

# Ed Sheeran

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### Dominican Republic Frequently Asked Questions (FAQs)

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

Tickets can only be purchased through the authorized operator: **Tuboleta.com.do**.

Once the purchase is completed, customers will receive a confirmation email with their ticket. Each ticket is personalized with the purchaser's name. The QR code on the ticket will remain inactive until 48–24 hours prior to the show, when it will be enabled for entry.

Entry instructions and arrival guidelines will be shared during the week leading up to the concert through **SD Concerts' official social media channels**.

Please note that for group entry, the main purchaser must be present. A valid ID matching the name on the e-ticket may be required for identity verification at the entrance.

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

All official ticket agent websites will be listed in tour advertising and at **EdSheeran.com**.

For the Dominican Republic, the only authorized portal is:  
<https://www.tuboleta.com.do/edsheeran>

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

For the Dominican Republic, tickets will be available on the following dates:

**Pre-Sale Stage:** October 30, starting at 10:00 a.m. local time

**General Sale:** November 03, starting at 10:00 a.m. local time

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

Ticket prices are as follows:

- **Front Field:** US\$214.85
- **General Standing:** US\$98.83
- **Bleachers Front:** US\$60.16
- **Bleachers Back:** US\$38.67

These prices already include service charges and taxes.

### **How do I arrange to buy tickets for people with disabilities?**

People with disabilities may purchase their tickets in Front Field or General Standing. In both sections, we will have designated accessible areas to ensure they can enjoy the concert comfortably.

Once the ticket purchase process has been completed, the customer may contact the Tu Boleta call center at (+1) 809 732 9298 to request access to the special area for people with disabilities. On the day of the show, at the moment of entry, the customer should go to the entrance of their designated section, where SD Concerts staff will accompany them to the assigned area.

### **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.

If tickets are found to have been resold, they will be immediately canceled. We strongly recommend refraining from purchasing tickets through any sales channels other than [tuboleta.com.do](http://tuboleta.com.do).

### **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 cardholder or the name input during the booking process. You can find the name of the Lead Purchaser in the confirmation email and on your ticket.

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 and card.

### **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 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?**

The concert is open to all ages. Children under 12 must be accompanied by an adult at all times.

### **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.

In case of any issues, customers may contact [tuboleta.com.do](http://tuboleta.com.do) customer service at (+1) 809 732 9298 ext. 504 or 505.

### **I can't access my ticket(s)?**

Please make sure your phone is fully charged or before you leave the house to avoid this situation. I

In the event of any issue that makes it impossible for you to access your e-ticket, please go to the [tuboleta.com.do](http://tuboleta.com.do) ticket offices located at the stadium, where staff will be available to assist you.

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

Please contact [tuboleta.com.do](http://tuboleta.com.do) customer service at (+1) 809 732 9298 ext. 504 or 505.

### **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 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 once the purchase is completed; however, the QR code will remain inactive and will only be enabled 24 hours prior to the event.

**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?**

During the week prior to the concert, recommendations for entry and arrival times will be published. Please stay tuned to SD Concerts' official social media channels

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

If you experience any issue with the scanning of your ticket, don't worry. Tu Boleta and SD Concerts staff will assist you. You will be redirected to the ticket offices, where your case can be validated

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 official ticket agent (tuboleta.com.do). 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.