S-E-T-T Ticket Shop

Step-by-step guide for travel agencies

Booking sport & event tickets through the S-E-T-T Hub — from login to purchase on invoice.

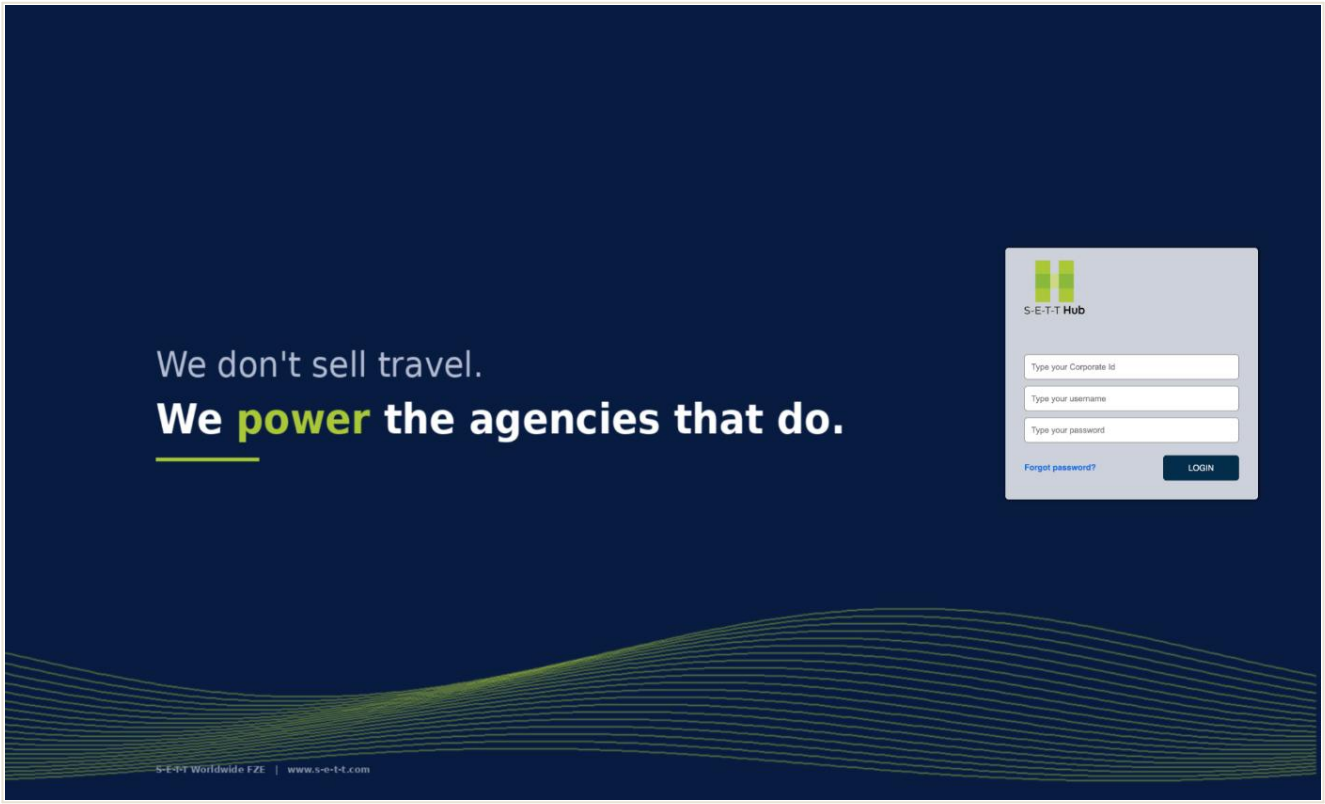
The essentials at a glance

1. Log in to the S-E-T-T Hub (booking.s-e-t-t.com) — the same platform where you book hotels, transfers and activities.
2. On the start page, click the **“Open Ticket Shop”** button — you are automatically signed in as your agency.
3. Search the event, pick a category, add tickets to the cart.
4. Pay by credit card — or **on invoice** if your agency is approved.

