

## **Ed Sheeran: +-÷x Tour**

### **Event FAQs**

#### **When do ticket sales go live?**

Public On Sale: 27th October, 3PM IST

#### **How will I get my tickets?**

Your tickets/bands will be home delivered to you approximately one week prior to the show, please do not misplace/forget these tickets/bands since replacements will not be provided.

#### **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://in.bookmyshow.com>

#### **Do you accommodate people with special needs?**

Yes we do accommodate people with special needs, please reach out to our customer care number to avail this service.

#### **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.

#### **Is there a ticket limit?**

You can buy up to 6 tickets per transaction. This restriction is in place in order to give as many people as possible a fair chance to buy tickets.

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

You will have to try to complete another order with another 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 confirmation. The whole party must arrive at the same time as the person with the mobile smart phone device who booked the tickets.

**Is there an age limit?**

The age limit for this show is ages 5 and above, however children under 18 years of age must be accompanied by an adult.

**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.

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

Please contact our customer service team to assist you.

**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 other than through the official face value resale platform of your original point of purchase platform. 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.

**Is photography permitted during the show?**

Professional cameras (detachable lens) and video cameras are strictly prohibited through the show, however phone cameras will be permitted.

**What is the duration of the show?**

The duration of the show is 3 hours

**What time does Ed Sheeran's performance start?**

Gates open at 4PM on show day

Special Guest at 6:00PM Ed Sheeran performs at 7:30PM

**Who is the Special Guest?**

Calum Scott is the special guest at the concert.

**What time do gates open?**

Gates open at 4pm, gates close 7pm

**What are you doing to combat the unethical secondary ticket sale?**

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 not be linked to the ticket(s) and you will be refused entry to the venue.

**Will the tickets be available for sale on any other platform?**

No, we would like to caution members of the public against purchasing tickets from unauthorised sellers or 3rd party websites. By purchasing tickets through these non-authorised points of sale, buyers take on the risk that the validity of the tickets cannot be guaranteed, with no refunds possible.

**Why do I need to enter as a group with other ticket holders of my transaction?**

You must arrive together to enter because you may be picked for an ID verification, where you'll have to provide the lead purchaser's mobile number and photo ID for validation purposes.

**What happens in case the lead purchaser is not attending the concert?**

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 purchaser. If you want to buy as gifts then you'll also have to attend to get your recipients into the show.