

GUIDE TO ACCESSING AND MANAGING YOUR RACE TICKETS

A brand-new mobile ticket system will be implemented for the upcoming Formula 1 Singapore Airlines Singapore Grand Prix 2025, featuring enhanced security and greater convenience.

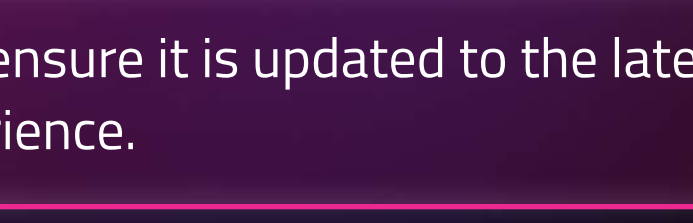
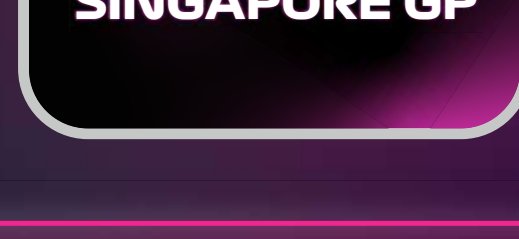
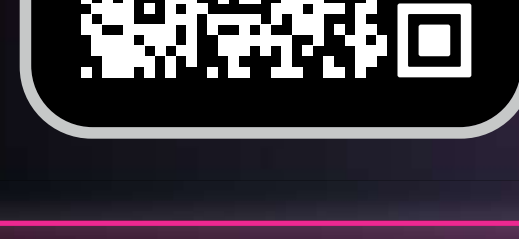
Ticketholders who purchase **general tickets** (Grandstand*, Walkabout and Wheelchair Accessible) via singaporegp.sg and our official hotline must use the **Singapore GP app** to access the mobile ticket.

* Excludes Super Pit Grandstand tickets

STEP 1

Download the Singapore GP app

Search for the Singapore GP app on the Apple App Store or Google Play Store and install it on your smartphone.



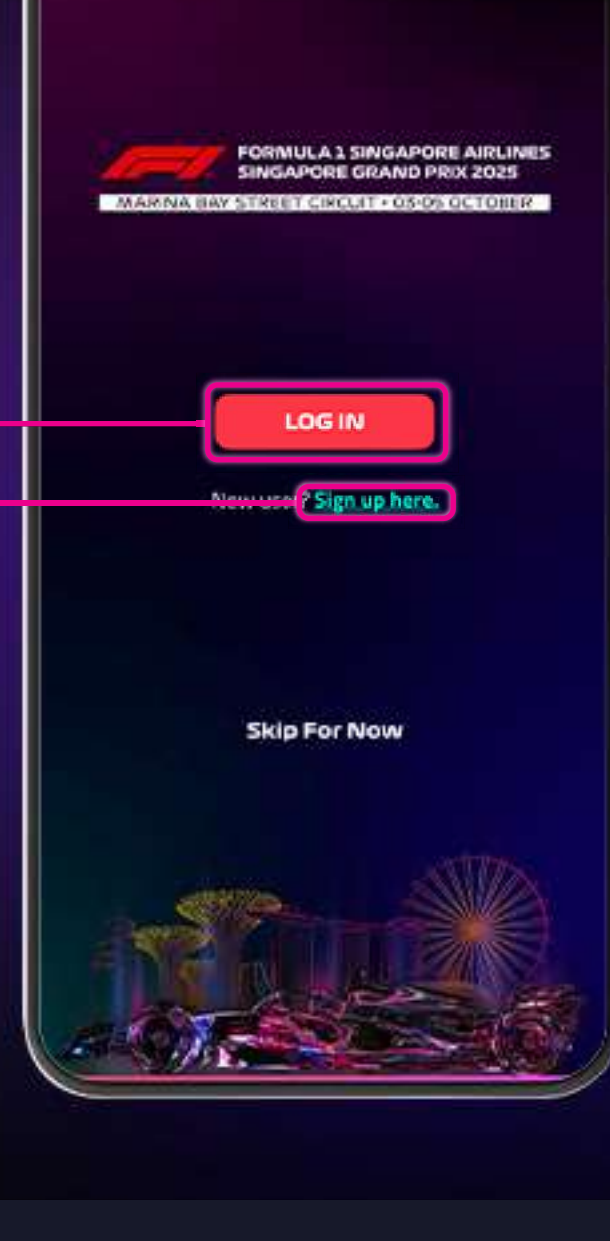
If you have previously downloaded the app, please ensure it is updated to the latest version for the best experience.