Questions? support@s-e-t-t.com · tickets@s-e-t-t.com · AT +43 720 022 700 · DE +49 8131 385 3978 · Int +45 32 330 082

Step 1 · Log in to the S-E-T-T Hub

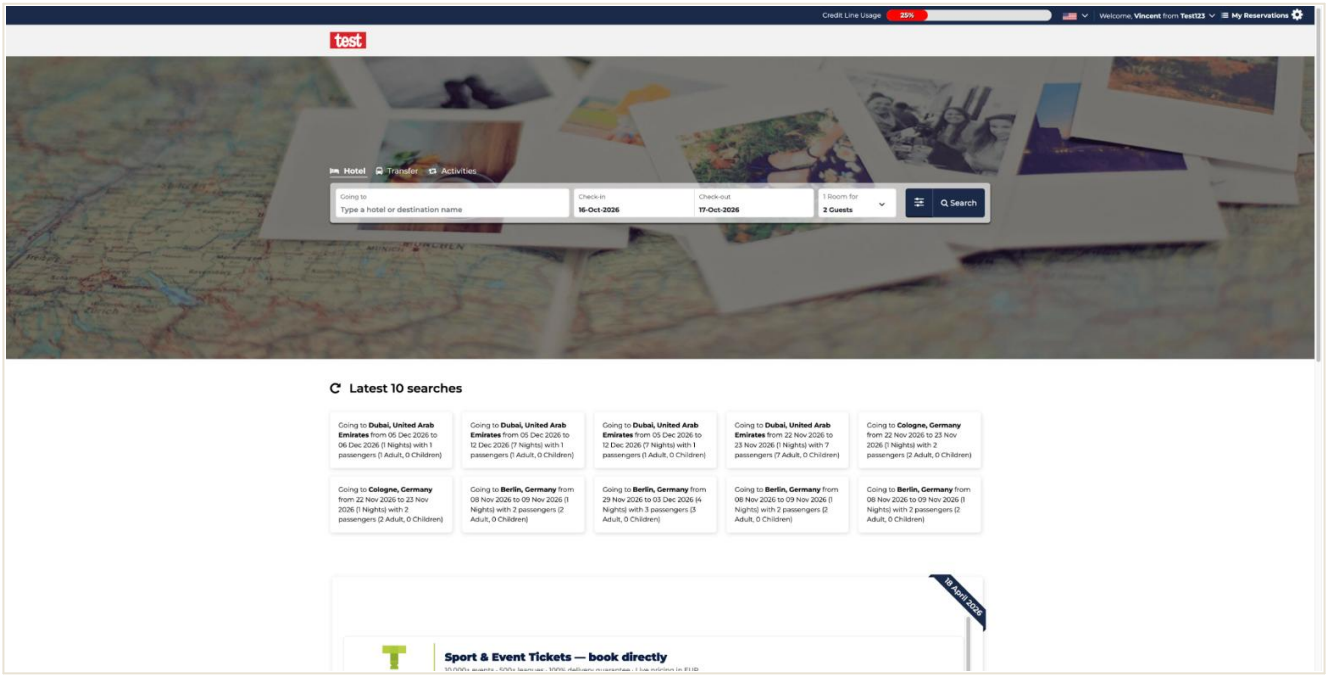
Sign in to the S-E-T-T Hub as usual: **booking.s-e-t-t.com**. This is the same platform where you book your hotels, transfers and activities. Enter your **Corporate Id**, your **username** and your **password** and click LOGIN.



> Forgot your credentials? Use “Forgot password?” on the login page or write to support@s-e-t-t.com.

