

# Ed Sheeran

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## 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 a names on tickets policy on tickets sold ONLY via our approved ticket outlets.

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

To make ticketing purchase process easier and effortless, we invite you to fill the details form prior to official sales beginning at [edsheeran.ticketstation.bg](http://edsheeran.ticketstation.bg). This will help you to purchase your tickets faster with no delays or extra time waiting!

**Filling the form is not mandatory to purchase a ticket and will be active between 12 at noon on October 20 until 11:59 PM on October 25, 2023**

**The Official ticket release date is 10:00 AM, October 26, 2023.**

**Filling the customer detail form will:**

- Inform you personally about the terms for ticket purchase and concert attendance.
- Expedite and simplify the ticket purchase process after tickets are released for sale.

**Once the tickets have been purchased** you will receive an email confirmation within 24 hours as proof of purchase. This is NOT your ticket(s).

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

Upon arrival at the show, you will then be required to arrive as a group and present your ticket(s) with the Lead Purchaser present. The Lead Purchaser will be required to have a photo ID that matches the name on the tickets.

### What is a Lead Purchaser?

A Lead Purchaser is the person who had purchased the tickets, typing their name and additional data on the first place of the registration/purchase form. The Lead Purchaser is explicitly marked as such during the booking process. You can find the name of the Lead Purchaser in the confirmation email and on your ticket.

It is important that the Lead Purchaser arrives with their group and their matching, valid photo ID to enter the event.

### **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 – for the Bulgarian show, this is only [www.ticketstation.bg](http://www.ticketstation.bg).

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

10 am EEST on Thursday 26<sup>th</sup> October 2023

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

The tickets are between 120 - 300 BGN. All tickets are subject to a maximum of 6 percent booking fee, plus a maximum of 1.5% transaction charge per order.

### **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 [ticketstation.bg](http://ticketstation.bg), and then click the “Tickets and additional support for disabled people” link at the event’s landing page, or go directly to [ticketstation.bg/disabled-access](http://ticketstation.bg/disabled-access).

### **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. The whole party must arrive at the same time as the Lead Purchaser holding the tickets matching their valid photo ID.

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 Lead Purchaser name and card.

### **Can I buy tickets as a gift?**

The matching photo ID with the surname of the Lead Purchaser will be an entry requirement, the other tickets bought by that person can be used for other people listed during the booking process 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.

### **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 – A current ID card, a current driver's licence (including provisional licence), a current 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.

Standing – No under 14's on the pitch.

Seating - No children under 6.

In the unlikely event you are looking to purchase tickets on behalf of people under 18 years old who do not have access to a smartphone we recommend that you attend the show with the group.

### **Is there free admission for children available?**

No, all visitors must have purchased a ticket, regardless their age.

### **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 72 hours to arrive. If you still haven't received confirmation, contact the Tour Customer Service of Ticket Station at [es@ticketstation.bg](mailto:es@ticketstation.bg).

### **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 Ticket Station box offices on site where someone will attempt to assist you to find your order.

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

Please contact the Tour Customer Service E-mail - [es@ticketstation.bg](mailto:es@ticketstation.bg).

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

The official ticket resale will be released up to 14 days before the show. The reselling of any Ed Sheeran ticket is strictly forbidden other than through the official face value resale platform – TicketSwap. Full details will be released within the month of the show.

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 or ticket agent 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.

### **ADDITIONAL QUESTIONS NOT ANSWERED ABOVE**

#### **ACCOUNT REGISTRATION**

##### **What is the customer details form?**

To make the process of buying tickets easier and faster, you can fill out a registration form at [edsheeran.ticketstation.bg](http://edsheeran.ticketstation.bg) before the official sales start. This way, your data will be automatically loaded without delay when tickets go on sale.

Completing the form is **optional** to purchase a ticket. The form will be active from 12 noon on 20 October until 23:59 on 25 October 2023.

Tickets go on sale at 10:00 a.m. on October 26, 2023.

By completing the customer details form you will:

- Get personal information about the conditions for buying a ticket and attending the concert.
- Speed up and facilitate the process of buying tickets after they go on sale.

**Do I have to register with Ticket Station?**

Tickets for the concert are nominal. By purchasing a ticket or filling the customer detail form, you will be asked to be registered at ticketstation.bg. However, you don't need to be a registered user of the platform to get access to the purchase process.

This gives you benefits including:

1. always have access to purchased tickets, even if you delete the confirmation email by mistake
2. to take advantage of preferential prices and conditions by linking your Fest Club account to TicketStation

**PURCHASE OF TICKETS****Why is there a queue when buying tickets?**

In line with the main goal of the artist for equal access to the event for all fans, an additional technological measure is introduced - a queue when purchasing tickets. It allows equal distribution of traffic to the site and is a kind of protection against unauthorized and malicious actions.

**What if I miss my turn in the queue?**

Unfortunately, you will need to reload the page.

**Will I lose my turn if I reload the page/experience power outage?**

Yes, unfortunately you will need to reload the page.

**Do I need to know the details of the people I'm buying a ticket for?**

Yes, you will need two names, a current email address and a phone number.

**How long does the ticket purchase session last?**

Your session will be active for 15 minutes. If you do not make a payment within this period, you will be redirected back to the purchase queue. For a successful payment, your card must have both a DYNAMIC and a STATIC 3D security password! Prepare in advance so that your session does not expire.

**Can I use someone else's ticket?**

No. If you want to purchase tickets after they have been sold out at the official selling point, you could use the official reseller's website to look for any available options. Do not purchase tickets from anywhere else – any tickets purchased via unauthorized sellers are not going to grant you access to the event.

**I have a ticket with other names; can i use it?**

No, but you can only use the official verified reseller partner. In case of an exceptional situation, contact the Bulgarian customer service department at es@ticketstation.bg.

**Is it possible to receive my tickets physically?**

Your tickets are e-tickets. However, if you desired, you could print the received tickets yourself. Please note that you will receive your tickets no earlier than 14 days before the concert.

**Do I need to print the ticket received by email?**

No, that is not necessary since your ticket is an e-ticket.

**Can I transfer my tickets to another person in case I cannot attend?**

No, but you can only use the official verified reseller partner. In case of an exceptional situation, contact the Bulgarian customer service department at [es@ticketstation.bg](mailto:es@ticketstation.bg).

**Are there discounts for bulk purchases?**

No, there are no discounts offered for the event.

**FOR ACCESS TO THE EVENT**

**My name is not on the ticket, will I have a problem getting into the event?**

Tickets are nominal and upon arrival you might be asked to present a valid ID. If the data does not match, you will not be admitted to the event.

**Can I access the event without the Lead purchaser?**

No, the Lead purchaser must be present and you must enter the event area at the same time.

**Can I buy a ticket without names on it?**

No, all tickets are nominal.

**Can I change the name on the ticket?**

No, but you can only use the official verified reseller partner. In case of an exceptional situation, contact the Bulgarian customer service department at [es@ticketstation.bg](mailto:es@ticketstation.bg).