

Imagine Dragons EU FAQ's

*Please note that information in the FAQ's is subject to change.

Q. How do I purchase a package?

You can purchase a VIP package by visiting vipnation.eu/imaginedragons and finding the city of your choice, then clicking the "Purchase" button directing you to the ticketing website. If you have any trouble, please use contact our guest services team at vipnation@livenation.co.uk.

Q. Can I purchase a package over the phone?

Unfortunately, we are unable to process orders over the phone. All packages must be purchased online.

Q. When can I purchase a package?

VIP packages will go on sale at the same time as regular tickets and remain on sale until packages are sold out or until a few days before the show. If you have a presale access code, you may purchase tickets during the pre-sale, prior to the general public on sale.

Q. Does this package have a minimum age requirement?

We adhere to the venue's policy. While the show may be open to all ages, please note that you must be 21 and older to consume alcohol.

Q. Where will I receive my tickets?

During the purchase process, you will have the option of choosing to have your tickets mailed to you, printed at home, or on your mobile device to show at the time of the event. Regardless of how your tickets are obtained, you will still need to check in with us at VIP Check-In to ensure you get to take advantage of all the benefits that come with your package! As it gets closer to the event, the ticket purchaser will receive an informational email including the exact time and location for VIP Check-in. Please bring a valid photo identification and stay tuned for that email! Don't forget to check your spam folder!

Q. How do I know where my seats are located?

General admission tickets, commonly labeled as GA, have no specific seating locations and are typically standing room only. A general admission PIT ticket is also standing room only but will be in the area closest to the stage. A premium reserved seat is an assigned seat you select during the purchase process. Most venues will have a seating map available during that purchase process that you can refer to so you can see exactly where your seats are located.

Q. Am I able to request accessible seating with my VIP program?

Most venues offer accessible seating areas to accommodate guests. Availability and type of accessible seating tickets will vary based on each venue's policies and/or the type of event taking place. If you would like to inquire about Accessible Seating as part of a VIP program, please reach out to us through our 'chat' feature or at vipnation@livenation.co.uk. You may also reach out to the venue box office directly to request accessible seating.

Q. Will the band be in the pre-show lounge?

No, the band will not participate in any pre-show lounge activities unless otherwise explicitly noted.

Q. How will I know when and where to go?

You should receive an email from us a few days prior to the concert including all the key details regarding your VIP program information. If you did not receive one, please be sure to check your spam folder, and if you still have not received it, please contact our guest services team.

Q. What does my package include?

Please return to vipnation.eu/imaginedragons main page to see a detailed description of what each package includes.

Q. What does early entry mean?

You will receive an informational email with VIP program timing closer to the day of the show. Typically, early entry includes entering the venue prior to the general public.

Q. What do I need to get in?

Please be sure to bring your driver's license and/or passport and proof of purchase.

Q. Do I need to be vaccinated to go to the show?

We will adhere to local and venue mandates. Please refer to the venue's current COVID policies.

Q. If I'm unable to attend the show, can I still receive my merchandise?

All merchandise must be received at VIP Check-in as we are not able to ship.

Q. What if I can no longer attend or change my mind and no longer want my package? Can I request a refund for my package?

All packages are non-refundable and non-transferrable. Please refer to the purchase policy for additional information. You may contact our guest services to request an alternate pick-up name.

Q. If I can no longer attend, can I gift my package to a friend?

Sure! Just make sure to contact us ahead of time to request an alternate guest pick up and be sure to provide a copy of your ID and/or purchase method so that your friend can check in on your behalf.

Q. Is Parking included?

Parking is not included in VIP packages. Please refer to the venue's website for parking information.