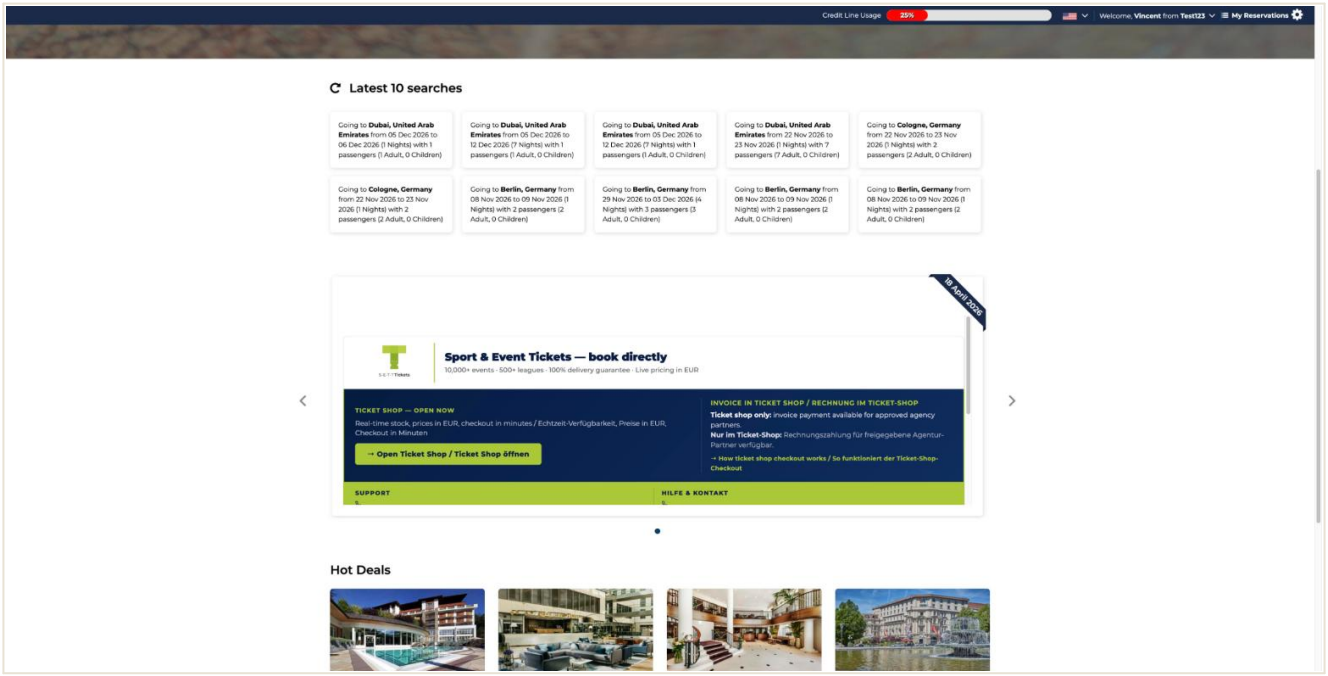
Step 2 · From the start page to the Ticket Shop

After logging in you land on the Hub start page with the hotel search. Scroll down a little: there you will find the tile **“Sport & Event Tickets — book directly”**.



Step 2a · The Ticket Shop tile

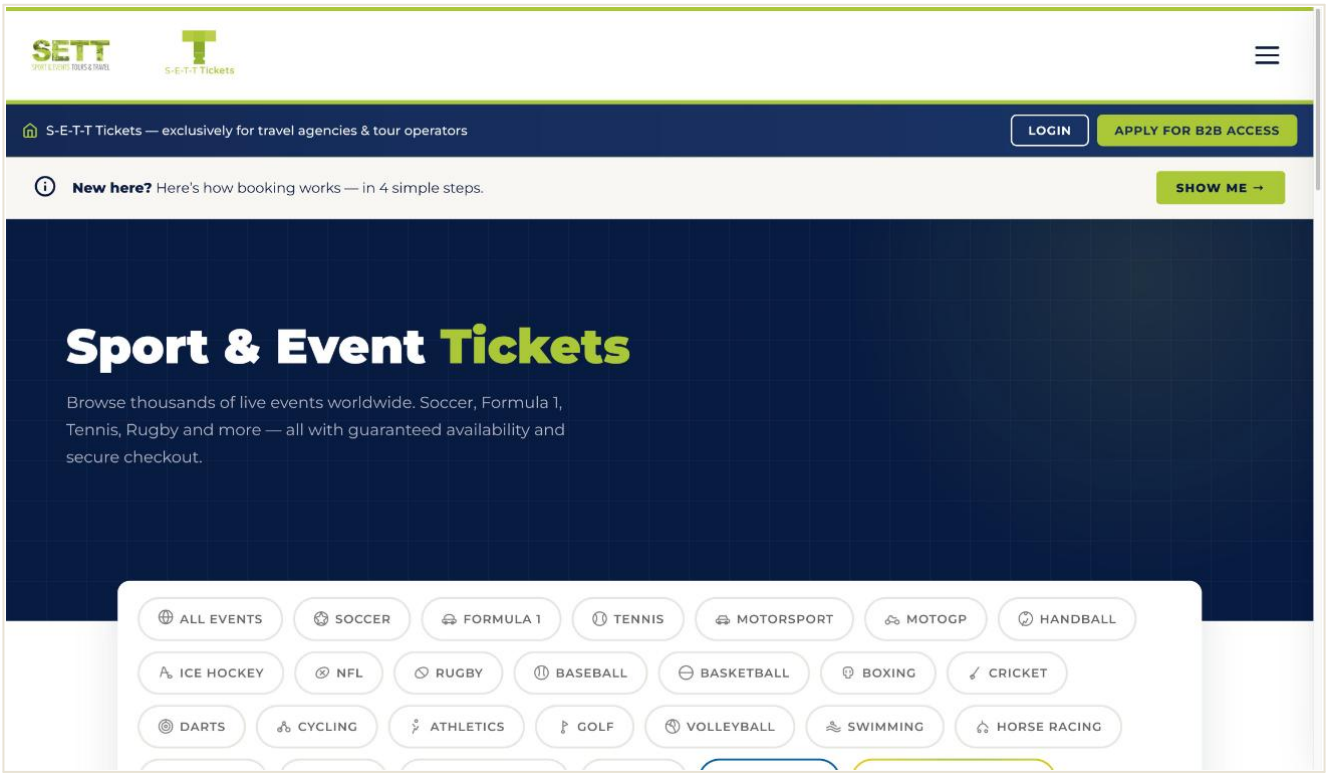
Click the green button **“→ Open Ticket Shop”**. The Ticket Shop opens in a new tab — you are **automatically signed in with your agency**; no second login is needed.



