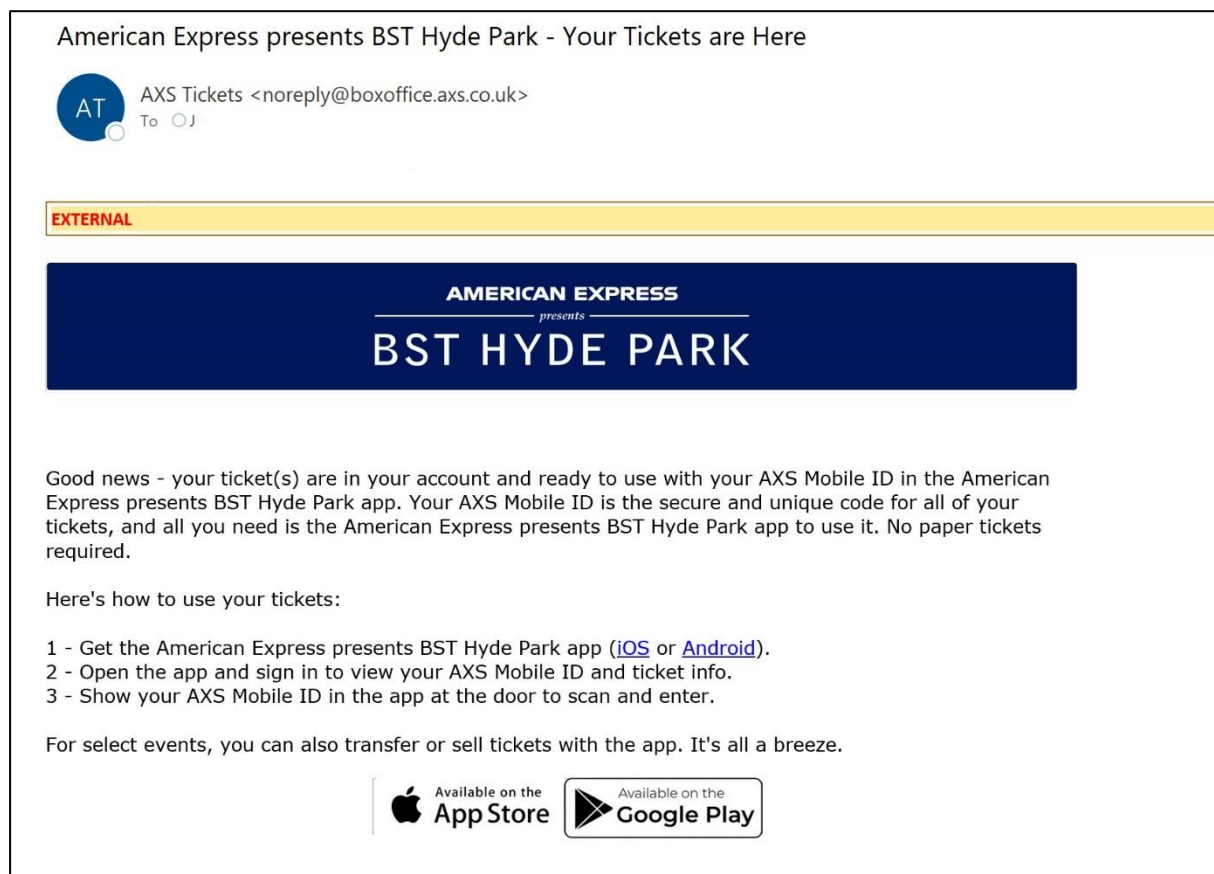




Get ready to download your tickets via AXS Mobile ID in the official American Express presents BST Hyde Park 2025.

Your AXS Mobile ID is the secure and unique QR code for all your tickets, and all you need is the BST 2025 app to use it. No paper tickets are required.

Once tickets have been sent to you, you will receive an email that looks like this.

