VIP Package Terms & Conditions

- All sales are final. There are no refunds or exchanges under any circumstances.
- The artist, show and venue reserve the right to cancel any order for any reason.
- VIP merchandise will be shipped directly to each package purchaser on any primary outlet or authorised reseller. Offer not valid if purchased outside of any primary outlet or authorized reseller.
- **** Very Important **** - VIP merchandise will not be shipped outside of the UK / IE under any circumstances – no exceptions. If you are not a resident of UK / IE and you have purchased a VIP Package, then an alternative local merchandise collection location will be provided in UK / IE. Non-residents will be contacted in advance of the show date with additional local merchandise collection details.
- VIP merchandise is not required for venue entry.
- Delivery of VIP merchandise can occur after event date. Please make sure to consider this before you decide to purchase a package.

For general questions and inquiries, please contact VIP Customer Service at: vip@tstheerastourvip.com.
Please make sure to clearly indicate what city and show date you are inquiring about when e-mailing customer service.