STEP 2

Log In or Register

1 Open the Singapore GP app and log in using the **email address used at the time of purchase** or ticket transfer.

2 First-time users must create an account with the same email address used to purchase tickets or email address used to receive tickets via a transfer.



3 You will receive a verification code from do_not_reply@singaporegp.sg via email. Enter the code to complete the login process.

Once logged in, you will stay signed in and ticket(s) can be viewed even without internet access.

TROUBLESHOOTING

Didn't receive your verification email?

- Check your spam / junk folder.
- Confirm the email address you registered is correct.
- Confirm that do_not_reply@singaporegp.sg is not blocked.

Can't find your ticket(s) after logging in?

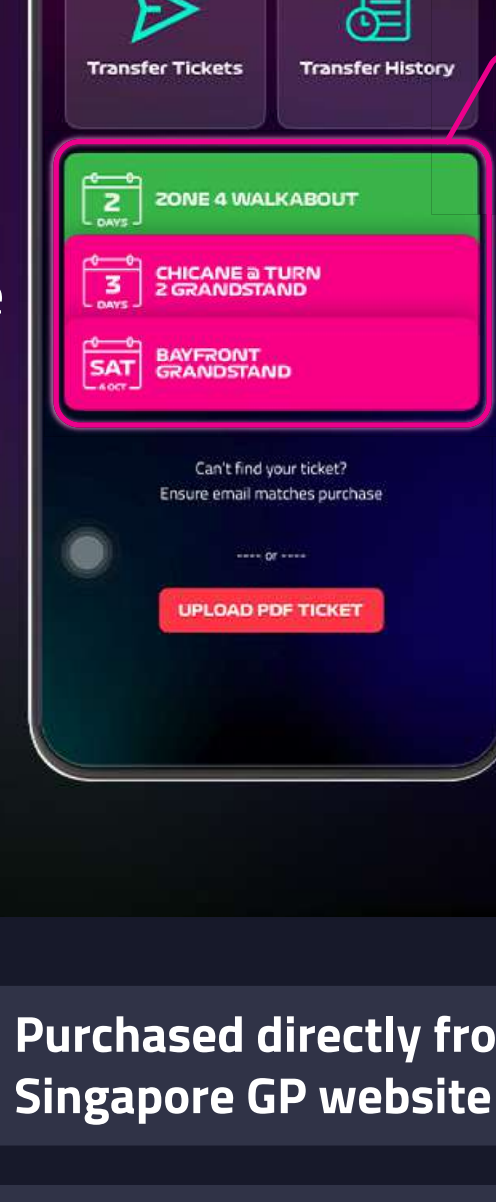
- If someone else made the purchase on your behalf, confirm that they used your email address.
- If purchased via an official reseller, please reach out to them for assistance.

