



***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

4403885

PASSWORD

••••••••



LOGIN

[Forgot your sign in details?](#)



[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](#) ▾



ARSENAL

MEMBERSHIP

2023/24

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.

[JOIN NOW →](#)

DA BALLOT ONLINE

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

The screenshot displays the Arsenal Online Box Office interface. At the top, a red navigation bar includes the Arsenal crest, 'ONLINE BOX OFFICE', and links for 'MATCH TICKETS', 'MEMBERSHIPS', 'HOSPITALITY', and 'INFORMATION'. A secondary bar contains logos for Adidas, Emirates, and Visit Rwanda. Below this, a banner states 'HOSPITALITY TICKETS AVAILABLE'. The main content area is titled '2 RESULTS FOR PREMIER LEAGUE'. On the left, a 'FILTER OPTIONS' sidebar allows users to select 'EVENT TYPE' (Packages, Emirates Cup, Premier League) and 'DATE' (Next 7 days, Next 30 days). The search results list two fixtures: 'ARSENAL V LEICESTER CITY' on Saturday 13 August 2022 at 15:00, and 'ARSENAL V FULHAM' on Saturday 27 August 2022 at 17:30. Each fixture card shows the Arsenal and opponent crests, the match details, and a list of membership tiers (Platinum Member, Team JG 4-11, Young Guns Age 12-16, Red Senior Citizen, Silver). A red 'FIND TICKETS' button is present for each fixture. A yellow arrow points to the 'FIND TICKETS' button for the Arsenal vs Fulham fixture.

Back to Arsenal.com Tickets

adidas emirates VISIT RWANDA

ONLINE BOX OFFICE

MATCH TICKETS MEMBERSHIPS HOSPITALITY INFORMATION

HOSPITALITY TICKETS AVAILABLE

2 RESULTS FOR PREMIER LEAGUE

FILTER OPTIONS **RESET**

EVENT TYPE

- ☐ Packages
- ☐ Emirates Cup
- ☒ Premier League

DATE

- ☐ Next 7 days
- ☐ Next 30 days

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

DISABILITY SALES Find Tickets

ARSENAL V FULHAM
Sat 27 August 2022, 17:30
Emirates Stadium



TICKETS **FIND TICKETS**

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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 seating. The top navigation bar is red with the Arsenal crest and a menu icon. Below it, the match details are shown: "ARSENAL V BURNLEY" on "Sat 11 November 2023, 15:00 • Emirates Stadium". A button for "Accessible Tickets" is visible. The main content area is divided into two sections: "Accessability Seats" and "Standard Seats". The "Accessability Seats" section is active, showing "CHOOSE YOUR ACCESSIBLE TICKET PREFERENCES". Under "YOUR TICKET TYPE", there are two options: "Ambulant/Easy Access" (selected with a blue circle and the number 1) and "Personal Assistant" (with a blue circle and the number 0). Below this, the "CHOOSE BY AREA" section shows "23 Results" and a "Filter by Price Band" dropdown set to "All". A search bar labeled "Search by Area name" is also present. The bottom of the left sidebar shows a preview of the "25 | Family Enclosure" with a price of "from £12.65". The right side of the interface features a large, circular stadium seating chart. The chart is divided into sections, with some sections highlighted in blue to indicate available accessibility seating. The sections are numbered, and the chart is labeled "NORTH BANK" and "CLOCK END". A legend at the top of the chart indicates the status of the seating: "Available" (blue circle), "Available (Not matching filters)" (light blue circle), "EAST STAND" (grey circle), "Ambulant/Easy Access" (blue circle with a person icon), and "Personal Assistant" (blue circle with a person icon).

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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  1 


 Personal Assistant  1 

CHOOSE BY AREA

23 Results Price: Low to High ▾


Filter by Price Band All ▾

Q Search by Area name




3 | Lower Wing
from £15.90

>



4 | Lower Corner
from £15.90

>



5 | Lower Corner

>

 Available  Available (Not matching filters)  Not available  Ambulant/Easy Access  Personal Assistant ⓘ



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

The screenshot displays a web interface for selecting a seat and price class. At the top, there are five circular indicators: the first three are grey, and the fourth and fifth are blue with a white '1' inside. Below these is a header image of a stadium with the text 'VIEW FROM AREA' and a small icon. A table below the header shows the selected area and price band. Below the table is a section titled 'SELECT YOUR PRICE CLASS' with three options, each with a blue 'ADD' button. At the bottom, there is a section titled 'Seat Information' with a sub-header 'Ambulant/Easy Access Seating'.

