

Special Conditions for the Shane Filan Meet & Greet Package – 2014 Tour

Where are the seats?

The seat location information is contained within the package details (if purchased with a ticket).

Will I be able to get anything signed by Shane?

Yes, we anticipate that you'll have the opportunity to get one item signed during the M&G event.

Will there be a photo opportunity to have my picture taken with Shane?

Yes, a professional camera will be used to take your picture with Shane. A digital copy of the photograph will be sent to you via email (usually within forty-eight hours of the event).

Will I be able to take pictures during the Meet & Greet?

No, due to time restrictions it will not be possible to take pictures with your own camera.

Will I be able to take pictures during the Sound Check?

Yes, you will be able to take pictures with your own camera during the sound check.

Will video cameras or recording equipment be allowed?

Under no circumstances will video cameras or recording equipment be allowed into the concert, the Meet & Greet or the Sound Check.

When will the Meet & Greet take place?

The M&G event will take place pre show, after the Sound Check. Exact timings will be notified to you prior to the event and are subject to change.

Where will the Meet & Greet take place?

Within the auditorium or another space at the concert venue.

How long will the event last?

The exact amount of time Shane will be able to spend with each M&G ticket holder will be determined by his schedule for the evening. We anticipate the Sound Check will be at least one song.

When will I receive my official tour gift and VIP laminate?

We will send your laminate to you within two weeks of the show* – please keep it safe and bring it with you to gain access to the M&G. Our Event Host will present your gift to you upon arrival at the M&G event.

Will I be receiving information in the mail?

Yes, full instructions and an itinerary for the day will be sent to you within two weeks of the event; customers outside the UK will receive this information by email.

Is there a customer service agent I can contact if I have any questions about my purchase?

You can contact **VIP Nation** via vipnation@livenation.co.uk or phone **+44 (0)207 009 3484**. If you purchased your package from a third party, please refer your enquiry to your point of purchase.

**Customers outside the UK will receive email instructions within two weeks prior to the event with collection instructions for their package.*