

## 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 accepting Print-at-home or electronic tickets sold ONLY via our approved outlets.

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

[www.ticketmaster.sg](http://www.ticketmaster.sg)

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)

You will receive instructions on how to access your ticket(s) much nearer to the shows. Tickets will only be released TWO (2) weeks prior to the show.

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

Only buy tickets from the authorised websites:

[www.ticketmaster.sg](http://www.ticketmaster.sg)

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

Tickets go into general on-sale on Friday, January 12, **3pm (SGT)**

### **How much are the "face value" tickets?**

SGD 298

### **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 Ticketmaster Fan support [here](#) or call +65 3158 8588, from Monday to Saturday (10am - 6pm). Please note that we are closed on Sunday and Public Holidays

### **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 2 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 lead booker who is the person who made the ticket purchase.

PLEASE NOTE that any and all transactions that are detected as bot purchases, fans 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 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 (including provisional licence), a current or recently expired passport (provided the picture is a good resemblance of the holder) or the government backed digital portal Singpass <https://www.singpass.gov.sg/main/>

### **What are the age restrictions?**

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

No admission for infant in arms and children aged below 3 years

In the unlikely event you are looking to purchase tickets on behalf of individuals 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. In busy periods confirmation emails can take up to 24 hours to arrive. 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 customer service 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?**

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?**

Remember, we are adopting a full digital ticketing system. Therefore, no physical tickets will be posted or emailed in advance. Your Ticketmaster fan account contains your ticket(s), which will be released to you TWO (2) weeks prior to the show date.

**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 Ticket Resolution counter 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) including the related Ticketmaster account(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.