

FAQs

In the run up to putting a tour on sale we often get asked lots of questions relating to the shows and ticket sales. We've put together this handy guide to help you navigate your way through the process. We are working really hard behind the scenes to try and do everything we can to make sure that tickets end up in the hands of genuine fans.

How much are the "face value" tickets?

London tickets are £80 and £50 and regionally they are £75 and £45. All tickets are subject to a maximum 10 percent booking fee and a transaction charge, per order (to cover Post and Packing).

What is secondary ticketing and resale for profit?

Secondary ticketing for profit is when people buy tickets at face value and then re-sell them at inflated prices on the internet via none artist approved websites thus denying real fans the chance to buy at face value.

So where should I buy my "face value" tickets from?

All official ticket agent websites will be listed on tour advertising and at EdSheeran.com

How many tickets can I buy?

There is a limit of four per order/transaction.

But we want to go as a bigger group/family?

You will have to try to complete another order with another credit card or PayPal account

What are the entry requirements?

To gain access to the concert you are required to bring your tickets, booking confirmation and credit card (or a photo or photocopy of it) plus a valid form of photo ID.

What are the age restrictions?

All venue age restrictions are clearly displayed at the sales pages on the ticket agent websites.

Are cameras allowed?

Professional cameras, video and recording equipment are strictly forbidden. Personal use cameras and smart-phone cameras are fine.

I can't go any more and need to sell on my ticket. What do I do?

Please go to our official re-sale partner Twickets and follow instructions.

<http://edsheeran.twickets.co.uk/>

What happens if I bought my tickets from your official re-sale partner Twickets?

Twickets will provide an email confirming the change of ownership of the ticket that you should bring with you as verification. As a back-up we will have a full customer list of Twickets exchanges.

When will we receive our tickets?

There are no E-tickets, there are no “print-at-home” tickets. There will be physical printed tickets sent out in the weeks prior to the show. You will not receive your tickets until the spring of 2018 at the earliest.

How early should we turn up?

Please check venue websites for door opening times and do allow yourself plenty of time to get in before the start of the show.

I bought tickets off an unauthorised secondary ticket re-sale website and have been refused entry. What can I do to get my money back?

We will stamp your invalidated ticket and you can then attempt to claim a refund from the secondary ticket site you used. Please go back to the website concerned and refer to any promises or guarantees made at the time of the purchase. Go to <http://bit.ly/2sG24Er> for more help and information.

What else are you doing to combat the secondary market?

Recently the government has strengthened legislation designed to protect consumers, notably the Consumer Rights Act and the Digital Economy Bill. We are working with National Trading Standards and the Police Action Fraud Division to report all breaches of these acts as well as reporting any illegally advertised tickets to the Advertising Standards Authority (ASA).

Further information from “Ten Tips for ticket buying”

<http://fanfairalliance.org/wp-content/uploads/2017/03/30-FFA-Guide-final.pdf>

How do I arrange to buy tickets for someone requiring disabled access?

Cardiff Principality:

0800 988 4440 (or 00 44 161 637 2697 if you're outside the UK). If we're selling tickets for your event, we'll be happy to take your booking, subject to ticket availability. If you have a speech or hearing impairment and you want to contact us directly, we welcome calls via RNID typetalk on: 03333213122

Opening Hours: Saturday 8th July. 10am-5pm, Monday to Friday: 9:00am to 6:00pm, Saturday:10.30am to 3:30pm.

Manchester Etihad:

Tel - +44 161 444 1894(Option 5)

Saturday 8th July. 10am-5pm, Monday-Friday 9-5pm except, Thursdays 10-5pm.Link - <https://www.mancity.com/ticket%20information/access%20information> Email- Access@mancity.com

London Wembley Stadium

0800 988 4440 (or 00 44 161 637 2697 if you're outside the UK).

If you have a speech or hearing impairment and you want to contact us directly, we welcome calls via RNID typetalk on: 03333213122

Opening Hours: Saturday 8th July. 10am-5pm, Monday to Friday: 9:00am to 6:00pm, Saturday:10.30am to 3:30pm.

Newcastle St James Park

If you would like to buy an accessible seat or wheelchair position ticket for the Ed Sheeran event at St. James' Park Newcastle, you can contact the venue directly on disabilitysupport@nufc.co.uk or 0844 372 1892 (Option 1) from 10am-5pm.

If you require the support of a personal assistant or carer to attend the concert you should discuss this directly with the Newcastle United Box Office staff.

Please note, you may also be required to supply proof of eligibility for accessible and wheelchair position tickets within 3 days of making your booking in order to secure your place.

Glasgow Hampden Park

Disabled access line - [0800 952 0110](tel:08009520110) - by phone only