STEP 3

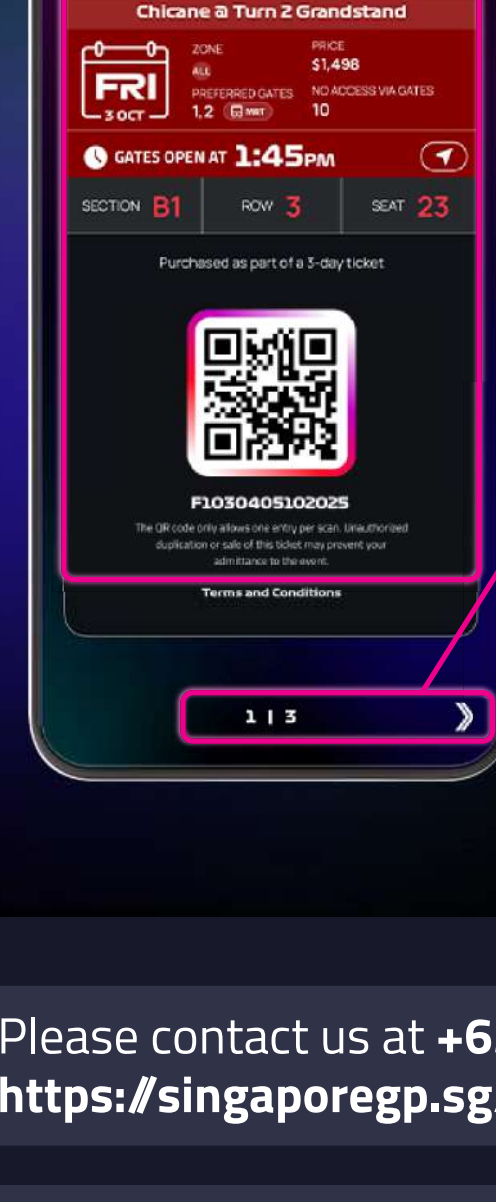
View Your Ticket(s)



1 Tap "My Tickets" on the Home screen.



2 All ticket(s) linked to your account will be listed here.



3 Tap on any ticket to view the full details, including:

- Ticket and seat information
- Venue access information
- Animated QR code for entry

4 Swipe left or right to navigate through multiple tickets.

If your tickets are not available or incomplete after logging in, please refer to the table on the right for support.

Purchased directly from Singapore GP website or hotline

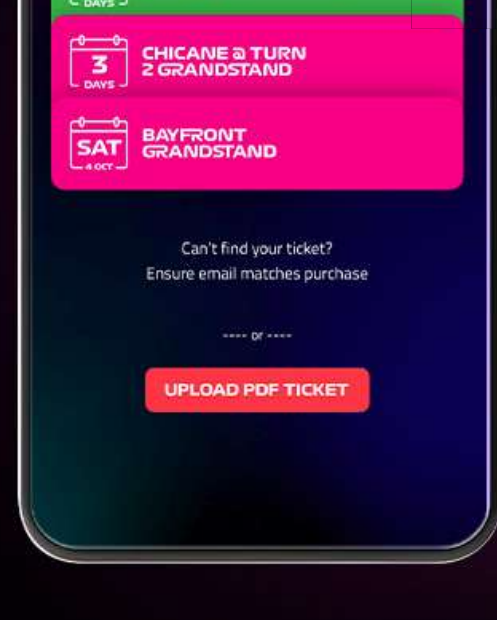
Please contact us at **+65 6229 7777** or write to <https://singaporegp.sg/en/contact-us/tickets/>

Purchased from Singapore GP's authorised official reseller

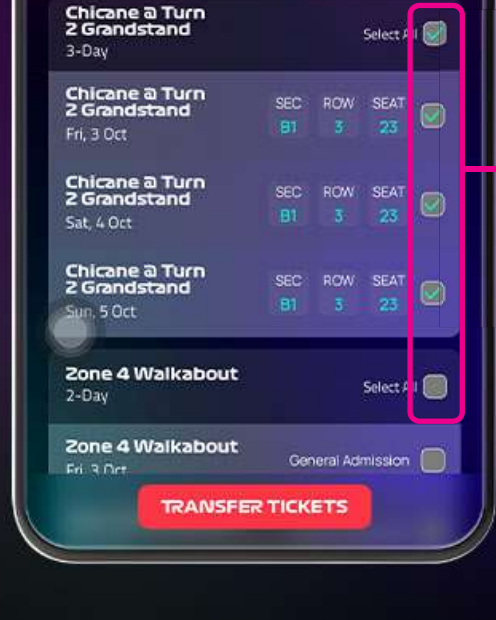
Please contact the agent directly, as they may not have distributed ticket(s) to you yet.

