Results | Price: Low to High

Filter by Price Band: All

Search by Area name

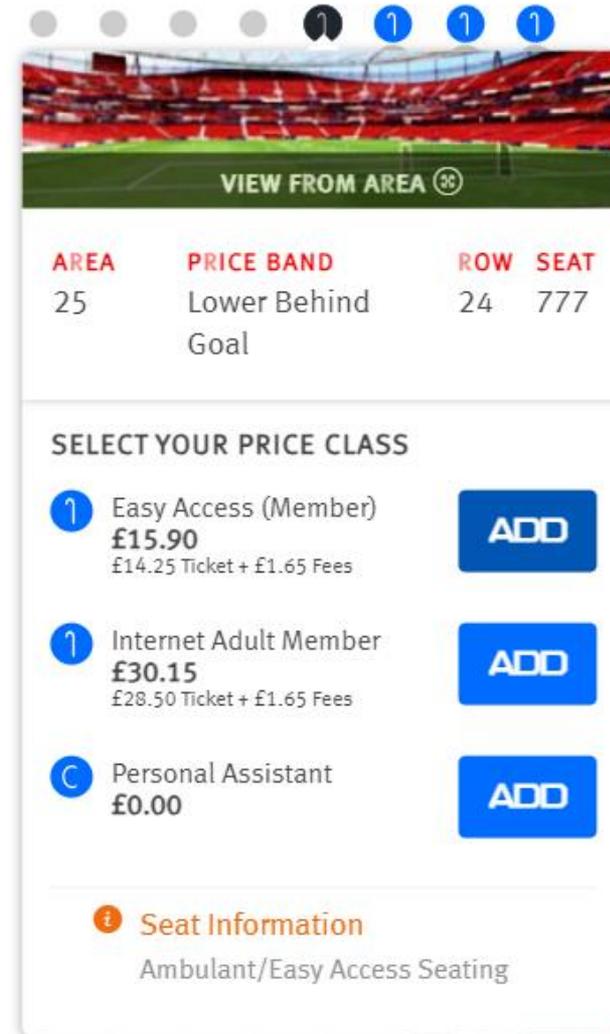
- 3 | Lower Wing from £15.90
- 4 | Lower Corner from £15.90
- 5 | Lower Corner

Legend: Available (blue), Available (Not matching filters) (light blue), Not available (grey),  Ambulant/Easy Access,  Personal Assistant

Seating map showing available seats in blue and accessibility symbols.

# DA BALLOT ONLINE

**Step 6:** Then, select your seat and your price class (i.e., Easy Access (Member))



The screenshot displays a mobile application interface for selecting a seat and price class. At the top, there are four circular indicators, with the last three containing the number '1'. Below this is a header image of a stadium with the text "VIEW FROM AREA" and a refresh icon. A table below the header shows the selected seat details:

| AREA | PRICE BAND        | ROW | SEAT |
|------|-------------------|-----|------|
| 25   | Lower Behind Goal | 24  | 777  |

Below the table is a section titled "SELECT YOUR PRICE CLASS" with three options, each with an "ADD" button:

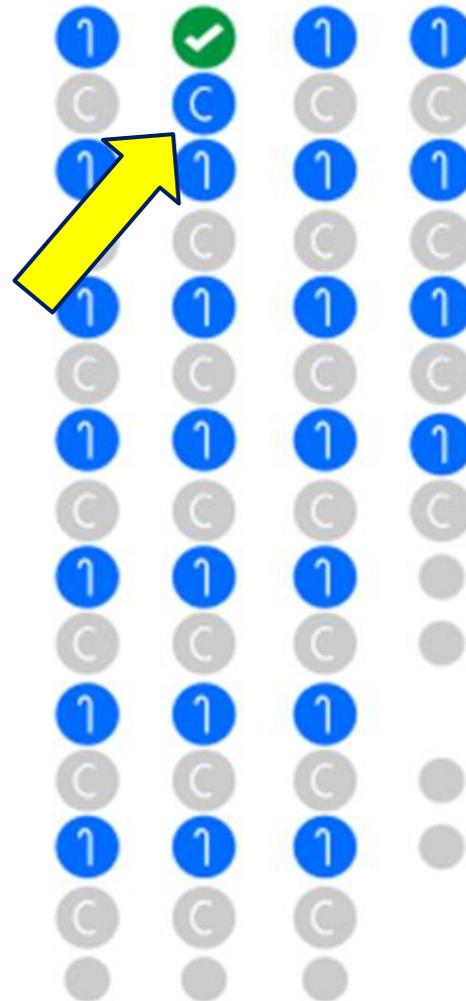
- Easy Access (Member)**: £15.90 (£14.25 Ticket + £1.65 Fees)
- Internet Adult Member**: £30.15 (£28.50 Ticket + £1.65 Fees)
- Personal Assistant**: £0.00

