

# Ed Sheeran

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**Changlimithang Stadium**

**Thimphu, Bhutan**

January 24, 2025

## **Frequently Asked Questions (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.

### **How can I buy tickets?**

The promoters of Ed Sheeran are committed to combating unethical secondary ticketing and resale.

For this show we will be accepting Print-at-home or electronic tickets or screenshots of the tickets sold ONLY via our official ticket vendor: [www.TiX.bt](http://www.TiX.bt)

In preparation for on sale, we recommend that you register an account with our approved outlet [www.TiX.bt](http://www.TiX.bt) in advance.

Bhutanese fans can register on [www.TiX.bt](http://www.TiX.bt) through the Bhutan App. Once tickets are purchased, you will see a "confirmed" status on their [www.TiX.bt](http://www.TiX.bt) account. This status confirms the purchase but is not the actual ticket. The tickets, in the form of QR codes, will be available on the account two weeks prior to the show date.

International fans can register using an email address. After purchasing tickets, you will receive a booking confirmation email and e-ticket with QR codes 2 weeks before the show date. This will also be accessible on your [www.TiX.bt](http://www.TiX.bt) account.

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.

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

All official ticket agent websites will be listed on [EdSheeran.com](http://EdSheeran.com)

Only buy tickets from the authorised website: [www.TiX.bt](http://www.TiX.bt)

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

Tickets go into general on-sale on Saturday, November 30, 2024, **12pm (BST)**

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

Ticket prices vary depending on the zones and ticket category.

Category	Zone	Price in BTN
CAT 1 - GA+Seated	Floor section (GA): A Gallery (seated): G2 and G3	BTN 8,600
CAT 2 - GA+Seated	Floor section (GA): B Gallery (seated): F2 and F3	BTN 6,000
CAT 3 - Seated	Gallery (seated): G1 and G4	BTN 4,300
CAT 4 - GA+Seated	Floor section (GA): C Gallery (seated): F4, F5 and F6	BTN 2,600
CAT 5 - Seated	Gallery (seated): F1	BTN 860

\*Refer to the seating map on [www.TiX.bt](http://www.TiX.bt) for more details

\*There are no transaction fees for domestic transactions; however, a 4% transaction fee applies to international payments

### **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 account. 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 account.

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

The matching ID of the name 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?**

There may be an ID check at the venue. The lead purchaser must be present with their photo ID, and all companions must arrive and enter together with the lead purchaser.

For Bhutanese fans: To access the concert, you must bring your fully charged mobile phone or smartphone to show your purchase record on your [www.TiX.bt](http://www.TiX.bt) account. Additionally, bring a printout or screenshot of your ticket with the QR code, along with a valid photo ID that matches the name on the ticket.

For international fans: You are required to bring a printout or screenshot of your booking confirmation email and ticket with the QR code, along with a valid photo ID that matches the name on the ticket.

Accepted forms of photo ID include: Citizenship Identity Card, current driver's licence, or a current or recently expired passport (as long as the photo is a clear 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.

No admission for infants in arms and children aged below the age of 6 years for seated tickets and 12 years of age for floor tickets.

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 ticket confirmation status?**

Contact the customer services of the ticket agent you booked through ([www.TiX.bt](http://www.TiX.bt)) or call the toll free number **1111** (Bhutan).

### **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 ticket before the show?**

Please contact the customer service email of the ticket agent you booked through ([www.TiX.bt](http://www.TiX.bt)) or call the toll free number **1111**.

### **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. However, the organisers are not responsible for finding your phone.

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

The reselling of any Ed Sheeran ticket is strictly forbidden. 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.

**Will I be able to get a refund if I can't attend the show?**

Refunds will not be issued.

**When will we receive our tickets?**

Remember, we are adopting a full digital ticketing system. Therefore, no physical tickets will be posted. Your [www.TiX.bt](http://www.TiX.bt) 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. Smart-phone cameras are acceptable.

**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 [www.TiX.bt](http://www.TiX.bt) account(s) will IMMEDIATELY BE VOIDED/BANNED if resold OR OFFERED FOR SALE. Tickets sold via third parties and other unauthorised 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.