

Ed Sheeran

National Stadium, Kuala Lumpur, Malaysia

February 16, 2024

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 resale.

For the 2024 shows we will be operating a mobile digital ticket sold ONLY via our GoLive Asia Ticketing.

In preparation for on sale, we recommend that you register an account with our approved outlets, details listed below:

<https://golive-asia.com/>

Your mobile/smartphone will be your ticket which will be contained within the GoLive app. Once the tickets have been purchased you will receive a simple booking confirmation via email as proof of purchase. This is NOT your ticket or ticket(s)

You will receive your tickets via the GoLive app 10 days before the show. If you have not registered by downloading the app, you will receive an email instructing you to do so.

Upon arrival at the show, you will then be required to present your mobile smart phone device containing your ticket(s).

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

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

Only buy tickets from the authorised websites:

<https://golive-asia.com/>

When will they go on sale?

Tickets go on sponsor pre-sale on 10am, 25th October 2023.

Tickets go into general on-sale on 12pm, 27th October 2023

How much are the “face value” tickets?

CAT 1 – RM1388

CAT 2 – RM888

CAT 3 – RM788

CAT 4 – RM598

CAT 5 – RM498

CAT 6 – RM398

CAT 7 – RM298

CAT 8 – RM258

CAT 9 – RM198

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 email: ticketing@mindful-tech.com to purchase accessible seats: Sections – 103, 104, 107, 108, 109, 110, 111, 112, 113, 114, 115, and 116.

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 transaction. This restriction is in place in order to give as many people as possible a fair chance to buy tickets. The whole party must arrive at the same time

as the person with the mobile smart phone device containing all the tickets.

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?

You will have to try to complete another order with another debit/credit card as 1 card is limited to only 1 transaction.

Can I buy tickets as a gift?

The matching ID of the surname of the lead booker will be an entry requirement, the other tickets bought by that person can be used for other people as long as they ALL arrive with the lead booker. If you want to buy as gifts then you'll also have to attend to get your recipients into the show.

What are the entry requirements?

To gain access to the concert you are required to bring your fully charged mobile phone or smartphone. You may be required to produce your email booking confirmation and a valid form of photo ID that matches the name on the tickets .

Accepted forms of Photo ID are – A current driver's licence, a current or recently expired passport (provided the picture is a good resemblance of the holder) or an Identification Card (IC/MyKad).

What are the age restrictions?

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

Seated sections are open to ages 6 years old and above. However, minors below 16 years old must be accompanied by a ticket-bearing guardian aged 18 years and above.

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 that doesn't work, contact:

ticketing@mindful-tech.com.

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 customer service email: ticketing@mindful-tech.com and provide lead booker's details to retrieve the tickets.

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?

The reselling of any Ed Sheeran ticket is strictly forbidden. The tickets are not transferable. Any Ed Sheeran ticket offered for resale 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, we are operating a digital mobile/ smartphone ticketing system. Therefore, no physical tickets will be posted or emailed in advance. Your phone contains your ticket(s) and they'll be sent to you nearer to the time of the shows.

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 GoLive Asia's website and socials 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?

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 email address is linked to your ticket order. Your tickets are linked to both your account with GoLive Asia AND your personal details. This means your ticket and the individual information you

gave when you purchased are linked. If a ticket is resold then the personal details will not be linked to the ticket(s) and you will be refused entry to the venue.