At the bottom, there is a section for "Seat Information" with a sub-heading "Ambulant/Easy Access Seating".

# DA BALLOT ONLINE

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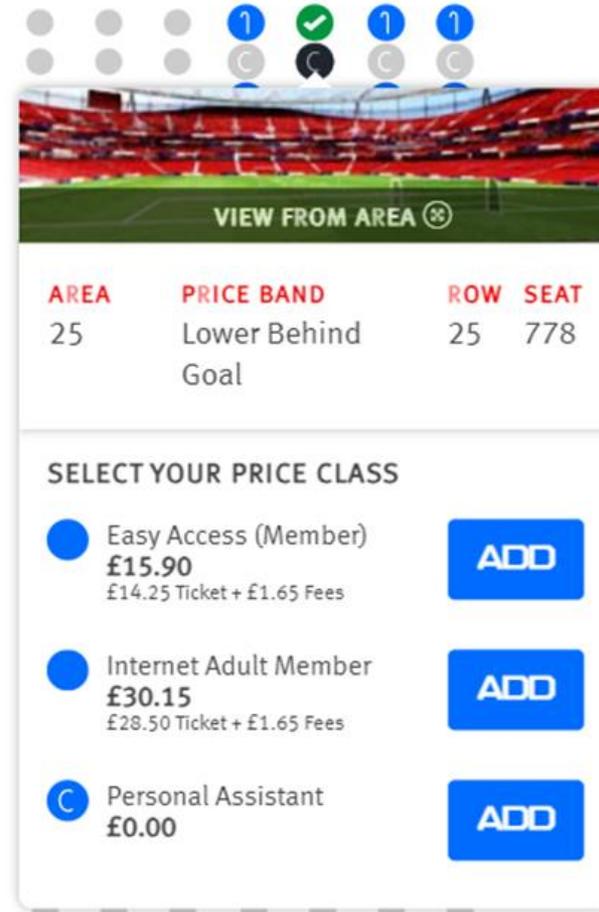
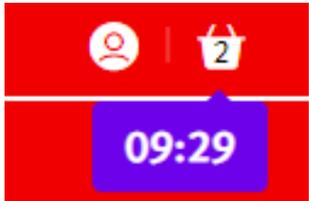
**Step 7:** Once you have selected the seat, shown with a green tick, the companion seat will show as blue with a "C" next to it



# DA BALLOT ONLINE

**Step 8** : Select this companion seat and select your price class, which will be Personal Assistant.

The seat will then be added to your basket, which you will need to click on in the top right of your screen (basket logo)



The screenshot shows a mobile app interface for selecting a seat. At the top, there are several circular icons: a grey one with a blue '1', a green one with a white checkmark, a grey one with a blue '1', and a grey one with a blue '1'. Below these is a photograph of a stadium with red seats. Under the photo, it says 'VIEW FROM AREA' with a magnifying glass icon. Below that is a table with the following data:

| AREA | PRICE BAND        | ROW | SEAT |
|------|-------------------|-----|------|
| 25   | Lower Behind Goal | 25  | 778  |

Below the table is a section titled 'SELECT YOUR PRICE CLASS' with three options, each with a blue 'ADD' button:

- Easy Access (Member)  
£15.90  
£14.25 Ticket + £1.65 Fees
- Internet Adult Member  
£30.15  
£28.50 Ticket + £1.65 Fees
- Personal Assistant  
£0.00

# DA BALLOT ONLINE

**Step 9** : Below is an example of what your basket will look like. You need to click assign under the Personal Assistant Ticket

