

TICKET PRE-SALE INFORMATION

I WANT TO GET FIRST ACCESS TO TICKETS FOR HARRY STYLES UK AUTUMN 2017 DATES, HOW DO I DO THIS?

You need to have pre-ordered Harry Styles' brand new self-titled album (available on CD, Deluxe CD and LP formats) through Harry Styles' Official Music Store before 4.00pm on Wednesday 3rd May 2017,

Or

You need to have registered via the No Purchase Necessary form hosted on Harry Styles' Official Music Store before 4.00pm on Wednesday 3rd May 2017.

<http://nopurchaseneecessary.sandbagheadquarters.com/harrystyles>

WHEN WILL I GET MY PRESALE ACCESS CODE?

If you purchased an album, or registered via the form, you will receive an email by 8:00pm on Wednesday 3rd May 2017 containing your unique presale code, a link to the presale and details of the UK Autumn dates. Please check your inbox and junk folder carefully on/after this date and retain this email.

WHEN DOES THE PRESALE OPEN?

These emails invite you to purchase tickets in our exclusive presale window, running between 9:00am BST, Thursday, 4th May 2017 and 8:59am BST, Friday 5th May 2017

Presale access does not guarantee you tickets; it guarantees your eligibility to access the ticket pre-sale before general release. Please note, due to high demand tickets are extremely limited.

HOW DOES THE CODE WORK?

Each code is only valid for the UK Autumn dates and can only be used once

You have access to buy up to two (2) tickets from Ticketmaster.co.uk to one of the confirmed 2017 UK Autumn dates.

Please keep the email containing your presale link and unique passcode safe, ready for the presale.

HOW DO I REDEEM MY CODE?

The presale period opens at 9:00am BST, Thursday, 4th May 2017.

Simply follow the link provided in your email, which will take you to a designated presale page on www.ticketmaster.co.uk and select the date or venue you would like to purchase tickets for and enter your unique presale passcode into the box provided when prompted to do so.

Please ensure you are entering your unique passcode into the appropriate box.

I'VE PRE-ORDERED HARRY STYLES' NEW ALBUM BUT I HAVE NOT RECEIVED MY CODE YET, WHY?

You should receive your code by 8:00pm on Wednesday, 3rd May 2017, please check both your inbox and junk mail folders carefully to locate this email.

The code, along with all the tour details will be sent to the email address that you used when making your album purchase.

If you have not received this code by 8:00pm on Wednesday, 3rd May 2017 – please contact:

<http://support.sandbaguk.com/support/tickets/new>

Please quote your email address, full name – and we will verify your order and reply with your pre-sale access code

Before getting in touch, please don't forget to check your junk mail folder too just in case your email is in there!

I'VE ENTERED MY PRE-SALE CODE ON THE
TICKETMASTER PAGE – BUT IT DOES NOT WORK.
WHAT SHOULD I DO?

If your code does not work - please contact:

<https://help.ticketmaster.co.uk/contact-us/>

Please quote your email address, full name and the pre-sale code you were originally allocated.

We will reply as quickly as possible.

I'VE ENTERED MY PRE-SALE CODE ON THE
TICKETMASTER PAGE – BUT I'M HAVING ISSUES
COMPLETING MY ORDER AT CHECKOUT.
WHAT SHOULD I DO?

If you have successfully entered your pre-sale code, but are experiencing any issue completing your order – please submit your enquiry here:

<https://help.ticketmaster.co.uk/contact-us/>

The Ticketmaster team will be closely monitoring this to answer promptly.

AM I GUARANTEED A TICKET IF I PRE-ORDERED THE
ALBUM?

The album pre-order does not guarantee tickets to the presale but it does guarantee your eligibility to access before general release.

IF I ORDER MORE THAN ONE ALBUM FORMAT, WILL I GET
ADDITIONAL CODES?

One code is issued per customer.

I'VE PRE-ORDERED THE ALBUM FROM ANOTHER
RETAILER, WILL I STILL RECEIVE MY CODE?

In order to qualify for the ticket pre-sale you need to order directly from the Official Music Store.

I'VE PRE-ORDER THE ALBUM BUT WHAT IF I LIVE
OUTSIDE THE UK?

This ticket pre-sale is only valid for the UK Autumn tour dates and you are only eligible to access the pre-sale if you have ordered an album for delivery in the UK.

Can I order tickets for someone else?

No you cannot. You can buy 2 tickets maximum for you and one other person. Please note tickets will have the name of the person who purchased the ticket printed on them – this name will specifically match the name of the card holder making the purchase. That person must present valid photo ID that matches the name on entry to the venue. There will be no exceptions to this and no opportunity to swap tickets to a third party name.

SHOULD YOU BE UNSUCCESSFUL IN SECURING TICKETS
DURING THE PRE-SALE, FURTHER TICKETS WILL BE
AVAILABLE IN THE GENERAL SALE WHICH OPENS AT 9:00AM
BST ON FRIDAY 5TH MAY 2017.

GOOD LUCK!