

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 can I buy Tickets?

The Promoters of Ed Sheeran are committed to combating unethical secondary ticketing and resale. Therefore, we are operating a new paperless ticketing system, via our approved outlets.

No tickets will be issued in advance. The payment card used to originally purchase tickets will gain you admission to the show on the day. This can be a debit or credit card. Once tickets have been purchased, you will receive a simple email confirmation as proof of purchase. This is not a ticket.

Upon arrival at the show, you are required to present your original payment card (debit or credit card), original email booking confirmation and a Government-issued photo ID such as a driving license or passport that matches the name on the payment card.

How much are the "face value" tickets?

The tickets are £75 general admission and £85 seats in Ipswich and £75 general admission in Leeds. All tickets are subject to a maximum 10 percent booking fee, plus a maximum £3 transaction charge per order.

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

Only buy tickets from the authorised websites, all of which sell from the same single allocation of tickets: www.ticketmaster.co.uk, www.seetickets.com; www.gigantic.com; www.Axs.com; www.alttickets.com; www.Myticket.co.uk; www.eventtravel.com www.lunatickets.co.uk (Leeds Only)

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

Customers who require either a carer to accompany them or disabled access to the shows should visit Alt Tickets on the dedicated website <http://alt.tkts.me/edaccess>

BSL available on request for August 17th in Leeds + August 24th Ipswich.

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 is a strictly-enforced limit of 4 tickets per show date. 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 credit card/debit card holder to gain entry.

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 purchase in excess of the ticket limit will be cancelled.

How can I pay?

We accept payment online via our official outlets via Visa & Mastercard credit and debit cards. In order to thwart ticket fraud, we are unable to accept any payment by cash, vouchers or tokens. This also excludes Paypal, Apple Pay and Amazon Pay as a form of payment.

PRE-PAID PAYMENT CARDS:

Admission to Ed Sheeran by pre-paid Credit or Debit card of any kind is not permitted. Paperless ticketing means that the link between the ID of the original cardholder and that of the person attending the show is maintained and therefore cards which do not bear the cardholder name will be refused admission without exception.

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

You will have to try to complete another order with another credit or debit card.

Can I buy tickets as a gift?

We only need the ID of the credit or debit card holder who bought the tickets for entry. The other tickets bought on that credit or debit card can be given to other people as long as they arrive with this credit or debit card holder. The credit or debit card holder who bought the tickets may also escort gift recipients to the gate for them to gain entry as long as they have the necessary entry requirements. For anyone with any queries about this, please contact Edticketing@kilimanjarolive.co.uk for Ipswich and Edticketing@Dhpfamily.com for Leeds.

What are the entry requirements?

To gain access to the concert you are required to bring your original payment card (credit or debit card), email booking confirmation and plus a valid form of photo ID that matches the name on the credit card.

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 16s should be accompanied by an adult. No children under 5.

If you are looking to purchase tickets on behalf of 16-18 year olds who do not have access to a credit card we recommend that the card holder attend the show with the group. Alternatively, we will allow a parent or guardian to escort customers aged 16-18 to the gates on the day with their credit or debit card and ID to allow them entry to the show. Please note that the parent or guardian will not be permitted to enter the show unless they also have a ticket.

I can't find my confirmation email?

Please contact the customer services of the ticket agent you believe you booked through. If you are unsure this is usually displayed on your credit card statement or bank statement.

What if my credit or debit card expires before the shows?

We recommend you check the expiry date of your credit card prior to purchase and to use where possible a card which will be valid on the date you attend the performance. If that is not possible, ticket agents will always try and contact patrons whose payment card expires between the time of the booking and the day of the performance so that a new card number can be applied to the booking. This new card number will then become the valid card associated with that booking and the new card is the one which needs to be presented at the gate on the night of the performance. The payment will remain on the original card. No debits or charges will be made on the new card. Although ticket agents will make best endeavours to contact you, they may not have your most upto-date contact details. Therefore, you will also need to be aware of changes to your own card details. If you have not heard from us, please contact Customer Services in order for your card details to be updated.

What if my credit or debit card is lost or stolen before the show?

If the number on your reissued card differs from the one you originally used to purchase your tickets, you will need to contact your ticket agent in advance of the performance in order that they can add your new card number to your booking. This new card number will then become the valid card associated with that booking and the new card is the one which needs to be presented at the venue on the day of the performance along with your original purchase confirmation email and Government issued photo ID.

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

From the 1st November 2018 you will be able to resell your ticket via your point of purchase on their face value resale platform.

I bought tickets by mistake and your ticket resale platforms are not available until November 1st.

What can I do to get my money back?

Please speak directly to the customer services address at your original ticket agent for assistance. The reselling of any Ed Sheeran ticket is strictly forbidden other than through the official face value resale platform of your original point of purchase platform. Any Ed Sheeran 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?

Remember, we are operating Paperless Ticketing. Therefore, no tickets will be posted or emailed in advance. Your credit or debit card will be used to validate entry.

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

We will give you an official refusal of entry letter 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?

We are securing your tickets to a register (techy types call this the 'blockchain'). This means your ticket and the individual information you gave when you purchased are linked. If a ticket is resold in any method other than via official face-value resale channels then the register will not be updated and you will be refused entry to the venue.

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>