STEP 4

Transfer Ticket(s)

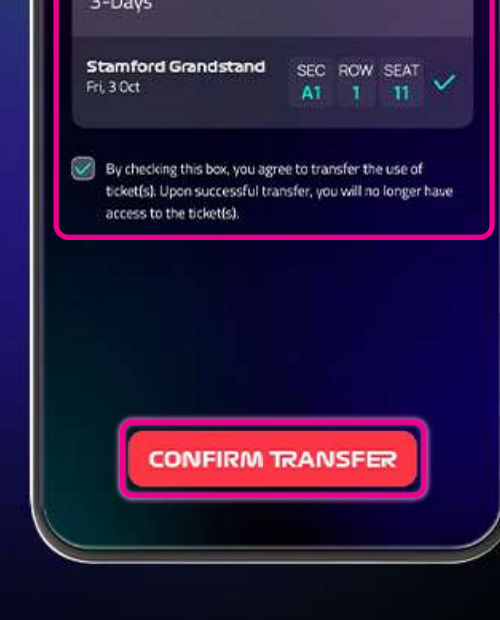


1 Go to "My Tickets" and tap "Transfer Tickets."



2 Enter the recipient's name and email address.

3 Choose the ticket(s) you want to transfer.



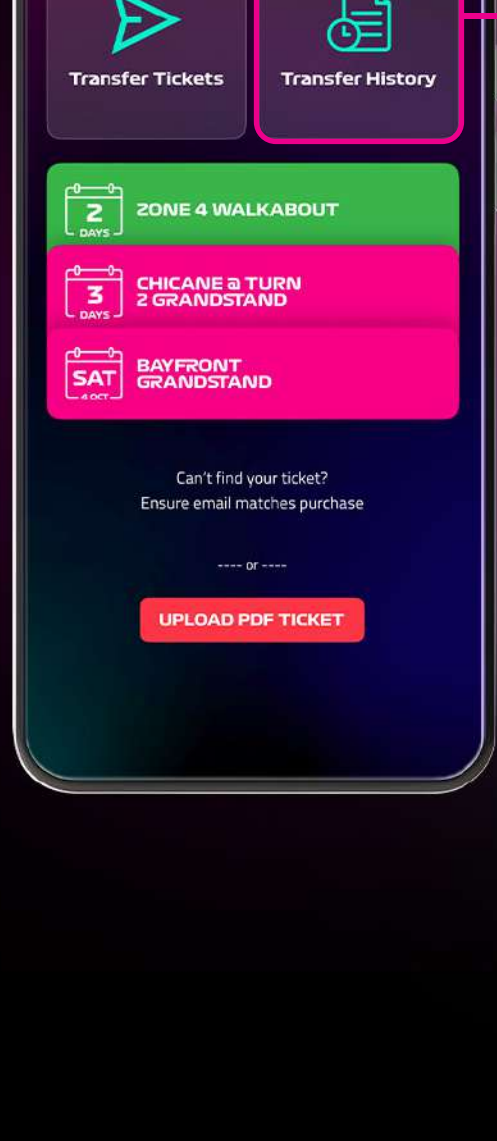
4 On the confirmation screen:

- Review the ticket(s) selected
- Agree to the transfer by checking the box
- Tap "Confirm Transfer"

