

## FAQ / Frequently Asked Questions

Ed Sheeran in Wrocław!

The artist will perform in Poland, the show will be part of the THE MATHEMATICS TOUR 2025!

Concerts date: 16.08.2025 Tarczyński Arena

Tickets will go on sale on 10.07.2024 at 09:00 am

**Tickets will be available for sale only at Eventim.pl and in the EVENTIM PL mobile application in EVENTIM.Pass format.**

Please read the following FAQ carefully, where you will find answers to questions regarding the sale of tickets for this event and information about tickets in the EVENTIM.Pass format.

### 1. How can I buy Tickets?

The Promoters of Ed Sheeran are committed to combating unethical secondary ticketing and resale. For the 2025 tour, we will be operating a new mobile digital ticket called EVENTIM.Pass.

In preparation for on sale, we recommend that you register an account on eventim.pl Your ticket will be accessible on your mobile/smartphone via the Eventim PL only. Once you have purchased your tickets, you will receive an order confirmation email as proof of purchase. This is **NOT** your ticket yet.

More information about the EVENTIM.Pass can be found below.  
The mobile app will be required to gain access for you and your group into the venue.

NOTE: if you want to buy tickets for someone else and you do not plan to take part in the event, please provide that person's details when placing the order!

### 2. What is EVENTIM.Pass?

With EVENTIM.Pass you can access your personalised tickets digitally via the Eventim.App. The tickets are delivered and accessible exclusively via the Eventim.App. For admission on site, you can also conveniently use the Eventim.App. There will be no additional e-mail or postal delivery of your tickets.

### 3. How does the purchase process work at EVENTIM.Pass?

The purchase process in our webshop is the same as you already know it from the other ticket types. The difference from "regular" tickets is that you will not receive your EVENTIM.Pass tickets by post or e-mail, but tickets will be made available to you via the Eventim PL app only. You can find more information on how EVENTIM.Pass works [here](#).

### 4. When will I receive my ticket and when can I retrieve my ticket?

You will receive your booked tickets after transaction was successful and payment has been concluded in the case of advance payment.

Please note: For the Ed Sheeran presale, ticket delivery via the Eventim PL app is delayed due to a security check to combat the ticket black market. The delivery of your tickets will therefore take some time but will of course be in time for the event.

## **5. How can I access my EVENTIM.Pass tickets?**

EVENTIM.Pass tickets can only be accessed within the Eventim PL app. After purchasing your tickets, please download the Eventim PL app if you have not already installed it.

After logging in to the app with your EVENTIM account, you will be able to view your order. Your tickets will be displayed with a time delay due to security-related processes. In any case, you can retrieve your tickets in good time before the event.

## **6. What do I need to use EVENTIM.Pass?**

To use EVENTIM.Pass, you need the latest version of the Eventim PL app and a smartphone with at least iOS 12 or Android 5.0. You can download the app itself free of charge from the App Store or Google Play. Please update your Eventim PL app regularly.

## **7. Can I buy a ticket if I don't have a smartphone?**

A smartphone is mandatory for installing Eventim App and for retrieving the EVENTIM.Pass.

## **8. I am buying a ticket as a gift; is there no chance to get it in paper form?**

No worries, as we have prepared something special for the biggest fans with the option to order a Memory Ticket. A Memory Ticket is not a regular ticket, but a special collectible keepsake that will stay with you for years. Printed in high quality on carefully selected materials, it also makes an excellent gift for loved ones. You can add the Memory Ticket to your order completely free of charge (excluding delivery fees) directly in the shopping cart.

## **9. I have bought tickets for several people: Do we all have to appear together at the entrance to the Ed Sheeran event?**

Yes, a digital ticket entitles only one person at a time to enter the booked event. If a purchaser buys multiple digital tickets, these will only be stored on their mobile device and only his/her name is on the tickets. Upon entry to the event, the purchaser's mobile device must be passed on in the purchaser's presence in order to scan the respective authorisation code.

## **10. How can I buy an Ed Sheeran ticket as a gift for another person?**

Yes, provided that the person who buys the tickets also attends the event. The condition for entry to the concert by the person or persons receiving the gift is to appear with the buyer at the entrance to the event and present the buyer's ID, which will match the data on the EVENTIM.Pass ticket.

## **11. Can I take out ticket insurance for EVENTIM.Pass tickets?**

Yes, you can also take out ticket insurance for tickets with the Eventim.Pass shipping method in the purchase process. More information about insurance you can find [here](#).

