

## TERMS AND CONDITIONS

1. The event ticket is a personal, revocable license and, at all times, remains the property of the Promoters. This ticket must be surrendered to the Promoters upon request.
2. The event ticket is sold by the Promoters directly to the Consumer. Any tickets purchased by business or traders in breach of the Terms and Conditions of Ticket Sale will be cancelled.
3. The event ticket will IMMEDIATELY BECOME INVALID if resold OR OFFERED FOR SALE unless the sale is through our official face-value resale partner.
4. To gain admission to the concert, the attendee must bring:
  - i) The tickets
  - ii) The booking confirmation
  - iii) The credit card used for the purchase and shown on the booking confirmation (or a photo or photocopy of it)
  - iv) A valid photo ID matching the customer name on the booking confirmation

Failure to bring all of the items i), ii), iii) and iv) above will result in refusal of admission to the concert.
5. Ticket sales are limited to a maximum of four tickets per person.

## FAQs

**In the run up to putting a tour on sale we often 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 really hard behind the scenes to try and do everything we can to make sure that tickets end up in the hands of genuine fans.**

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

London tickets are £80 and £50, elsewhere they are £75 and £45. All tickets are subject to a maximum 10 percent booking fee and a transaction charge, per order (to cover Post and Packing).

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

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

### **How many tickets can I buy?**

Fans can purchase up to four tickets per event.

<http://www.edsheeran.com/news/important-information-about-fraudulent-uk-tour-tickets-38096>

### **What are the entry requirements?**

To gain access to the concert you are required to bring your tickets, booking confirmation and credit card (or a photo or photocopy of it) plus a valid form of photo ID.

**What are the age restrictions?**

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

**Are cameras allowed?**

Professional cameras, video and recording equipment are strictly forbidden. Personal use cameras and smart-phone cameras are fine.

**When will we receive our tickets?**

There are no eTickets or "print-at-home" tickets. There will be physical printed tickets sent out in the weeks prior to the show. You will not receive your tickets until the spring of 2018 at the earliest.

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

Please go to our official resale partner – details available from edsheeran.com

**How early should we turn up?**

Please check venue websites for door opening times and do allow yourself plenty of time to get in before the start of the show.

**How do I arrange to buy tickets for someone requiring disabled access?****Cardiff Principality:**

0800 988 4440 (or 00 44 161 637 2697 if you're outside the UK). If we're selling tickets for your event, we'll be happy to take your booking, subject to ticket availability. If you have a speech or hearing impairment and you want to contact us directly, we welcome calls via RNID typetalk on: 03333213122

Opening Hours: Saturday 8<sup>th</sup> July. 10am-5pm, Monday to Friday: 9:00am to 6:00pm, Saturday:10.30am to 3:30pm.

**Manchester Etihad:**

Tel - +44 161 444 1894(Option 5)

Saturday 8<sup>th</sup> July. 10am-5pm, Monday-Friday 9-5pm except, Thursdays 10-5pm.

Link -<https://www.mancity.com/ticket%20information/access%20information>

Email- [Access@mancity.com](mailto:Access@mancity.com)

**London Wembley Stadium**

0800 988 4440 (or 00 44 161 637 2697 if you're outside the UK).

If you have a speech or hearing impairment and you want to contact us directly, we welcome calls via RNID typetalk on: 03333213122

Opening Hours: Saturday 8<sup>th</sup> July. 10am-5pm, Monday to Friday: 9:00am to 6:00pm, Saturday:10.30am to 3:30pm.

**Newcastle St James Park**

If you would like to buy an accessible seat or wheelchair position ticket for the Ed Sheeran event at St. James' Park Newcastle, you can contact the venue directly on [disabilitysupport@nufc.co.uk](mailto:disabilitysupport@nufc.co.uk) or 0844 372 1892 (Option 1) from 10am-5pm.

If you require the support of a personal assistant or carer to attend the concert you should discuss this directly with the Newcastle United Box Office staff.

Please note, you may also be required to supply proof of eligibility for accessible and wheelchair position tickets within 3 days of making your booking to secure your place.

**Glasgow Hampden Park**

Disabled access line – 0800 952 0110 - **by phone only**