

Sam Fender – Newcastle St.James' Park Shows 2023 - FAQs

Here is a guide to help you navigate your way through any questions relating to the shows and ticket sales. We want to do everything we can to make sure that tickets only end up in the hands of genuine fans.

How can I buy Tickets?

Sam Fender and the promoter are committed to combating unethical secondary ticketing and resale.

For the 2023 shows, we are operating a "names-on-tickets" system to prevent unethical resale.

Your tickets will be sent to you much nearer to the shows.

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

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

Only buy tickets from the authorised websites:

www.seetickets.com

www.ticketmaster.co.uk

www.eventim.co.uk

www.gigantic.com

www.Myticket.co.uk

www.eventtravel.com

When will they go on general sale?

10am Friday 9th September.

How much are the "face value" tickets?

The tickets are £57.50 and £47.50. All tickets are subject to a maximum 10 percent booking fee plus postage and transaction charges per order.

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

Persons requiring accessible seating, wheelchair bays or walking ambulant seats should contact the Club directly on 0344 372 1892 (option 1) to purchase Tickets.

Proof of disability (that is, statement of medium or high rate DLA for care / mobility, enhanced PIP for care / mobility along with further eligibility found at <https://www.nufc.co.uk/fans/info-for-disabled-fans/>) will be required and any Tickets purchased will be placed on hold for 3 (three) working days whilst the Club awaits such proof.

If the proof is not received by the end of this period, the Tickets will be released for sale and the Ticket holder will be issued with a refund.

Proof of disability can be sent to disabilitysupport@nufc.co.uk or posted to: Newcastle United Football Company Limited, St. James Park, Newcastle Upon Tyne, Tyne and Wear, NE1 4ST FAO: The Box Office.

BSL Interpretation is also available and can be booked by contacting Accessibility@kilimanjarolive.co.uk .

What is unethical secondary ticketing and ticket resale?

Unethical secondary ticketing is when people buy tickets at face value and then re-sell them at inflated prices via non-artist approved methods and websites, thus denying real fans the chance to buy at face value.

Ticket touts and unauthorised resellers use multiple payment cards, false identities and sophisticated computer programmes ('bots') to buy up large amounts of tickets which they then offer for resale at highly-inflated prices.

How many tickets can I buy?

There will be a strict limit of 4 standing or 6 seated tickets per show date per transaction. This restriction is in place in order to give as many people as possible a fair chance to buy tickets. The whole party must arrive at the same time as the lead booker who bought the tickets.

PLEASE NOTE that any and all transactions that are detected as bot purchases, patrons creating duplicate accounts in order to purchase more than the ticket limit or any action that indicates a suspicious purchase in excess of the ticket limit, will be cancelled.

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

You will have to complete another order.

Can I buy tickets as a gift?

The matching ID of the surname of the lead booker will be an entry requirement, the other tickets bought by that person can be used for other people if they ALL arrive with the lead booker. If you want to buy as gifts, then you'll also have to attend to get your recipients into the show.

What are the entry requirements?

Lead bookers may be required to produce email booking confirmation and a valid form of photo ID that matches the name on the confirmation.

Accepted forms of Photo ID are – A current driver's licence (including provisional licence), a current or recently expired passport (provided the picture is a good resemblance of the holder) or the government backed PASS scheme <http://www.pass-scheme.org.uk/>

What are the age restrictions?

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

Under 18s must be accompanied by an adult

No under 14's on the pitch.

I can't find my confirmation email?

In the first instance please check your junk or spam folder. If that doesn't work, contact the customer services of the ticket agent you booked through. If you are unsure which company you bought from, this information is usually displayed in the booking confirmation, or on your credit card / bank statement.

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

The reselling of any Sam Fender ticket is strictly forbidden other than through the official face value resale platform of your original point of purchase or via Twickets. Any Sam Fender ticket offered for resale elsewhere, either on or offline (including Viagogo or any other unauthorised source including all

secondary ticket retail websites), will result in the entire original booking being cancelled. The original purchaser and their party will be refused admission and any other purchases they hold will also be cancelled.

When will we receive our tickets?

They'll be sent to you nearer to the time of the shows.

Are cameras allowed?

Professional cameras (deemed as cameras with removable lenses), video and recording equipment are strictly forbidden. Personal use cameras and smart-phone cameras are fine.

How early should we turn up?

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

I can't get in with my tickets, it failed to scan and I've been turned away at the turnstile?

Don't worry, we can try and help you. In the first instance head to the box office where someone will be able to help you work out what's gone wrong. Remember DO NOT buy a ticket from someone you don't know either in person on the street OR from an unauthorised secondary ticket website.

For further information regarding unauthorised ticket resale, please see below:

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).

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

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