## **12. Does EVENTIM.Pass have special fees?**

No.

### **13. How much are the tickets?**

The tickets cost from 129 PLN plus order fee. Order fee will be included at the price presentation from the start of the buying process. The order price is presented with a breakdown of ticket price, order fee and other components in the shopping cart, order summary and order confirmation.

### **14. What are the ticket purchase options for people with disabilities?**

You have the option of booking your tickets through our customer service department, which you can reach at [ozn@eventim.pl](mailto:ozn@eventim.pl). Please note that tickets for people in a wheelchair and their accompanying persons can be only book via above e-mail.

### **15. From what age can I participate in the event?**

**Children below the age of 5 may not attend the Event!** The Participant at the age between 5 and 18 years participates in the Event based on their own Ticket, although the admission of such person to the area of the Event is under condition of remaining in custody of their legal guardian having the Ticket allowing for an entry to the same zone as the minor Participant throughout the entire duration of the Event. The legal guardian must sign a statement on the liability for a minor prior to the entry to the area of the Event and present such statement to the Organizer upon the entry to the Event area. The Participant at the age between 16 and 18 years participates in the Event based on their own Ticket, although the admission of such person to the area of the Event is under condition of presenting the Organizer with a statement containing the legal guardian's consent to the participation of such person in the Event and the representation on the liability for a minor signed by the legal guardian.

### **16. What is the maximum number of tickets I can purchase for Ed Sheeran via the Eventim.Pass?**

There will be a strict limit of 6 tickets per show date. This restriction is in place to give as many people as possible a fair chance to buy tickets.

PLEASE NOTE that 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.

### **17. But what if we want to go as a bigger group/family?**

You will have to try to complete another order with another mobile device.

### **18. How will I be able to pay for my order?**

Active payment methods for this event: Credit Cards and Dotpay including: Blik, and bank e-transfer and also PayPo - delayed payment. You can also redeem Eventim's voucher in the booking process.

### **19. How can I prepare for the onsale?**

If you do not have an account at eventim.pl, create one before the start of sales and complete your personal data at My Eventim tab. We suggest logging in to you Eventim.pl account prior to the start of on sale, in order to speed up the process of purchase. We also encourage you to subscribe to the FKP Scorpio newsletter and the **Eventim FanBonus program**.

## **20. What documents do I need to show at the entrance?**

You need your smartphone with the Eventim PL app installed and your EVENTIM.Pass retrieved. To show the EVENTIM.Pass admission code, you must be logged in with your EVENTIM account. The menu item "My Events" will take you to the overview of the tickets you have purchased. Please make sure that your smartphone is sufficiently charged. Please have your identity card ready for possible name checks by the admission staff.

## **21. Can I resell my ticket?**

In the case of resale of tickets for Ed Sheeran's concert, it is planned to introduce the possibility of legal resale with a price guarantee via an authorized and dedicated platform - fanSALE - which will be available at Eventim.pl.

## **22. My tickets are not in my EVENTIM.App, did the order still work?**

If you can view your order in the "My Events" area and have received an order confirmation email, your order was successful. Due to security-related procedures, you will receive your Ed Sheeran tickets later, but your admission authorisation is already on file with Eventim.

## **23. What can I do if my smartphone is lost, stolen, or broken?**

Thanks to EVENTIM.Pass, your tickets are still linked to your account, you will have access to them after logging in to the Eventim PL application from another device.

## **24. My login to the EVENTIM PL does not work. What can I do?**

Please use the "Request new password" function.

## **25. 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.

## **26. How early should we turn up?**

Please check Eventim.pl websites for door opening times and do allow yourself plenty of time to get in before the start of the show.

## **27. I can't get in with my tickets, it failed to scan, and I've been turned away at the turnstile?**

Don't worry, we will try to help you. In the first instance head to the box office/info points where someone will be able to help you work out what has gone wrong. Remember DO NOT buy tickets from someone you don't know either in person on the street OR from an unauthorised secondary ticket website.

## **28. Further information to avoid getting ripped off with secondary ticketing:**

<http://www.feat-alliance.org>

**Information about customer care department:**

You can reach us via dedicated e-mail address: [ed-sheeran@eventim.pl](mailto:ed-sheeran@eventim.pl)

Our phone number: +48 22 591 8383 (Connection fee in accordance with the operator's price list)

Monday – Friday: 10 am – 6 pm