

# Ed Sheeran

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### European 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.

This show is subject to the Italian law on the naming of tickets, so each ticket must have the name of the person who will be attending on it.

Once the tickets have been purchased you will receive an email confirmation on the same day 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 have a photo ID that matches the name on the tickets.

#### **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:

- [Ticketmaster](#)
- [Ticketone](#)
- [Vivaticket](#)

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

From June 10<sup>th</sup>, 12pm:

- Mastercard cardholders will have priority access to tickets. Find out more at [www.priceless.com/music](http://www.priceless.com/music)

From July 12th, 9am:

- via General Onsale, through official ticket agent websites (full list [here](#))

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

Customer End Price for the purchasers will be:

1 <sup>st</sup> sector (seated):	170,26€
2 <sup>nd</sup> sector (seated):	145,94€
Pitch:	121,61€
3 <sup>rd</sup> sector (seated):	109,45€
4 <sup>th</sup> sector (seated):	72,97€
5 <sup>th</sup> sector (seated):	30,40€

### **How do I arrange to buy tickets for someone requiring disabled access?**

Please contact: [diversamenteabili@the-base.it](mailto:diversamenteabili@the-base.it)

### **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.

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 name and card.

### **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 driver's licence (including provisional licence), a current or recently expired passport (provided the picture is a good resemblance of the holder).

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

There is no age restriction for this 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 you still haven't received confirmation, 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.

### **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 box office where someone will attempt to assist you to find your order.

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

Please contact the customer services email of the ticket agent you booked through.

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

The official ticket resale will be released starting from May 30<sup>th</sup> 2025. The reselling of any Ed Sheeran ticket is strictly forbidden other than through the official face value resale platform. 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 starting from May 30<sup>th</sup> 2025. Please refer to your confirmation email or ticket agent for information on the delivery method.

### **What if I want to change the name on my ticket?**

If you need to change the name displayed on your ticket, you can do it one time only, starting from May 30<sup>th</sup> 2025. Please refer to your confirmation email or ticket agent for information on the name change.

### **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?**

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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.