

FAQs

In the run up to putting a show on sale we get asked lots of questions relating to the show 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 unauthorised resale. To aid this fight, they have asked that the holder of the card used to purchase tickets, also known as the 'lead booker', attend the event in person.

Ticket transfer will be disabled, meaning that the whole party must arrive together with the lead booker to gain entry to the show.

The 2023 Royal Albert Hall shows will be 100% mobile with tickets sold ONLY via approved ticket outlets.

As lead booker, your mobile device will be your ticket.

Once the tickets have been purchased you will receive a simple email confirmation as proof of purchase. Please note this is NOT your ticket(s). You will receive instructions on how to access your ticket(s) nearer to the show.

Upon arrival at the show, you will be required to present your mobile device containing your ticket(s) along with a valid form of photo ID, and then you and your party will be scanned into the venue.

So where should I buy my "face value" tickets from?

All official ticket agent websites will be listed on advertising and at EdSheeran.com

Only buy tickets from the authorised websites:

www.ticketmaster.co.uk / www.Myticket.co.uk

www.royalalberthall.com

Please note the venue (www.royalalberthall.com) will only be selling hospitality tickets and a very small number of tickets returned by Royal Albert Hall members. You can also find information on the venue's restaurants and bars on the venue website.

When will they go on sale?

Pre-Sale for fans who have pre-ordered 'Autumn Variations': 9am UK Time Thursday 14th September 2023

Venue "Friends and Patrons" pre-sale: 9am UK Time Thursday 14th September 2023

General On-Sale: 9am UK Time Friday 15th September 2023

How much are the “face value” tickets?

Standard ticket prices range from £50-£150 + Booking fee + £2 restoration levy for this show.

How do I purchase DDA / Accessible tickets?

Accessible Tickets will be available online at Ticketmaster both on the album pre-order pre-sale and the general on sale. The venue will not be selling accessible tickets for this show.

There will be options to buy the following accessible tickets. These numbers are limited by the capacity of the venue:

- Wheelchair Access tickets
- Ambulant/Sight Impaired/Easier Access.
- Hard of Hearing :(BSL) (available on 18th November only).

Important information:

- By purchasing an Accessible ticket, you confirm that you or a member of your party require Accessible tickets.
- Proof of eligibility/disability must be provided before the event; you will be contacted by Ticketmaster no later than 72 hours after your order.
- Tickets may be cancelled if misuse is suspected/found.
- Companion tickets will not be made available during the presale/onsale – instead once checks have been completed, details will be sent to the Royal Albert Hall Box Office who will then contact you to book in your Companion ticket(s) and answer any additional questions you may have.

Is the event being filmed?

This event could be filmed. By entering the auditorium, you grant irrevocably any and all consents necessary (a) to be recorded as part of the show’s audience, and (b) for any recordings so made to be exploited in all media now known or hereafter invented throughout the Universe in perpetuity.

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 six tickets per show date, per customer. The promoters have put this restriction in place to give as many people as possible a chance to buy tickets. Please remember that the whole party must arrive at the same time as the lead booker (the holder of the card used to purchase tickets and with the mobile device containing the tickets) as ticket transfer will be disabled.

PLEASE NOTE that any and 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.

But we want to go as a bigger group/family?

As per the ticket limit, you can only buy six tickets. If your group is bigger than that, you could have someone else in the group also buy tickets on their card and with their mobile device.

Can I buy tickets as a gift?

Only if you plan to attend the show yourself. The holder of the card used to purchase tickets (the lead booker) must attend the show and arrive together with their group to gain access to the event as ticket transfer will be disabled.

What are the entry requirements?

For tickets purchased through Ticketmaster.co.uk and myticket.co.uk, to gain access to the concert you are required to bring your fully charged mobile phone or smartphone. You may also 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 – A current driver's licence (including provisional licence), a current or recently expired passport (provided the picture is a good resemblance of the holder) or the government backed PASS scheme <http://www.pass-scheme.org.uk/>

What are the age restrictions?

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

Royal Albert Hall:

No under 5's, and all under 14's must be accompanied by an adult 18+.

In the unlikely event you are looking to purchase tickets on behalf of 15-18 year olds who do not have access to a smartphone we recommend that you attend the show with the group.

I can't find my confirmation email?

in the first instance please check your junk or spam folder. If that doesn't work contact the customer services of the ticket agent you believe you booked through. If you are unsure which company you bought from this is usually displayed on your credit card statement or bank statement.

My phone is out of battery so I can't access my ticket(s)?

Please make sure your phone is fully charged before you leave the house to avoid this situation. Of course if you run out of battery please go to the box office where someone will be able to assist you to find your order.

What if I lose my mobile phone or change my number before the shows?

Please contact the customers services email of the ticket agent you booked through.

What if my mobile phone was lost or stolen on the day of the show?

Don't worry, we have a full record of every lead booker who bought tickets for the shows and will be able to help. Please make your way to the box office in the first instance.

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

If you need to sell your ticket, you can only do so through the official face value resale offered by the ticket agent you booked with. If you booked your ticket/s with Ticketmaster, you can sell them [here](#).

The reselling of any Ed Sheeran ticket outside of authorised face value resale mentioned above is strictly forbidden.

Any Ed Sheeran ticket offered for resale elsewhere, either on or offline (including Viagogo or any other unauthorised 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?

Remember, all tickets bought through Ticketmaster.co.uk and myticket.co.uk will be mobile. Therefore, no physical tickets will be posted or emailed in advance. Your phone contains your ticket(s) and they'll be sent to you ahead of the show. Please remember that ticket transfer will be disabled, and groups will need to enter the show with the lead booker.

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.

What are the venue bag policies?

In order to provide a safe and comfortable environment for all our customers, The Royal Albert Hall has a one bag policy. Bags should be no more than 25L in capacity (approx. 40cm x 30cm x 20cm). Acceptable bags include regular sized handbags, satchels, briefcases and small rucksacks. Any additional bags or bags larger than allowed, must be checked into the cloakroom at £1 per item.

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

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?

The promoters have implemented a lead booker policy, in addition to banning the reselling of any Ed Sheeran ticket(s) outside of authorised face value resale and disabling ticket transfer.

As lead booker, your mobile phone number is linked to your ticket order. Your tickets are linked to both your account with your chosen ticket agent AND your mobile phone number. 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 resale channels, then the mobile phone number will no longer be linked to the ticket and the ticket will be refused entry at the venue.

Recently the government has strengthened legislation designed to protect consumers, notably the Consumer Rights Act and the Digital Economy Bill. We are working with National Trading Standards and the Police Action Fraud Division to report all breaches of these acts as well as reporting any illegally advertised tickets to the Advertising Standards Authority (ASA).

Royal Albert Hall FAQs:

<https://www.royalalberthall.com/plan-your-visit-essential-safety-information/plan-your-visit-faqs/>

Further information to avoid getting ripped off with “Ten Tips for ticket buying”

<http://fanfairalliance.org/wp-content/uploads/2017/03/30-FFA-Guide-final.pdf>

<http://bit.ly/2sG24Er>