

# Ed Sheeran

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### European Frequently Asked Questions (FAQs)

**In the run up to putting a tour on sale we get asked lots of questions relating to the shows and ticket sales. We've put together this handy guide to help you navigate your way through the process. We are working hard to do everything we can to make sure that tickets only end up in the hands of genuine fans.**

#### **How can I buy tickets?**

The Promoters of Ed Sheeran are committed to combating unethical secondary ticketing and resale.

For the 2024 tour we will be operating nominal tickets and valid tickets will be considered ONLY those sold via our approved ticket outlet which is Ticketmaster Cyprus ([www.Ticketmaster.cy](http://www.Ticketmaster.cy)).

Ticket sales are limited to a **maximum of 6 per account**.

All tickets are personal. Thus, it is needed to complete on each ticket purchased, the **Name – Surname & ID Number** of each ticket holder to have a successful order.

**All sales are final.**

**No changes or cancellation can be made.**

**No name change on a ticket after the order is completed.**

In preparation for on sales, we recommend you create an account on our approved outlets at [www.ticketmaster.cy](http://www.ticketmaster.cy) or update your existing account with all the mandatory fields.

Once the tickets have been purchased, you will receive an email confirmation within the same day as proof of purchase. **This is NOT your ticket(s).**

You will receive instructions on how to access your ticket(s) on a later time, much nearer to the shows.

#### **Where should I buy my "face value" tickets from?**

All official ticket agent websites will be listed on tour advertising and at EdSheeran.com. The official and exclusive ticketing provider for Cyprus is [Ticketmaster.cy](http://Ticketmaster.cy).

#### **When will tickets go on sale?**

10 am EET on Friday, 10<sup>th</sup> November 2023

### **How much are the “face value” tickets?**

The tickets are:

- Arena Standing 115€
- Terrace Standing 145€
- Grandstand Seated 180€.

All tickets are subject to a 10% booking fee.

### **How do I arrange to buy tickets for someone requiring disabled access?**

**Customers who require either a carer to accompany them or disabled access to the shows should visit:** [How do I arrange to buy tickets for someone requiring disabled access? – Tickethour \(ticketmaster.cy\)](#)

### **What is unethical secondary ticketing and ticket resale?**

Unethical secondary ticketing is when people buy tickets at face value and then re-sell them at inflated prices via non-artist approved methods and websites, thus denying real fans the chance to buy at face value.

Ticket touts and unauthorised resellers use multiple payment cards, false identities and sophisticated computer programmes (‘bots’) to buy up large amounts of tickets which they then offer for resale at highly inflated prices.

### **How many tickets can I buy?**

There will be a **strict limit of 6 tickets** per show date per customer. This restriction is in place in order to give as many people as possible a fair chance to buy tickets.

**PLEASE NOTE** that all transactions that are detected as bot purchases, patrons creating duplicate accounts in order to purchase more than the ticket limit or any action that indicates a suspicious purchase in excess of the ticket limit will be cancelled.

### **What are the entry requirements?**

To gain access to the concert you are required to bring your ticket with a clear and undamaged barcode visible. You may be required to produce your email booking confirmation and a valid form of photo ID that matches the name on the confirmation. Accepted forms of photo ID are – Identity Card, a current driver’s licence (including provisional licence) or a current or recently expired passport (provided the picture is a good resemblance of the holder).

### **What are the age restrictions?**

All venue age restrictions are clearly displayed at the sales pages on the ticket agent websites.

**Age Limit in the Arena Standing and the Terrace Standing is 12+ years old.**

**Age Limit on the Grandstand Seated is 5+ years old.**

### **I can’t find my confirmation email?**

In the first instance please check your junk or spam folder. In busy periods confirmation emails can take up to 24 hours to arrive. If you still haven’t received confirmation, contact the customer services at the following link [I can’t find my confirmation email? – Tickethour \(ticketmaster.cy\)](#)

### **I can't access my ticket(s)?**

Please make sure your phone is fully charged or you have your printed tickets before you leave the house to avoid this situation. Of course, if something happens out of your control, please go to the box office where someone will attempt to assist you to find your order.

### **What if I lose my ticket before the show?**

Please contact the customer services email of the ticket agent you booked through or submit a request here (<https://help.ticketmaster.cy/hc/el>)

### **I can't go any more and need to sell on my ticket. What do I do?**

The reselling of any Ed Sheeran ticket is strictly forbidden.

Any Ed Sheeran ticket offered for resale elsewhere, either on or offline (including Viagogo or any other unauthorized source including all secondary ticket retail websites), will result in the entire original booking being cancelled. The original purchaser and their party will be refused admission and any other purchases they hold will also be cancelled.

### **When will we receive our tickets?**

Your ticket(s) will be delivered up to 14 days before the event. Please refer to your confirmation email for information on the delivery method.

### **Are cameras allowed?**

Professional cameras (deemed as cameras with removable lenses), video and recording equipment are strictly forbidden. Personal use cameras and smart-phone cameras are fine.

### **How early should we turn up?**

Please check ticket agent websites for door opening times and do allow yourself plenty of time to get in before the start of the show.

### **I can't get in with my tickets, it failed to scan and I've been turned away at the gates?**

Don't worry, we can try and help you. In the first instance head to the box office where someone will be able to help you work out what's gone wrong. Remember DO NOT buy a ticket from someone you don't know either in person on the street OR from an unauthorised secondary ticket website.

### **What else are you doing to combat the secondary market?**

Your ticket(s) are linked to both your account with your chosen official ticket agent. This means your ticket and the individual information you gave when you purchased are linked. If a ticket is resold in any method other than via official face-value ticket resale, you will be refused entry to the venue.