

# Ed Sheeran

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### European 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 2024 tour we will be operating a names on tickets policy on tickets sold ONLY via our approved ticket outlets.

In preparation for on sale, we recommend that you register an account with our approved outlets, details listed below: <https://www.eventim.hr/en/sign-in/>

Once the tickets have been purchased you will receive an email confirmation immediately after purchase as proof of purchase. This is NOT your ticket(s).

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

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.

#### **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 website:

[www.eventim.hr](http://www.eventim.hr)

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

10am local time on Thursday 26<sup>th</sup> October 2023

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

The tickets are starting from € 74,90 to € 129,90 including booking fee, plus a maximum € 2,00 service fee per ticket.

### **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 [www.eventim.hr](http://www.eventim.hr)

Wheelchair users enter for free, but have to buy a free ticket. Limited number of these tickets available.

Tickets will be available for purchase during the on sale.

For additional information please contact [edsheeran@eventim.hr](mailto:edsheeran@eventim.hr).

### **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 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 – ID card, a current driver's licence or a current or recently expired passport (provided the picture is a good resemblance of the holder)

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

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

Children under 16 yrs must be accompanied by parents or adult.

No Children under the age of 6 yrs.

### **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 attempt to 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.  
edsheeran@eventim.hr

### **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 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 up to 14 days 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.

### **Can I change the name on the ticket?**

Ed Sheeran has a buyer personalization policy. This means that all tickets are personalized in the name of the Lead Purchaser.

If the Lead Purchaser has purchased several tickets, accompanying persons will only be admitted to the concert with the Lead Purchaser.

In case this person is prevented on the day of the event, there will be the possibility to have the name changed or to offer the tickets via Fansale once tickets are delivered.

Good to know: Small typing errors as well as mixing up the first and last name will not cause any problems at the entrance.

If you have any urgent inquiries on this topic, we are happy to help via [edsheeran@eventim.hr](mailto:edsheeran@eventim.hr)