

## **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.

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

Only buy tickets from the authorised websites: [www.edsheeran.com](http://www.edsheeran.com), <https://bit.ly/edsheeranpark360>, [www.goout.net](http://www.goout.net), [www.ticketportal.cz](http://www.ticketportal.cz), [www.eventim.de](http://www.eventim.de), [www.rockforpeople.cz](http://www.rockforpeople.cz) a [www.park360.cz](http://www.park360.cz)

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

Thursday 26<sup>th</sup> October.

Please check with your local official ticketing vendor for time of day.

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

The tickets are 1990 - 2990 CZK. All tickets are subject to a maximum 30 CZK transaction charge per order.

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

Customers who require either a carer to accompany them or disabled access to the shows should visit <https://bit.ly/edsheeranpark360> for more information.

Special tickets for individuals with a valid ZTP or ZTP/P certificate will be available for purchase exclusively through GoOut. These tickets are intended solely for those who need to reserve a designated space on a raised platform, i.e., for wheelchair-bound individuals or individuals of short stature with disabilities. In both cases, it is mandatory to present a ZTP or ZTP/P certificate for verification. The capacity of the platform is limited. For companions, a regular standing ticket must be purchased. Standing for companions will be allowed in the area near the raised platform.

### **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 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 who bought the tickets** as the name of the purchaser is written on every ticket they bought.

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 order.

### **Personalization**

In order to stop the secondary ticketing market, absurd prices and fan rip-offs, the tickets are sold personalized, which means that the name of the ticket purchaser is printed on the tickets. At the time of admission, at least the surname printed on the ticket must correspond with the ID document to be presented, the second (and possibly third and fourth) person only receives access at the same time as the person issuing the identity card. Upon request, proof of booking must also be provided.

That means: When buying tickets, each of your tickets will be personalized with the lead bookers name. At the entrance to the show, your accompaniments will only gain admission with you.

The promoter reserves the right to check IDs for verification at the entrance to the venues. Please bring a valid ID document and get into the venue together with your friends and family you bought the tickets with.

### **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 entry requirements?**

To gain access to the concert you are required to bring your e-ticket. 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) or a current personal ID card.

### **What are the age restrictions?**

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

Under 15s should be accompanied by a parent. Youth from 15 to 18 years of age must be accompanied by an adult.

### **Ticket delivery**

Only e-tickets will be sold and will be delivered to the purchaser's email address with a delay so you will only receive them shortly before the shows are happening. You will receive a confirmation email after purchasing the tickets.

### **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 company you bought from this is usually displayed on your credit card statement or bank statement.

### **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. 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?**

tickets will be send out delayed and you will receive them in time before the show.

### **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 turnstile?**

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.

### **Where will I be able to park?**

A sufficient number of paid parking spaces will be available on site for all concert participants. The sale of parking spaces will start in the coming weeks. Visit <https://bit.ly/edsheeranpark360> for more information.

### **Can I buy an accommodation at Park 360?**

Yes, camping and other accommodation will be available on site for concert attendees. The campsite will also include all sanitary facilities. The sale of accommodation will start in the coming weeks. Visit <https://bit.ly/edsheeranpark360> for more information.

**Further information to avoid getting ripped off with “Ten Tips for ticket buying”**

<http://fanfairalliance.org/wp-content/uploads/2017/03/30-FFA-Guide-final.pdf>

<http://bit.ly/2sG24Er>