



Dear The Skating,

Happy Fall! We're six months away from the ISU World Figure Skating Championships® 2025 and we look forward to welcoming you to the city of Boston for what is sure to be an incredible event.

We've been busy with the TD Garden box office to get everyone's tickets properly confirmed, cross checked and properly accounted for by both our LOC and TD Garden. There are a lot of details and a lot of orders to review and it has taken more time than previously imagined. But we are now ready and we want everyone to start the season with their digital tickets in hand, so to speak. Starting this month, we will be reaching out to individual ticket holders by ticket type to inform them that their digital tickets are available. Our plan is for everyone to be able to access their digital tickets by the end of this month. So be sure to keep an eye out for us in your inbox! Please know all communication will come from [tickets@isuworlds2025.com](mailto:tickets@isuworlds2025.com).

As always, if you have any questions we're available to assist you at this same email, [tickets@isuworlds2025.com](mailto:tickets@isuworlds2025.com).

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## Digital Tickets

### Platforms to Access Tickets

The TD Garden Hub App and/or the TD Garden Account Manager website will be where you access your tickets. The app/site uses a single sign-on shared with your [ticketmaster.com](https://www.ticketmaster.com) account, so if you have an existing Ticketmaster account with the email address with which you purchased your tickets, all you have to do is sign into the TD Garden Hub App or the TD Garden Account Manager with that same email and password combination.

[TD Garden Hub App](#)  
[TD Garden Account Manager](#)

Please be aware that your tickets will not be directly available via the Ticketmaster App or [ticketmaster.com](https://www.ticketmaster.com).

### Mobile Tickets

Mobile tickets are the default distribution method. Printouts and screenshots will not be accepted at entry. For information directly from TD Garden about mobile tickets, please [click here](#). They have multiple resources, including instructions on how to use the TD Garden Hub App and TD Garden Account

Manager.

### **Accessing Tickets**

Whether you are using the TD Garden Hub App or TD Garden Account Manager, you can follow the below instructions to view your tickets.

Ticketmaster Account Email and Email Used to Purchase Tickets with LOC are the same:

Log into the TD Garden Hub App or TD Garden Account Manager using the same email/password combination.

Ticketmaster Account Email and Email Used to Purchase Tickets with LOC are different:

Create an account on TD Garden Hub App or TD Garden Account Manager with the email used to purchase tickets.

### **Number of Tickets in an All-Event Ticket Package**

All-Event ticket packages will include nine tickets, one for each competitive event and a practice pass. For those who added a ticket to the Exhibition of Champions, you will have a total of ten tickets.

### **Practice Pass**

Each All-Event ticket package will include a reusable practice pass. This will not be broken down by day, but rather be re-scanned each time upon entering the building for a practice session.

### **Delivery Delay**

Mobile ticket barcodes will not be immediately available when you receive your tickets.

### **Ticket Resale and Transfer**

Ticket holders will have the ability to both transfer and resell their tickets prior to the event. This feature will not be available until after single-session tickets go on sale. More detailed information about this will come in a future communication.

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### **Single Session On-Sale Date**

Single-session tickets will go on-sale on Friday, November 8, 2024. After this date, we will not be able to assist you with amending your order in any capacity. If you'd like to add the Exhibition of Champions to your All-Event ticket, please reach out to us before Thursday, October 31st at [tickets@isuworlds2025.com](mailto:tickets@isuworlds2025.com).

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### **Hotel**

Rooms are still available at the Sheraton Boston and The Colonnade Hotel, where we are offering a complimentary shuttle bus service to and from TD Garden, beginning Tuesday, March 25th, through the conclusion of the Gala Exhibition, Sunday, March 30th.

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## Schedule

There have been no changes to the tentative competition schedule, which can be [found here](#).

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## Prize Winner

Thanks to all who entered our summer contest! Congratulations to Sherry from Virginia who will be receiving an official Worlds 2025 picnic pack. Sherry was one of several people who correctly guessed that the United States and Germany have each hosted the World Championships thirteen times.

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## Questions/Support

If you believe there to be an issue with your order, please contact [tickets@isuworlds2025.com](mailto:tickets@isuworlds2025.com). As you purchased your tickets directly with the Local Organizing Committee, TD Garden will not be able to assist you with your specific inquiries.

The Skating Club of Boston | 750 University Avenue | Norwood, MA 02062 US

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