> **Invoice in the Ticket Shop:** the tile already says it — for approved agency partners, payment on invoice is available in the Ticket Shop.

Step 3 · The Ticket Shop

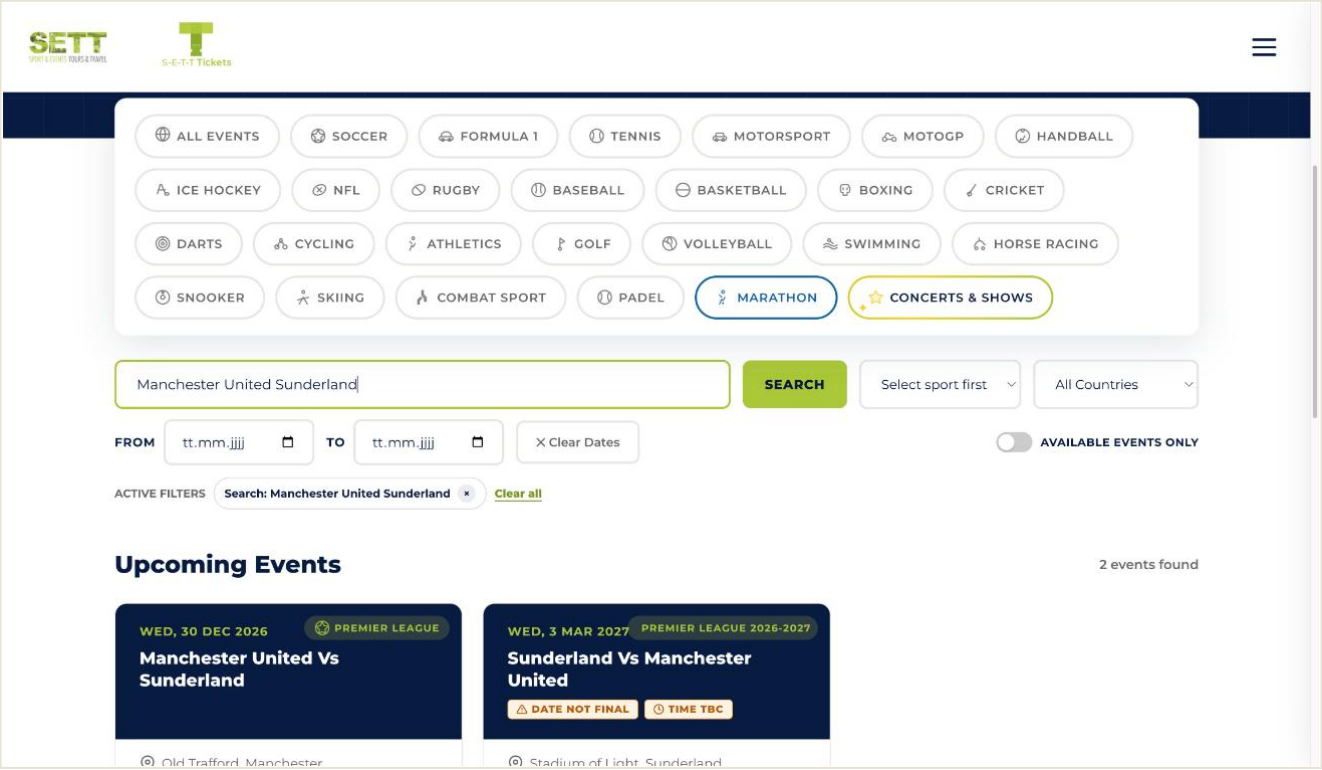
In the shop you see your login at the top right (“Signed in as [your agency]”) and — if your agency is approved for it — the golden badge **“INVOICE AVAILABLE”**. 13,000+ events are available: football, Formula 1, tennis, NFL, marathons — and via the category **“Concerts & Shows”** all concerts, musicals and festivals too.



