

# Ed Sheeran



## PUERTO RICO 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 2026 tour we will be operating a name on tickets policy on tickets sold ONLY via our approved ticket outlets. The official channels for San Juan, Puerto Rico are [www.ticketera.com](http://www.ticketera.com) or the Box Office at the José Miguel Agrelot Coliseum of Puerto Rico. The box office operating hours are from Monday to Friday (10:00am to 5:00pm).

Once you purchase your tickets, you will receive two (2) emails: one confirming your purchase and the other containing your tickets. You can present your e-ticket from your cell phone. Tickets purchased with this service are NOT available for pickup at the box office.

ALWAYS check your junk mail; the email may have arrived there.

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

All official ticket agent websites will be listed on tour advertising and at EdSheeran.com. The only official channel for San Juan, Puerto Rico is [www.ticketera.com](http://www.ticketera.com)

Only buy tickets from the authorized website: <http://www.ticketera.com>

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

- Banco Popular Presale Start: Wednesday, October 22 @ 10:00 a.m.
- Banco Popular Presale End: Wednesday, October 23 @ 11:59 p.m.
- General Sale: Thursday, October 23 @ 10:00 a.m.

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

Prices will be announced by the authorized agent at the time of sale. In Tikeitera’s web page there is seating chart map to more easily identify and select your seats.

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

You may purchase your tickets as usual. There are wheelchair accessible balconies within the venue. However, A 50% discount on the regular ticket price will be applied to people with disabilities. This discount only applies to the regular ticket price and not to service charges or other additional fees established by Tikeitera®. To apply for this discount, the purchase must be made in person at the venue’s BOX OFFICE by presenting a card issued by the Puerto Rico Department of Health certifying the disability.

We also have a senior citizen discount. A minimum of 5% of the total ticket sales for each performance, available up to 72 hours before the event, will be reserved for seniors 65 years of age or older, at a 50% discount off the regular ticket price. This discount applies only to the regular ticket price and not to service charges or other additional fees established by Tikeitera®. To apply this discount, in-person purchase at venue’s BOX OFFICE must be made by presenting a valid, current photo ID with date of birth issued by the Commonwealth of Puerto Rico. This discount is subject to the conditions of applicable law and regulations. At the entrance to the event, the holder of the discounted tickets may be asked to present valid identification (as described above) to gain admission to the event.

### **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 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 or their tickets have been nominated. 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 access the concert, you must download your ticket and present it in Wallet format. Photos or screenshots of tickets will not be accepted for scanning. You may also be asked to show the purchase confirmation email and a valid photo ID that matches the name on the confirmation.

Venue Policies:

As a matter of Coliseum policy and for your safety,

- a. All children 15 years old or younger must be always accompanied by an adult over 21 years old. This rule applies to all events held at the Puerto Rico Coliseum.
- b. All children 2 years old and older must have a ticket to enter the venue.
- c. Only clear purses (vinyl or PVC without buckles, grommets, or decorations that hide pockets) measuring up to 12" x 6" x 12"
- d. Only small clutch purses measuring up to 4.5" x 6.5" will be allowed.

These items are **not** permitted and will not be brought into the Puerto Rico Coliseum:

- weapons
- air horns, “bubucelas”, cowbells
- electronic cigarettes
- lighters and matches
- cans and bottles
- video cameras
- professional cameras
- tablets or computers
- recording equipment
- selfie sticks
- perfumes and body sprays
- food and beverages
- any item considered a danger to you or the artist

**What are the age restrictions?**

All children 15 years old or younger must be always accompanied by an adult over 21 years old with a valid state ID. If you are 16 years old with a valid photo ID you may enter the venue without an adult companion. This rule applies to all events held at the Puerto Rico Coliseum.

**I can't find my confirmation email?**

In the first instance please check your junk or spam folder. If you still haven't received confirmation, contact the customer services of Ticketera or the Box Office at the Coliseum of Puerto Rico.

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

Make sure your phone is fully charged and we recommend downloading the tickets to Apple or Google Wallet, 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 service of Ticketera at (+1)787 305 3600 or go to the box office at the José Miguel Agrelot Coliseum of Puerto Rico.

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

Once purchase of tickets has been done, there is no return policy. 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 48 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 allowed.

**How early should we turn up?**

Door opening times are usually 1-2 hours before the time indicated for the show. However, 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?**

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 unauthorized 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, you will be refused entry to the venue.