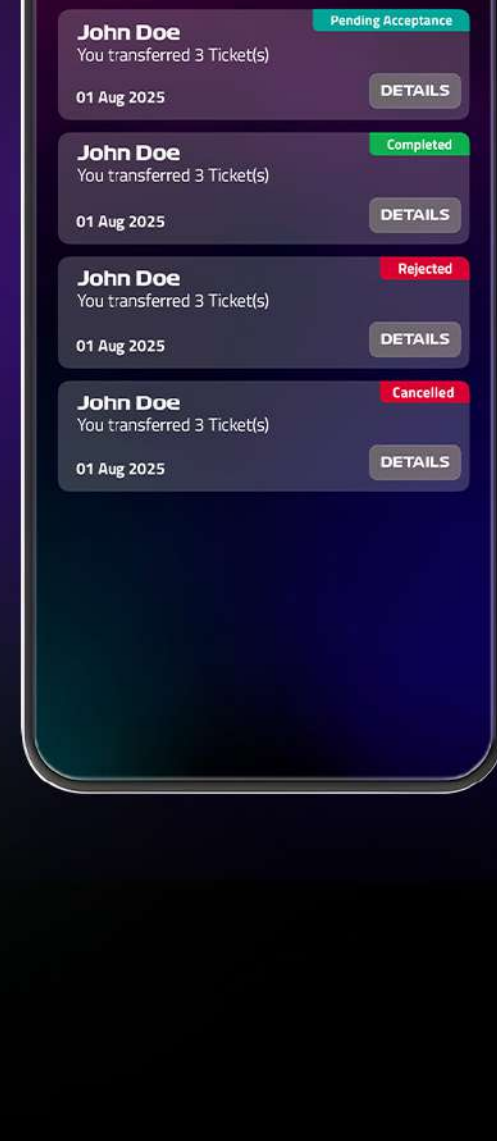
Once the transfer is accepted, the recipient becomes the new ticket holder and the sender will no longer be able to manage the ticket(s).

STEP 5

Track Your Transfer (s)



Access "Transfer History" from the My Tickets section to monitor all transfer(s).



Sent Tickets

- Pending Acceptance** Waiting for recipient to accept
- Completed** Recipient accepted
- Rejected** You cancelled the transfer
- Cancelled** before the recipient accepted
- Expired** Recipient did not accept the ticket(s) before the event

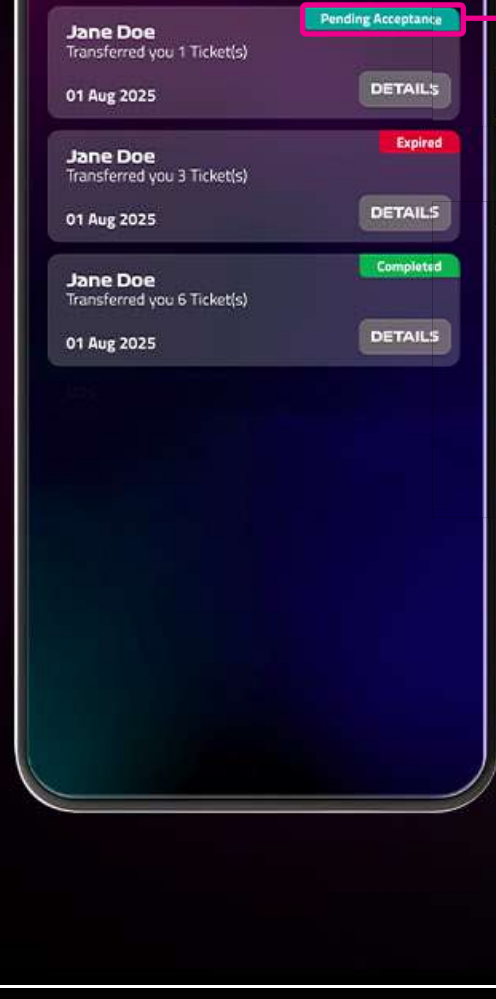
Received Tickets

- Pending Acceptance** Waiting for your acceptance
- Completed** Accepted by you
- Rejected** You rejected the transfer
- Cancelled** before you accepted the transfer
- Expired** You did not accept the tickets before the event