**Tickets To Be Purchased** £14.25

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**Arsenal v Burnley**

Block: 25  
Block: 25 Lower Tier  
Row: 25  
Seat: 777

Price Class (See below for details): Easy Access (Member) £14.25

Member: **Mr Test**

Stadium Viewer - select your block, row and seat  Reassign

Remove Seat £14.25

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**Arsenal v Burnley**

Block: 25  
Block: 25 Lower Tier  
Row: 25  
Seat: 778

Price Class (See below for details): Personal Assistant £0.00

Member: **- Add Member -**

Stadium Viewer - select your block, row and seat  Assign

Remove Seat £0.00

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**Subtotal: £14.25**

# DA BALLOT ONLINE

**Step 10:** Here you assign your companion by clicking on the relevant membership

The screenshot shows a web interface for assigning a ticket. At the top, there is a search bar labeled "Search your network". Below it, the text "Assign ticket to..." is displayed. A large, empty white rectangular area with a vertical scrollbar on the right side is intended for a list of members. At the bottom of this area, a blue horizontal bar is highlighted, containing a person icon and the text "Companion 1". Below the list area, there is a button labeled "Add Or Register A New Member" with a downward-pointing chevron icon.

# DA BALLOT ONLINE

**Step 11:** Now you need to scroll down and click “Proceed to Checkout” at bottom of the basket screen

**Tickets To Be Purchased** £14.25 ^

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**Arsenal v Burnley**

Block: 25  
Block: 25 Lower Tier  
Row: 25  
Seat: 777

Price Class (See below for details): Easy Access (Member) £14.25 v

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Member: **Mr Test Test - Easy Access (4403885)**

 Stadium Viewer - select your block, row and seat       Reassign

 Remove Seat £14.25

---

**Arsenal v Burnley**

Block: 25  
Block: 25 Lower Tier  
Row: 25  
Seat: 778

Price Class (See below for details): Personal Assistant £0.00 v

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Member: **Companion 1 - 4403885 (4635865)**

 Stadium Viewer - select your block, row and seat       Reassign

 Remove Seat £0.00

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**Subtotal: £14.25**

**PROCEED TO CHECKOUT**

# DA BALLOT ONLINE

**Step 12:** Tick Debit/Credit card and input all your payment details requested and review order and complete.

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Basket Payment Review Confirmation

## SELECT PAYMENT METHOD

 2 items - £14.25 

### HOW WOULD YOU LIKE TO PAY?

Debit/Credit card

Due to the new PSD2 security regulations and to avoid payment failure, please ensure your account information is correct and your address and contact details match those registered to your card

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#### ORDER SUMMARY

|               |               |
|---------------|---------------|
| Booking Fee:  | £1.65         |
| <b>Total:</b> | <b>£15.90</b> |

[REVIEW ORDER](#)

# DA BALLOT ONLINE

**Step 13:** Scroll down on the final page, tick agree to terms and conditions once you have read and approve and click “Complete Purchase”

## TERMS & CONDITIONS

- Please tick to confirm that you have read, understood and agree to the **Terms & Conditions** of The Arsenal Football Club Limited that are applicable to your purchase.

If your purchase includes a ticket to an Arsenal Women's Super League match (home or away) and you use a valid Mastercard for the purchase, then you shall be entered into a prize draw for a chance to win a variety of prizes (one entry per eligible ticket purchased, must be aged 18+ and resident in Great Britain, competition closes on 15 May 2024 at 12pm (UK time)). For information on the prize draw and the terms and conditions that apply, please go to <https://www.arsenal.com/news/mastercard-ticket-incentive>. For information about how we process your personal data see our Privacy Policy at <https://www.arsenal.com/privacy-policy>.

By clicking Complete Transaction, your booking will be submitted and your payment will be processed.

Your contract with us starts once [we've confirmed your purchase/your payment has been processed] and expires immediately after the completion of the event for which you purchased the ticket(s).

By clicking "Complete Purchase" you agree to our Terms and Conditions and to the Event Partner(s) contacting you by email or other means about information that may interest you.

**WARNING:** Your card maybe eligible or enrolled in Verified by Visa or MasterCard SecureCode payer authentication programs. After clicking the " Complete Transaction" button, your Card Issuer may prompt you for your payer authentication password to complete your transaction.

[< Return to Payment](#)

**COMPLETE PURCHASE**