

Ticket Sales Registration FAQs - UK

FAQ

How do I register for Taylor Swift | The Eras Tour in the UK

Registration will be open at www.ticketmaster.co.uk/taylor-swift-the-eras-tour until Thursday 22nd June at 23.59 local time.

When and where are the event dates?

Fri 7-Jun	Edinburgh, BT Murrayfield Stadium
Sat 8-Jun	Edinburgh, BT Murrayfield Stadium
Fri 14-Jun	Liverpool, Anfield Stadium
Sat 15-Jun	Liverpool, Anfield Stadium
Tue 18-Jun	Cardiff, Principality Stadium
Fri 21-Jun	London, Wembley Stadium
Sat 22-Jun	London, Wembley Stadium
Fri 16-Aug	London, Wembley Stadium
Sat 17-Aug	London, Wembley Stadium

Do I have more chance of getting a ticket the earlier I register?

No, registering early during the registration window will not give you any advantage, as long as you make sure you register before the registration window closes. Please note, registration does not guarantee access to the sale, or to tickets. We expect there will be more demand than there are tickets available. A limited number of fans will get access to the sale, and others will be put on the waitlist. Tickets will be sold on a first come, first served basis while currently available inventory lasts.

When do tickets go on sale?

Tickets will go on sale at the dates and times listed below. Tickets will be sold on a first come, first served basis while currently available inventory lasts.

Fri 7-Jun	Edinburgh, BT Murrayfield Stadium	On-sale 19 July at 2pm local
Sat 8-Jun	Edinburgh, BT Murrayfield Stadium	On-sale 19 July at 2pm local
Fri 14-Jun	Liverpool, Anfield Stadium	On-sale 20 July at 2pm local
Sat 15-Jun	Liverpool, Anfield Stadium	On-sale 20 July at 2pm local
Tue 18-Jun	Cardiff, Principality Stadium	On-sale 20 July at 2pm local
Fri 21-Jun	London, Wembley Stadium	On-sale 18 July at 2pm local
Sat 22-Jun	London, Wembley Stadium	On-sale 18 July at 2pm local
Fri 16-Aug	London, Wembley Stadium	On-sale 18 July at 2pm local
Sat 17-Aug	London, Wembley Stadium	On-sale 18 July at 2pm local

How do I purchase tickets in the sale?

Tickets will be available to purchase via the Ticketmaster & AXS websites only, and access code holders will have the opportunity to purchase tickets starting at approximately the following times and dates:

Fri 7-Jun	Edinburgh, BT Murrayfield Stadium	On-sale 19 July at 2pm local
Sat 8-Jun	Edinburgh, BT Murrayfield Stadium	On-sale 19 July at 2pm local
Fri 14-Jun	Liverpool, Anfield Stadium	On-sale 20 July at 2pm local
Sat 15-Jun	Liverpool, Anfield Stadium	On-sale 20 July at 2pm local
Tue 18-Jun	Cardiff, Principality Stadium	On-sale 20 July at 2pm local
Fri 21-Jun	London, Wembley Stadium	On-sale 18 July at 2pm local
Sat 22-Jun	London, Wembley Stadium	On-sale 18 July at 2pm local
Fri 16-Aug	London, Wembley Stadium	On-sale 18 July at 2pm local
Sat 17-Aug	London, Wembley Stadium	On-sale 18 July at 2pm local

Tickets will be sold on a first come, first served basis while currently available inventory lasts.

It's a simple, standard purchase process and the steps below will help you navigate

your search and purchase.

As Taylor Swift | The Eras Tour in UK is ticketed by both Ticketmaster and AXS; your information will be shared with both ticketing agents. We expect there will be more demand than there are tickets available. Please note, receiving a purchase link and code does not guarantee you tickets. Ticket availability is limited. Tickets will be sold on a first-come, first-served basis while currently-available inventory lasts.

You'll receive an email from the promoter, AEG Presents, on Wednesday 5 July confirming next steps. If you are selected to receive a purchase link, the ticket sales will begin per the schedule above and will continue while currently-available inventory lasts.

- Sign-in to your Ticketmaster or AXS Account in advance. Know your Ticketmaster or AXS password, or reset your password in advance. For a faster checkout, make sure you have a valid credit card with updated billing information in your account.

When tickets go on sale:

- Click the link you were sent at the appropriate time.
- Enter your unique access code. Should you receive an error, double-check you entered the access code exactly as it appears in the email you received.
- Due to demand, after entering your access code, you may experience a longer than usual wait time using the ticket search. Do not refresh the page during this time.
- When completing your ticket purchase, stay within one browser window. Opening multiple windows or tabs to purchase tickets, may result in errors.

- You may not exceed the ticket limit of four (4).
- For a faster checkout, make sure your billing address and credit card information is up to date prior to the on-sale.

When should I expect my access code?

If you are selected to receive an access code, you will receive an email the afternoon before the ticket sales begin per the schedule above.

This email will include timing details and a link to where the on-sale will occur, and your unique, non-transferrable access code.

Can I transfer my access code to someone else?

