

Ed Sheeran

UOB LIVE, Bangkok, Thailand

Sun 11 February 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.
- In preparation for on sale, we recommend that you register an account with our approved outlet, only on website at www.ThaiticketMajor.com
- Once the tickets have been purchased you will receive a simple email confirmation as proof of purchase. This is NOT your ticket or ticket(s)
- Upon arrival at the show, you will then be required to arrive as a group and present your ticket(s) with the lead booker present. The lead booker will be required to have a photo ID or passport that matches the name on the tickets.

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

Only buy tickets from the authorised websites www.ThaiticketMajor.com.

When will they go on sale?

Tickets go into general on-sale on Wed, 17th January 2024 from 12PM. Onward.

How much are the "face value" tickets?

THB4,800/5,800/6,800.

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 to: cs@thaiticketmajor.com, or contact Call Centre +662 262 3838.

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 4 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 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 physical ticket(s) , **email booking confirmation** and a valid form of photo ID or passport that matches the name on the ticket(s).

What are the age restrictions?

Audiences under 7 years of age are not recommended to attend the show because of loud noise, and special effects may be used during the show.

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 the customer services email to: cs@thaiticketmajor.com, or contact Call Centre +662 262 3838.

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.

When will we receive our tickets?

- You can collect your purchased ticket(s) at ThaiticketMajor outlets 11 main branches between 27th January to 4th of February 2024. (No ticket distribution between 5-10 February 2024)
- On 11th of February 2024, you can collect your purchased ticket(s) at the box office booth at the venue. Document to present for collecting the ticket(s).

Paid by e-payment

1. Purchasing confirmation Form.
2. Payment Invoice Slip.
3. Present Photo ID or passport of person who made this transaction.

Paid by credit / debit card.

1. Purchasing confirmation Form.
2. Present photo ID or passport of credit/debit card holder.
3. Present actual credit/debit card used for this transaction.

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?

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) will IMMEDIATELY BE VOIDED/BANNED if resold OR OFFERED FOR SALE. Tickets sold via third parties and other unauthorized outlets, including online auction sites, and/or in connection with fraudulent activities are not valid for admission. The resale of a ticket renders it invalid and may lead to refusal of entry.