STEP 6

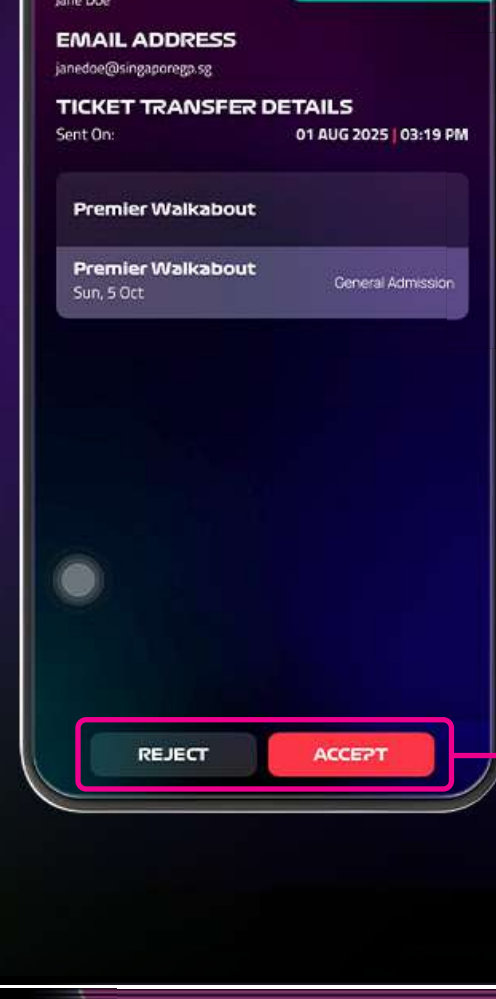
Accept Transferred Ticket (s)

If you have received ticket(s) that were purchased on your behalf or as a gift, you will need to accept the transfer in order to access and utilise the ticket(s) to enter the Circuit Park.



1 In "Transfer History", go to "Received Tickets."

2 Tap on transfer labelled "Pending Acceptance".



3 Tap "Accept" or "Reject."



4 Ticket(s) that have been accepted will appear in your My Tickets section.

OTHERS

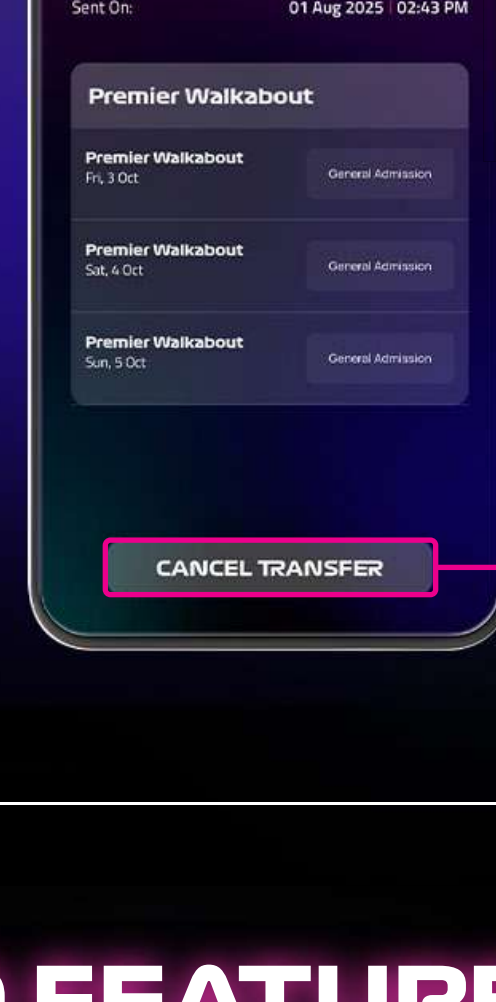
Cancel Transferred Ticket (s)

Changed your mind? You can cancel the transfer as long as they are still marked "Pending Acceptance".