No, codes are non-transferable and should not be shared. Codes are also only valid to purchase up to the advised ticket limit, subject to availability.

I have access requirements; how do I register for tickets?

- Liverpool
 - For accessible tickets, you do not need to complete the registration. Please contact the venue's disability team on **0151 264 2500**, from 4pm on Wednesday 12 July, selecting option 1 to purchase tickets. Please visit this page for more information: <https://faq.liverpoolfc.com/portal/en/kb/articles/contact-us-accessible-contact-options>

- Cardiff

- For the opportunity to purchase accessible tickets for Cardiff, you will need to register as outlined here by Thursday 22 June at 23:59pm BST: <https://www.ticketmaster.co.uk/taylor-swift-the-eras-tour>

If you are selected to receive a purchase link and code, accessible tickets will be available to purchase via the Accessible symbol on the main event page on Ticketmaster, subject to availability. In order to purchase Accessible tickets, you will also need to be registered with Ticketmaster's accessible database. You can do that in advance here: https://help.ticketmaster.co.uk/hc/en-us/requests/new?ticket_form_id=360000361214. There will be wheelchair accessible tickets, limited mobility tickets, sight impaired tickets, and hearing impaired tickets available. Wheelchair accessible and sight impaired tickets are available in a 1:1 ratio only, as they are issued with a complimentary companion. Should you have a medical requirement for a 2:1 attendant, it will be necessary to make two purchases and contact Ticketmaster to refund the second purchased ticket. Additional attendants cannot be added after the fact. Limited mobility and hearing impaired tickets may be purchased in any quantity up to the event ticket limit. Those limited mobility ticket purchasers who have a medical requirement for a carer may apply for a refund of their attendant ticket price, subject to availability. (Limits apply.)

- Edinburgh

- For the opportunity to purchase accessible tickets for Edinburgh, you will need to register as outlined here by Thursday 22 June at 23:59pm BST: <https://www.ticketmaster.co.uk/taylor-swift-the-eras-tour>

If you are selected to receive a purchase link and code, accessible tickets will be available to purchase via the Accessible symbol on the main event page on Ticketmaster, subject to availability. In order to purchase Accessible tickets, you will also need to be registered with Ticketmaster's accessible database. You can do that in advance here: https://help.ticketmaster.co.uk/hc/en-us/requests/new?ticket_form_id=360000361214. There will be wheelchair accessible tickets, limited mobility tickets, sight impaired tickets, and hearing impaired tickets available. Wheelchair accessible and sight impaired tickets are available in a 1:1 ratio only, as they are issued with a complimentary companion. Should you have a medical requirement for a 2:1 attendant, it will be necessary to make two purchases and contact Ticketmaster to refund the second purchased ticket. Additional attendants cannot be added after the fact. Limited mobility and hearing impaired tickets may be purchased in any quantity up to the event ticket limit. Those limited mobility ticket purchasers who have a medical requirement for a carer may apply for a refund of their attendant ticket price, subject to availability. (Limits apply.)

- London

For accessible tickets, you do not need to complete the registration. Please visit [THIS LINK](#) for information on how to purchase accessible tickets at Wembley Stadium.**What are the age restrictions for the event?**

- Liverpool
 - 2+. Children under 16 years of age must be accompanied by a responsible adult of 18 years or over. LFC reserves the right to remove any child, who in the opinion of LFC, appears to be under 16 years of age and unaccompanied.

The standing area of the Venue is not suitable for children under 14 years of age. LFC reserves the right to remove any child (and their responsible adult(s)) who in the opinion of LFC appears to be under 14 years of age from the standing area of the Venue or the Venue itself for safety reasons.

- Cardiff

- No children 5 and under allowed in the Stadium for this event
- Pitch Standing: No Under 12s, Under 16s must be accompanied by an adult aged 18+
- Reserved Seats: Under 12s to be accompanied by an adult aged 18+ No Children 5 and Under

- Edinburgh

- No under 5s
- No under 14s on pitch
- Under 16's must be accompanied by an adult over 18 (max ratio 4 under 16s to 1 adult)

- London

- No under 5s
- No under 14s on the pitch
- All under 14s must be accompanied by an adult aged 18 or over

Tickets have gone on sale, I registered and never received my access code?

Registering does not guarantee you will receive a code nor that you will have the ability to purchase tickets. Please note, we expect there will be more demand than there are tickets available. Tickets will be sold on a first come, first served basis while currently available inventory lasts.

Why didn't my access code work?

You may have maxed out your ticket limit. Due to demand, all events have a ticket limit to allow more fans like you to get tickets.

Can I enter multiple codes?

No. Only one code can be processed during each transaction. Separate transactions will be required for each access code held.

What happens if I'm on the waiting list?

If you move off the waiting list, you will receive an email containing your access code details and where to access the relevant on-sale. Keep in mind, your notification may come at any time after ticket sales begin per the schedule above.

When notified, your email will include:

- A link to the on-sale;
- Your unique access code

Purchasers are held to a ticket limit of 4 (four).

Please note, getting off the waitlist does not guarantee access to tickets. Tickets will be sold on a first come, first served basis while currently available inventory lasts.