Finding concerts: click the “Concerts & Shows” category chip or simply type the artist into the search field.

Step 4 · Search for an event

Type the team, artist, event or city into the search field and click **SEARCH**. You can additionally filter by sport, country and date range. In the example: **Manchester United vs Sunderland** on 30 Dec 2026 at Old Trafford.



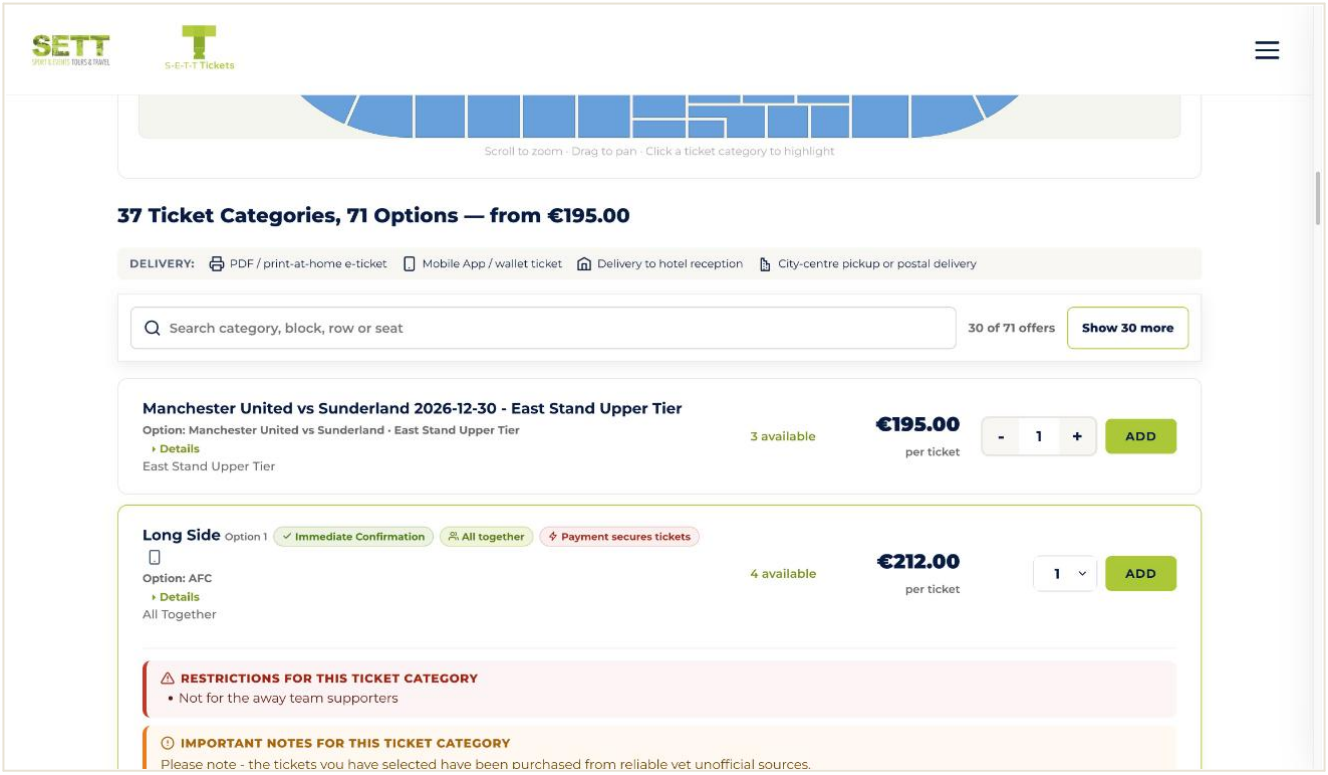
> The **“Only available events”** switch hides everything that is not currently bookable.