1 In "Transfer History", go to "Sent Tickets".

2 Tap on transfer labelled "Pending Acceptance".



3 Tap "Cancel Transfer".

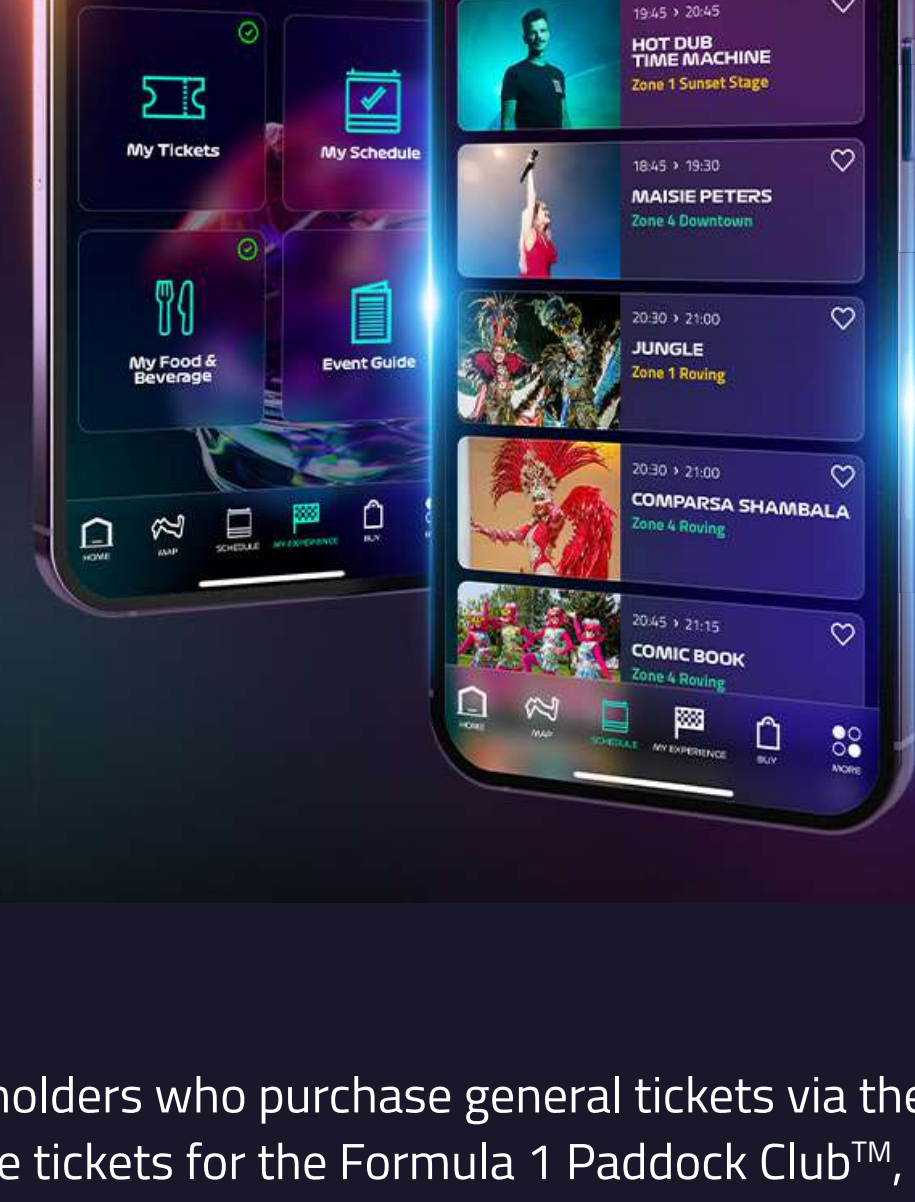
4 Ticket(s) from a cancelled transfer will be returned to "My Tickets".

THE APP ALSO FEATURES:

Interactive wayfinding **Circuit Park map**

Customisable **schedule and event alerts**

Race weekend **event guide**



Virtual try-on of Singapore GP merchandise

Curated playlist to get you revved up for the race weekend

NOTE

- Mobile tickets are only issued to ticketholders who purchase general tickets via the official hotline or website (singaporegp.sg). Patrons who purchase tickets for the Formula 1 Paddock Club™, Hospitality Suites and Super Pit Grandstand will be issued physical tickets.
- Screenshots, videos, or printed copies of mobile tickets will not be accepted at the gates.
- Purchase confirmation emails do not serve as tickets.
- For tickets purchased from our Official Resellers, please reach out to them for assistance.

Now all that's left is to count down to the
Formula 1 Singapore Airlines Singapore Grand Prix 2025.
 We look forward to welcoming you to the Marina Bay Street Circuit!