

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 Ipswich shows we will be using mobile tickets, sold ONLY via our approved outlets.

In preparation for the sale, we recommend that you register an account with our approved ticketing outlets, details listed below.

Your mobile phone will be your ticket, which will be contained within an app or wallet. 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.

The entire group must enter the show together with the lead booker, whose ID surname matches the booking.

Upon arrival at the show, you will be required to present your mobile phone containing your ticket(s) and you'll scan yourself and your party into the venue via the turnstiles/entrances.

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 these authorised websites:

- www.ticketmaster.co.uk
- www.eventim.co.uk
- www.gigantic.com
- www.Myticket.co.uk
- www.seetickets.com

When will tickets go on sale?

Presale tickets will be available to anyone who has pre-ordered Ed's new album 'PLAY' from www.edsheeran.com by 3pm on Tuesday May 6, 2025.

The general sale will take place at 10am on Friday May 9, 2025.

How much are "face value" tickets?

Tickets will be £95 for the standing floor and free flow lower bowl and range from £125 to £45 in the top tier. All tickets are subject to a maximum 10 percent of face value booking fee plus a £1 levy payable to the LIVE Trust and a maximum £3 transaction charge per order.

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

Customers who require either a carer to accompany them or disabled access to the shows should visit <https://www.gigantic.com/ed-sheeran-tickets> to purchase their tickets.

Once you have booked your ticket you will be instructed to fill in their online form outlining your requirements to receive a personal assistant ticket free of charge if applicable.

BSL will be provided on all shows, if you wish to use this service please book your tickets in the standing/free area and let us know your details on customerservices@gigantic.com

What is unethical secondary ticketing?

When touts and unauthorised resellers buy tickets at face value using multiple payment cards, false identities and sophisticated computer programmes ('bots') and then resell them at inflated prices via non-artist approved methods and websites, thus denying real fans the chance to buy at face value.

How many tickets can I buy?

There will be a strict limit of 6 tickets per show date 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 person with the mobile phone containing all the 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 separate order.

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 age restrictions?

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

Under 14s to be accompanied by an adult over 18 years old and only permitted in reserved seats.

What are the entry requirements?

In addition to the entire group entering the show together with the lead booker, whose ID surname matches the booking, you may need to show your email booking confirmation and a valid photo ID that matches the name on it. Accepted photo IDs include:

- A current (or provisional) driver's licence
- A current or recently expired passport (if the photo still looks like you)
- A PASS card (see: www.pass-scheme.org.uk)

I can't find my confirmation email?

In the first instance please check your junk or spam folder. If that doesn't work contact the customer services of the ticket agent you believe you booked through. If you are unsure which one 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.

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

Please contact the customer services 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. This function will be turned on a few weeks after the initial on sale once we're happy the tickets have been purchased by actual fans

Any Ed Sheeran ticket offered for resale elsewhere, either on or offline (including Viagogo or any other unauthorised source including all unofficial 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 operating a mobile only ticketing system. Therefore, no physical tickets will be posted or emailed in advance. Your phone contains your ticket(s) and they'll be sent to you nearer to the time of the shows.

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.

What else are you doing to combat the secondary market?

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.

We are working with National Trading Standards and the Police Action Fraud Division to report all breaches of these acts as well as reporting any illegally advertised tickets to the Advertising Standards Authority (ASA).

Where does the £1 L.I.V.E Trust levy go from my ticket?

£1 from every ticket sold on these shows will be donated to the newly launched Live Trust, a new funding initiative from LIVE that will offer much needed financial support to those working across live music. The Live Trust will initially support the grassroots music sector that is such a vital part of the music ecosystem – from venues and artists to festivals and promoters.

More info can be found here: <https://livemusic.biz/live-trust>