Step 5 · Ticket categories & delivery types

On the event page you see the stadium map and below it all ticket categories with price and availability. Above the list, the **DELIVERY** row shows the legend with the four possible delivery types:

The four delivery types (legend above the ticket list):
- **PDF / print-at-home e-ticket** — the ticket arrives as a PDF by e-mail.
- **Mobile app / wallet ticket** — digital ticket for the smartphone (e.g. Wallet).
- **Delivery to the hotel reception** — tickets are delivered to the customer's hotel.
- **City-centre pickup or postal delivery** — local pickup point or shipping by post.

The icon next to each ticket option shows which delivery type applies.



Step 6 · How many seats are together?

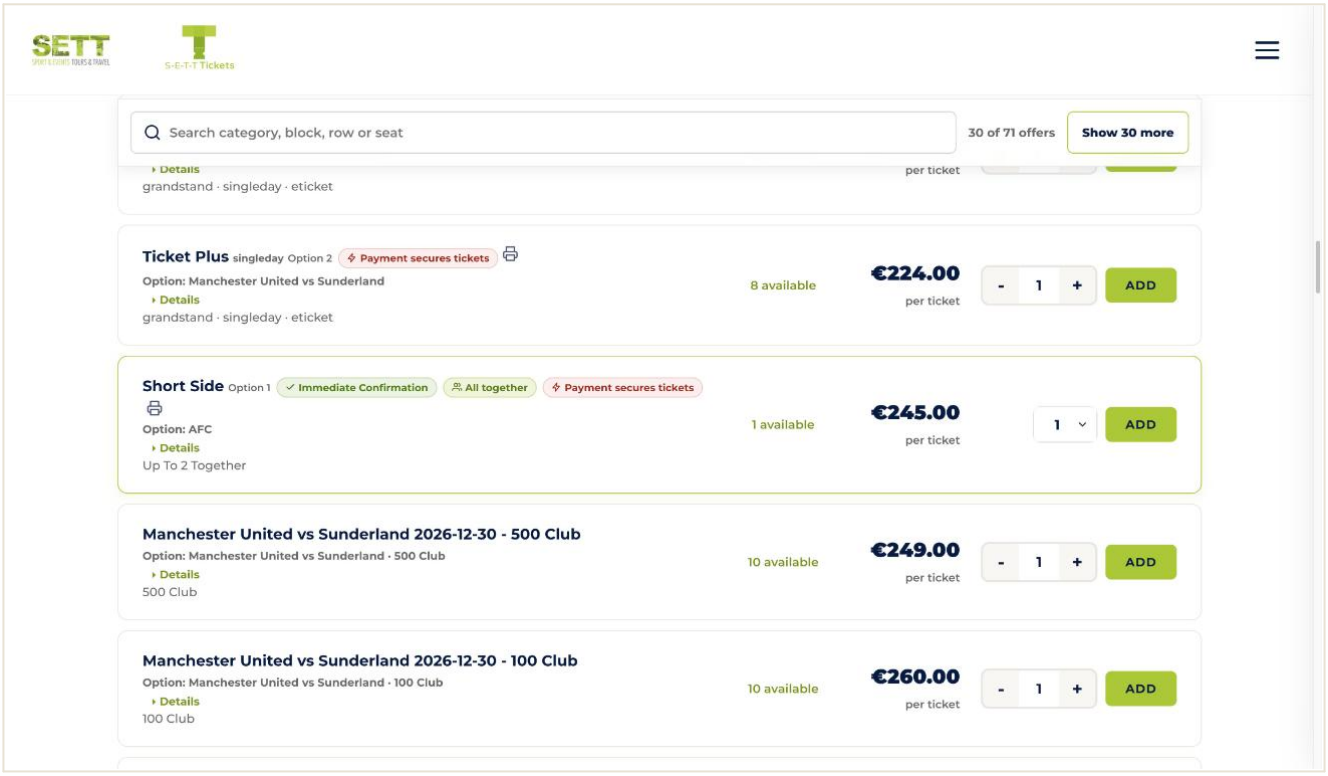
Every option states how the seats relate to each other — directly under or next to the category:

The “together” labels:

- **All Together** — all ordered seats are next to each other.
- **Up To 2 Together** — a maximum of 2 seats guaranteed side by side (with 4 tickets: 2×2).
- **Up To 3 / Up To 4 Together** — likewise a maximum of 3 or 4 seats side by side.
- **Single Seat(s) — not together** — seats may be spread out.