AREA	PRICE BAND	ROW	SEAT
25	Lower Behind Goal	24	777

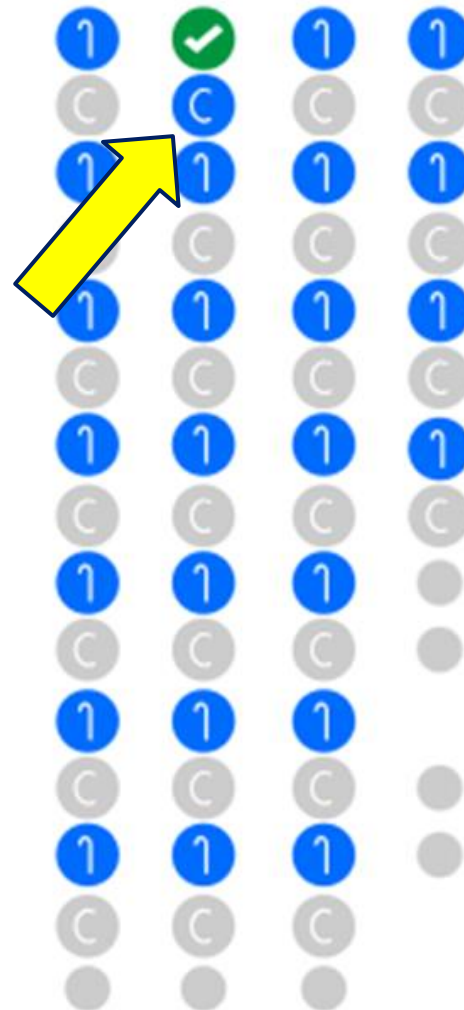
SELECT YOUR PRICE CLASS

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

Seat Information
Ambulant/Easy Access Seating

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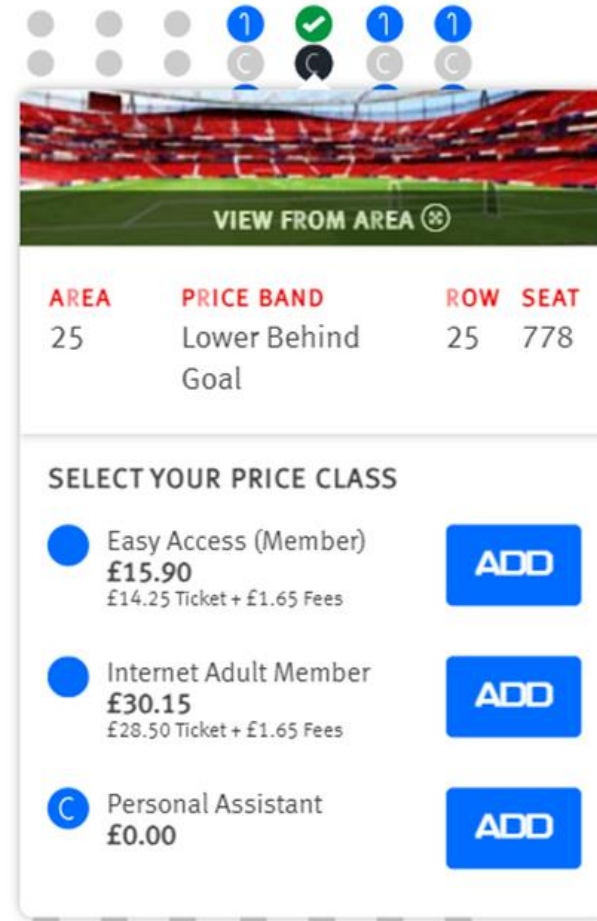
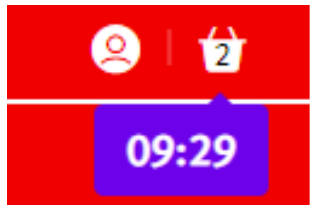
Step 7: Once you have selected the seat, shown with a green tick, the companion seat will show as blue with a “C” next to it



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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)



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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

Arsenal v Burnley

Block: 25

Block: 25 Lower Tier

Row: 25

Seat: 777

Stadium Viewer - select your block, row and seat

Price Class (See below for details):

Easy Access (Member) £14.25

Member: Mr Test

Reassign

Remove Seat

£14.25

Arsenal v Burnley

Block: 25

Block: 25 Lower Tier

Row: 25

Seat: 778

Stadium Viewer - select your block, row and seat

Price Class (See below for details):

