

Ed Sheeran

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Indian 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.

For the 2025 tour we will be operating a name on tickets policy on tickets sold ONLY via our approved ticket outlets.

Once the tickets have been purchased you will receive a booking ID/Confirmation on the same day as proof of purchase. This is NOT your ticket(s).

Your tickets/wristbands will be home delivered to you approximately one week prior to the show. Please do not misplace/forget these tickets/wristbands since replacements will not be provided.

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.

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 BookMyShow.

<https://in.bookmyshow.com>

When will tickets go on sale?

There will be a pre-sale for all HSBC card holders.

HSBC pre-sale: 9th December 2024, 12 pm to 11th December 2024, 12 pm IST

Public On Sale: 11th December 2024, 4pm IST

How much are the "face value" tickets?

Details of all categories are shown on the layout on the event page.

All tickets are subject to booking fee.

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

Yes we do accommodate people with special needs, please reach out to our customer care number to avail this service.

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 unauthorized resellers use multiple payment cards, false identities and sophisticated computer programs ('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. The whole party must arrive at the same time as the Lead Purchaser holding the tickets matching their valid photo ID.

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.

What is a Lead Purchaser?

A Lead Purchaser is the name of the account holder or the name input during the booking process. You can find the name of the Lead Purchaser in the confirmation email.

It is important that the Lead Purchaser arrives with their group and their matching, valid photo ID to enter the event.

But we want to go as a bigger group/family?

You will have to try to complete another order with another Lead Purchaser name.

Can I buy tickets as a gift?

The matching photo ID with the surname of the Lead Purchaser 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 Purchaser. 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 carry the wristbands mandatory which will be delivered to the address updated while purchasing the tickets and 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 confirmation. The whole party must arrive at the same time as the person with the mobile smart phone device who booked the tickets.

What are the age restrictions?

The age limit for this show is ages 12 and above, however children under 18 years of age must be accompanied by an adult.

Will the tickets be available for sale on any other platform?

No, we would like to caution members of the public against purchasing tickets from unauthorised sellers or 3rd party websites. By purchasing tickets through these non-authorised points of sale, buyers take on the risk that the validity of the tickets cannot be guaranteed, with no refunds possible.

What if I lose my mobile phone or change my number before the shows?

Please contact our customer service team to assist you.

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.

Why do I need to enter as a group with other ticket holders of my transaction?

You must arrive together to enter because you may be picked for an ID verification, where you'll have to provide the lead purchaser's mobile number and photo ID for validation purposes.

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. 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?

Your tickets/wristbands will be home delivered to you approximately one week prior to the

show. Please do not misplace/forget these tickets/bands since replacements will not be provided.

Is photography permitted during the show?

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.

What are you doing to combat the unethical secondary ticket sale?

Your mobile phone number is linked to your ticket order. Your tickets are linked to both your account with your chosen ticket agent AND your mobile phone number. 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 resale channels then the mobile phone number will not be linked to the ticket(s) and you will be refused entry to the venue.