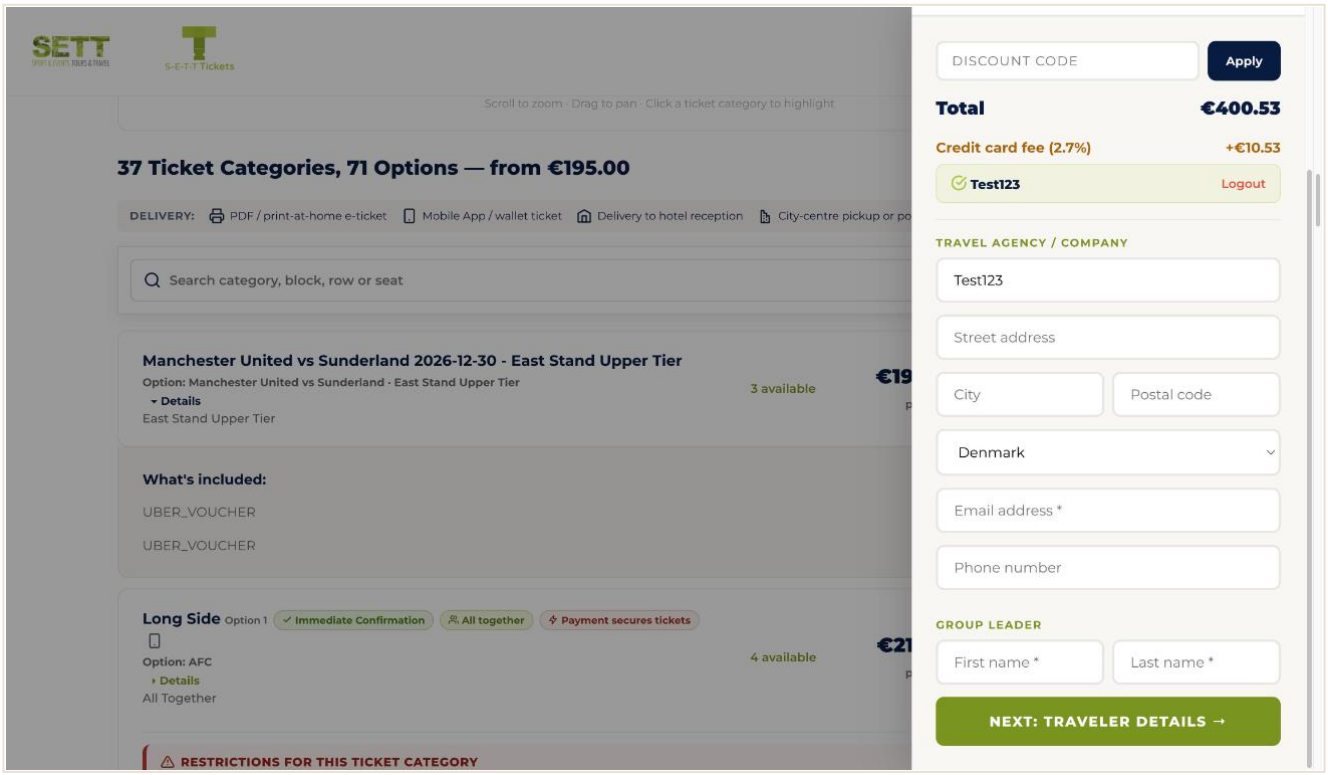
The status badges:

- **Instantly confirmed** — the booking becomes final immediately.
- **On request** — availability is confirmed after the order.
- **Payment secures tickets** — tickets are only firmly reserved once payment is received.
- **“X available”** — the quantity of this option currently bookable.