Personal Assistant £0.00

Member: - Add Member -

Assign

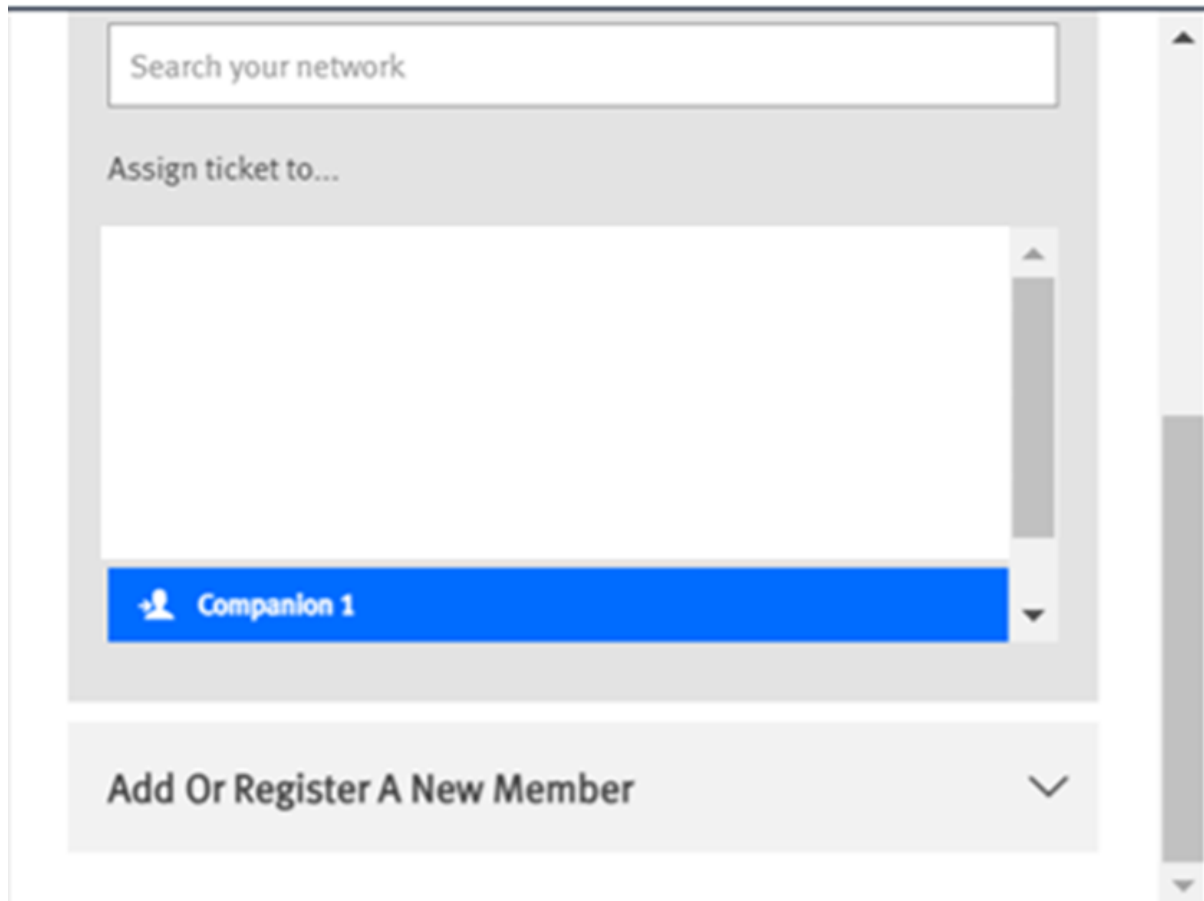
Remove Seat

£0.00

Subtotal: £14.25

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



The screenshot displays a web interface for assigning a ticket. At the top, there is a search bar labeled "Search your network". Below this is a section titled "Assign ticket to..." which contains a large, empty rectangular area with a vertical scrollbar on the right. At the bottom of this section, a blue button with a person icon and the text "Companion 1" is visible. Below the "Assign ticket to..." section is a button labeled "Add Or Register A New Member" with a downward-pointing chevron icon.

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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

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 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

Member: Companion 1 - 4403885 (4635865)

Stadium Viewer - select your block, row and seat

Reassign

Remove Seat


£0.00


Subtotal: £14.25


PROCEED TO CHECKOUT


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

 Basket

 Payment

 Review

 Confirmation

☐ Debit/Credit card

REVIEW ORDER

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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