

Ed Sheeran

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SA 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 an email confirmation on the same day as proof of purchase. This is NOT your ticket(s).

Information will be shared through our official channels, including social media and a dedicated bot for the Ed Sheeran concert.

You will receive instructions on how to access your ticket(s) much nearer to the shows.

QR codes granting access to the event will be sent 24 hours before the event via email.

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. While the name of the lead buyer appears on all tickets, we understand that it's not always possible for all group members to arrive at the same time, so we'll try to provide reasonable flexibility.

Information will be shared through our official channels, including social media and a dedicated bot for the Ed Sheeran concert.

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 the authorised websites:

https://ticketasa.gt/events/ed_sheeran/

When will tickets go on sale?

Announcement will be October 21

Prices and locations October 24

Instructions of security and sales October 24

Sale times October 27

Pre-sale countdown

Pre-sale October 30

How much are the "face value" tickets?

The tickets are

ED SHEERAN													
Tipo	Localidad	15% AMEX	10% BAC	Price	Service Charge	IVA	Total	PRECIO CON FEE	CUOTAS				
								PN con Fee	12	6	3		
SILLAS	GENERAL 2	Q 502	Q 531	Q 590	Q 89	Q 11	Q 689	Q 689	Q 57	Q 115	Q 230		
SILLAS	GENERAL 1	Q 502	Q 531	Q 590	Q 89	Q 11	Q 689	Q 689	Q 57	Q 115	Q 230		
SILLAS	TRIBUNA	Q 757	Q 801	Q 890	Q 134	Q 16	Q 1,040	Q 1,040	Q 87	Q 173	Q 347		
SILLAS	PREFERENCIA	Q 757	Q 801	Q 890	Q 134	Q 16	Q 1,040	Q 1,040	Q 87	Q 173	Q 347		
SILLAS	PLATEA	Q 1,182	Q 1,251	Q 1,390	Q 209	Q 25	Q 1,624	Q 1,624	Q 135	Q 271	Q 541		
DE PIE	SILLA BLACK	Q 1,352	Q 1,431	Q 1,590	Q 239	Q 29	Q 1,857	Q 1,857	Q 155	Q 310	Q 619		
DE PIE	SILLA AMEX	Q 1,692	Q 1,791	Q 1,990	Q 299	Q 36	Q 2,324	Q 2,324	Q 194	Q 387	Q 775		

All tickets are subject to a maximum 15 percent booking fee.

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

You can purchase your ticket as usual. People with disabilities will have a reserved space in a specially adapted area within the concert. If you require additional assistance or have any specific needs, we recommend that you let us know at the time of purchase or contact us so we can better assist you.

Exclusive support is offered for the tour, with support via phone, email, and chat:

A. Phone: +502 22966906

B. Chat: +502 30306237

C. Email: servicio@ticketasa.gt

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 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?

Yes, you can buy tickets as a gift, at our events, ID is not always requested upon entry, but we do verify that all tickets are associated with a primary purchaser, whose name appears clearly on the tickets.

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.

In the event of purchase verification, we always request the DPI or license of the buyer.

What are the age restrictions?

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

People 12 years and older are welcome to attend the events, as long as they are accompanied by a responsible adult.

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, contact the customer services of the ticket agent you believe you booked through. If you are unsure which company you bought from this is usually displayed on your credit card statement or bank statement.

I can't access my ticket(s)?

Please make sure your phone is fully charged or you have your printed tickets before you leave the house to avoid this situation. Of course, if something happens out of your control please go to the box office where someone will assist you to find your order.

What if I lose my ticket before the show?

Please contact the customer services email of the ticket agent you booked through.

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

The official ticket resale will be released up to 14 days before the show. The reselling of any Ed Sheeran ticket is strictly forbidden other than through the official face value resale platform. Full details will be released within the month of the show.

Any resale of tickets outside of this channel is strictly prohibited. Tickets resold through unofficial means, including black markets or platforms of dubious origin, will be voided without exception.

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 24 hours before the event. Please refer to your confirmation email or ticket agent for information on the delivery method.

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.

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

Don't worry, we can try and help you. In the first instance head to the box office 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) are linked to both your account with your chosen official ticket agent. 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.

Admission will not be permitted with tickets purchased through unauthorized means, and we are not responsible for tickets purchased outside of official channels.