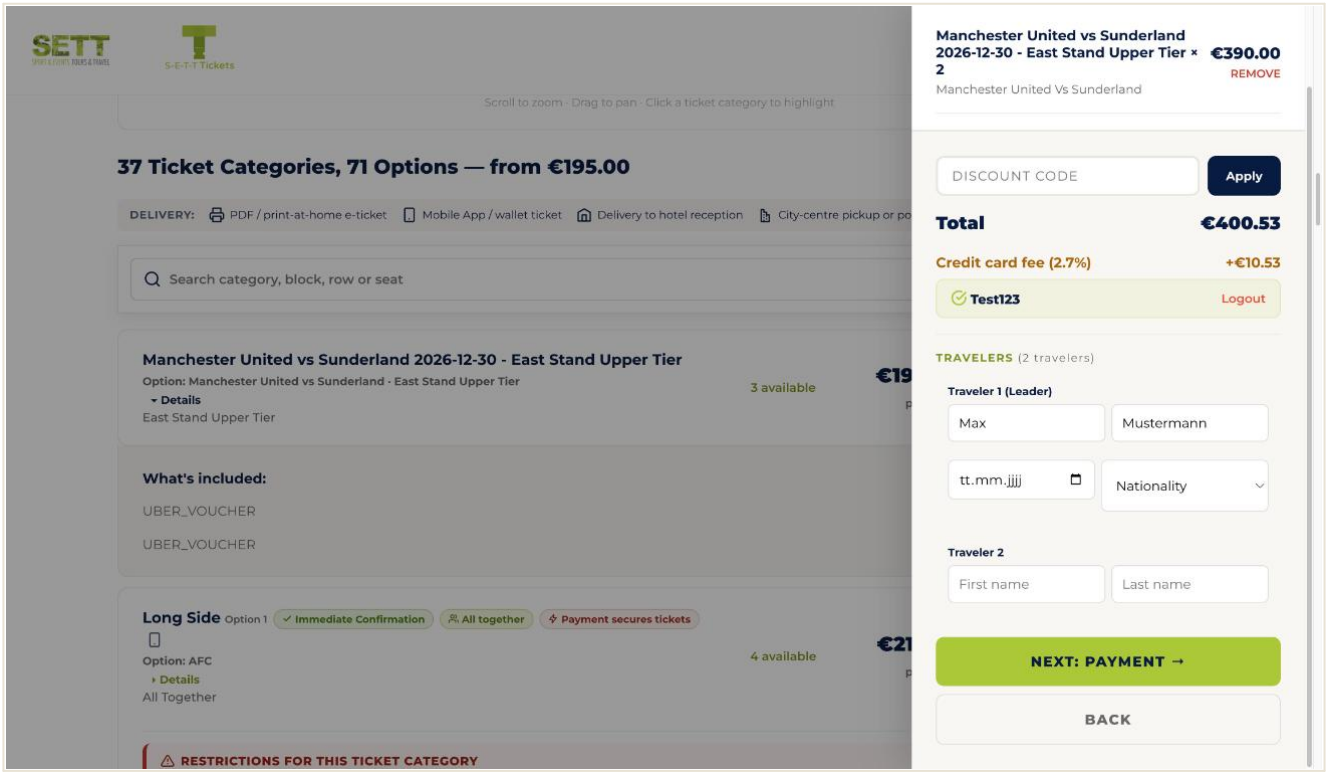
Step 7 · Choose the quantity and add to cart

Set the **quantity** for the desired category (+/– or dropdown) and click **SELECT**. The cart opens on the right: check the item; below it you see the **total amount** and the credit-card fee (2.7 %), which only applies to card payment. Your agency is already filled in — add the address, the **e-mail address** and the **group leader** (first/last name), then **NEXT: TRAVELERS**.



Step 8 · Enter the travelers

Enter the traveler's name for each ticket (Traveler 1 = group leader, already pre-filled). Then **NEXT: PAYMENT**.



Step 9 · Payment: credit card or on invoice

In the final step you choose the payment type:

Credit card — total amount plus a 2.7 % card fee, tickets are secured immediately.

Purchase on invoice — available for agencies approved as S-E-T-T partners (recognisable by the **"INVOICE AVAILABLE"** badge at the top of the shop). No card fee — you receive the invoice by e-mail. Not approved yet? A short e-mail to **tickets@s-e-t-t.com** is enough.

After completion you receive the **booking confirmation by e-mail**; the tickets follow according to the delivery type (see step 5).

Help & contact

General questions: support@s-e-t-t.com · AT +43 (0)720 022 700 · DE +49 (0)8131 385 3978 · Int +45 32 330 082
Sport & concert tickets: tickets@s-e-t-t.com
Your contact in Austria: Alex Ebner · alex@s-e-t-t.com · +43 (0)660 558 6738