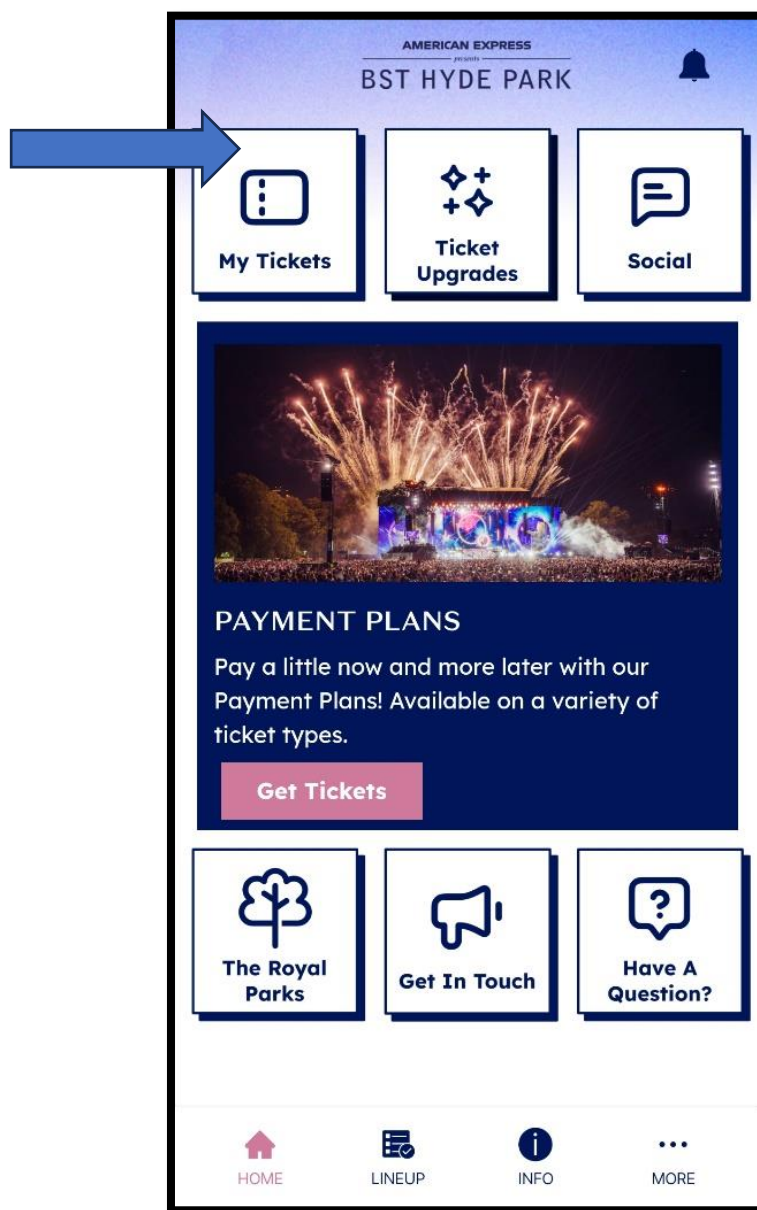


Your tickets have now been sent to your email address and can be accessed via the BST 2025 app.

Please note this email can sometimes go into your junk mail. You do not need this email to download your tickets in the app, it is simply a notification that the process has happened.

Please follow the below steps to access / transfer / use your tickets.

1. Download the American Express presents BST Hyde Park 2025 app ([iOS](#) or [Android](#)).
If you have the 2024 BST app on your phone, please delete this version of the app and install the 2025 version.
2. Open the app.
3. Select 'My Tickets'



4. Follow the prompt through 'My Tickets'
5. Sign in. Please note – **you must create an account with AXS if you do not already have one . You must use the same email address that your tickets have been sent to when creating an account.**
6. If this is the first time you have logged in – or if your account is new, you may need to verify your email address – please follow the instructions if you need to verify your email.

The screenshot shows the 'Access Your Tickets' screen in the American Express mobile app. At the top, there is a back arrow, the 'AMERICAN EXPRESS' logo, and the event name 'BST HYDE PARK'. The main heading is 'Access Your Tickets'. Below this, the section 'Verify Your Email' is displayed, followed by a message: 'Please make sure to provide us with the email you used to purchase your tickets through any of the event's authorized ticket vendors.' There is a text input field labeled 'Email'. Below the input field are two buttons: a pink button labeled 'Verify Your Email' and a dark blue button labeled 'Create an AXS Account'. At the bottom of the screen is a navigation bar with four icons: a house icon labeled 'HOME', a calendar icon labeled 'LINEUP', an information icon labeled 'INFO', and a three-dot menu icon labeled 'MORE'.

7. Once your email has been verified you will be able go through to 'Your Tickets.'
8. It may request you to log in again – please do this if prompted.
9. This page has all your upcoming events, alongside the number of tickets you have for each event.
10. If you click onto the event, you will be able to QR codes for your ticket(s).

Should you wish to transfer any of your tickets to another person, click 'transfer' and follow the instructions. You can transfer multiple tickets in one transaction.

×

Your Events

⋮

Upcoming


Transferred

Past

Last updated just now

↻ REFRESH

Don't See Your Tickets? [Learn More](#)




FRI 6 Jun 2025 - 15:00 BST | Victoria Park

Massive Attack - LIDO

Festival Victoria Park, Lond...

1 Ticket




FRI 11 Jul 2025 | Hyde Park

neil young and the chrome

hearts - BST Hyde Park - 11th...

1 Ticket



FRI 22 Aug 2025 - 15:00 BST | Victoria Park

Barry Can't Swim - All Points

East Festival, Victoria Park -...

1 Ticket

Additional help:

[Creating an AXS Account.](#)

[Verifying your email address](#)

[Transferring tickets via the app](#)

[AXS Support](#)