

Can I issue a Letter of Authorisation for someone else to attend?

No unfortunately not, Paperless Ticketing is designed to limit the transfer of entry to other people, so by doing this it would create a flaw in the very reason Paperless Ticketing was created. However, if a customer's circumstances have changed they can always contact our customer services team where we will offer to resell the tickets at face value on their behalf. Once the tickets have been resold, the original purchaser will be refunded. The deadline for resale requests will be 24hours prior to the event date.

Can I transfer my order onto another card?

Transfers can only be made to another card if the original card has expired, all other details will need to be the same as the original booker i.e. name, address etc.

What happens if I cannot provide a passport or a driving license as I.D.?

Only state issued photo I.D. will be accepted as valid I.D on the night. Customers who cannot provide the correct form of I.D may be refused entry. If this happens they will not be entitled to a refund as all terms and conditions have been made very clear at the point of purchase.

What do I need to take with me to the event?

Confirmation of your booking

The credit/debit card used to make the purchase

State issued photo ID

Will I receive any paper tickets in advance of the show?

No, we do not issue paper tickets for this event

What if my friends aren't arriving at the same time as me, the cardholder?

All members of the party must enter the venue at the same time. If your friend(s) isn't present, you will be presented with a choice of either waiting outside or entering the event on your own. You will not be allowed in and then out again your friend's arrive.

My payment card is lost/stolen – what can I do?

If you find yourself in this situation please make your way to the venue box office where a resolution will be found. Once the customer's original barcodes have been verified as not having already been used a physical set of tickets will be issued to the cardholder on presentation of stated-issued photo ID. Customers must then enter the event and will not be allowed to leave at any point with the tickets.

What about payment cards which have now expired?

Ticketmaster will always try and contact customers whose payment card will expire between the time of the booking and the day of the event so that a new card number can be applied to the booking. This new card number will then become the valid card associated with that booking. The payment will remain on the original card. No debits/charges will be made on the new card.

Although we will try and make contact, you will also need to be aware of your own card details and if you have not heard from us please make contact with us in order for the card details to be updated.

What is the ticket limit for this event?

The ticket limits will be set on an event by event basis, please refer to the event page for more details, this will also have been made available at the point of purchase. Ticketmaster highly recommends a ticket limit of 2, except in the case of an arena event, where a limit of 4 may in some cases be recommended.