

PREPPING FOR THE #VERIFIEDFAN PRESALE

Elton John fans, get ready for the *Farewell Yellow Brick Road Tour 2020* Presale powered by Ticketmaster #VerifiedFan

How do I purchase tickets for the Presale powered by Ticketmaster #VerifiedFan?

The #VerifiedFan Presale begins Thursday, November 15 at 10:00 venue local time. It's a simple, standard purchase process and the steps below will help you navigate your search and purchase.

1. Once verified, you will receive an access code via two SMS on Thursday, November 15 prior to the Presale at 10:00 venue local time. The message will include timing details and a link to where you can purchase your tickets, and your unique access code. Keep your phone handy – you'll receive the SMS 2-4 hours before the Presale.
2. Sign-in to your Ticketmaster Account in advance. Know your Ticketmaster password, or reset your password in advance. For a faster checkout, make sure you have a valid credit card with updating billing information in your account.

When the Presale Begins at 10:00 (venue local time).

3. Click the link you were sent at the appropriate time.
4. Enter your unique access code. Should you receive an error, double-check you entered the access code exactly as it appears in the text you receive or that you are signed in using the account you registered for the #VerifiedFan Presale with.
5. Due to demand, after entering your #VerifiedFan access code, you may experience a longer than usual wait time using the ticket search. Do not refresh the page during this time.
6. When completing your ticket purchase, stay within one browser window. Opening multiple windows or tabs to purchase tickets, may result in errors.
7. Tickets will be available on a first-come, first-served basis and are NOT guaranteed. Do not exceed the ticket limit of six (6).
8. For a faster checkout, make sure your billing address and credit card information is up to date prior to the start of the Presale.

When should I expect my access code?

If you are verified and selected, you will receive an access code via SMS on Thursday, November 15 prior to the Presale at 10:00 (venue local time). Please note, tickets are available on a first-come, first-served basis.

The two SMS will include timing details and a link to where you can purchase your tickets, and your unique access code. Keep your phone handy – you'll be sent the SMS 2-4 hours before the Presale. The #VerifiedFan Presale begins Thursday, November 15 at 10:00 (venue local time).

The Presale has started, I registered and never received my access code?

Registering does not guarantee you will receive a code or have the ability to purchase tickets.

I registered for the last #VerifiedFan opportunity, shouldn't I always get a code?

Each #VerifiedFan tour is unique and you must register for each one separately.

Why didn't my Verified Fan Presale code work?

You may have maxed out your ticket limit. Due to demand, each #VerifiedFan Presale has a ticket limit to allow more fans like you to get tickets.

Why did I receive a #VerifiedFan Presale code but I cannot get tickets?

We've seen massive interest for this tour and #VerifiedFan tickets. Tickets will be available on a first-come, first-served basis and are NOT guaranteed.

If I'm not Verified will I still have a chance to get tickets?

Yes, there will be a General Public Onsale on Friday, November 16 @ 10:00 venue local time.

What happens if I'm on the waiting list?

Keep your phone close by – if you move off the waiting list, you will receive an SMS with your access code details. Keep in mind, your notification may come at any time after the presale begins at 10:00 venue local time. When notified, your SMS will include:

- A link to begin your purchase
- Your unique access code

Please also watch your email, if there are SMS delivery issues, such as an incorrectly entered mobile number or network issues, we will email your access code details. Purchasers are held to a six (6) ticket limit.

How to prepare to the event you move off the waiting list

1. Log in to your Ticketmaster account in advance on the device you wish to purchase on.
2. Have a valid payment card with the updated billing information you plan to use for your purchase in your account.
3. Due to demand, after entering your Verified Fan access code you may experience a longer than usual wait time during the ticket search. Do not refresh the page during this time.
4. When completing your ticket purchase, stay within one browser window. Opening multiple windows or tabs to purchase tickets may result in errors.