

Ed Sheeran

SMDC Festival Grounds, Manila, Philippines

March 9, 2024

FAQs

In the run up to putting a show on sale we get asked lots of questions relating to the show and ticket sales. We've put together this handy guide to help you navigate your way through the process. We are working hard to do everything we can to make sure that tickets only 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.

For the 2024 shows we will be accepting Print-at-home or electronic tickets sold ONLY via our approved outlets.

In preparation for on sale, we recommend that you register an account with our approved outlets, details listed below:

www.ovationtickets.com

www.sistic.com.sg

www.smtickets.com

Once the tickets have been purchased you will receive a simple email confirmation as proof of purchase. This is NOT your ticket or ticket(s)

You will receive instructions on how to access your ticket(s) much nearer to the shows. Tickets will only be released ONE (1) week prior to the show.

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 authorized websites:

www.ovationtickets.com

www.sistic.com.sg

www.smtickets.com

When will they go on sale?

Tickets will go on sale on 26 October 2023 at 12.pm (GMT +8)

How much are the “face value” tickets?

Ticket prices will be announced on Oct 25, 2023 through all our official social media channels and ticketing websites

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

Customers who require either a caregiver to accompany them or disabled access to the shows should write in to edsheeran2024@ovationtickets.com, or call +63 917 149 5959 from Monday to Friday (10am - 6pm).

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 unauthorized resellers use multiple payment cards, false identities and sophisticated computer programs ('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 6 tickets 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 is the person who made the ticket purchase.

PLEASE NOTE that any and all transactions that are detected as bot purchases, fans 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 try to complete another order with another transaction.

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 as long as 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?

To gain access to the concert you are required to bring your fully charged mobile phone or smartphone. You may be required to produce your email booking confirmation and a valid form of photo ID that matches the name on the tickets.

Accepted forms of Photo ID are –A current driver's license (including student permit), a current or recently expired passport (provided the picture is a good resemblance of the holder) or any government issued photo ID (SSS, TIN, National ID, Voter's ID, and Postal ID), for minors a school photo ID is sufficient

What are the age restrictions?

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

No admission for infant in arms and children aged below 3 years

- Reserved seating areas: 3 years old (ticket required)
- Free seating areas: 7 years old (ticket required)
- General Admission (standing): 13 years old (ticket required)

In the unlikely event you are looking to purchase tickets on behalf of individuals who do not have access to a smartphone we recommend that you attend the show with the group.

I can't find my confirmation email?

In the first instance please check your junk or spam folder. In busy periods confirmation emails can take up to 24 hours to arrive. If that doesn't work contact the customer services of the ticket agent you believe you booked through. If you are unsure which company you bought from this is usually displayed on your credit card statement or bank statement.

Ovation Tickets / Sistic.com.sg edsheeran2024@ovationtickets.com

SM Tickets customer-care@smtickets.com

My phone is out of battery so I can't access my ticket(s)?

Please make sure your phone is fully charged before you leave the house to avoid this situation. Of course if you run out of battery please go to the Ticketing Counter where someone will be able to assist you to find your order.

What if I lose my mobile phone or change my number before the shows?

Please contact us at edsheeran2024@ovationtickets.com with the subject "Help with e-tickets" and include your transaction number for assistance.

For SM Tickets transactions please email customer care@smtickets.com

What if my mobile phone was lost or stolen on the day of the show?

Don't worry, we have a full record of every lead booker who bought tickets for the shows and will be able to help. Please make your way to the Ticketing Counter in the first instance.

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

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 adopting a full digital ticketing system. Therefore, no physical tickets will be posted or emailed in advance. Your Ovation Tickets / SISTIC Account contains your ticket(s), which will be released to you ONE (1) week prior to the show date.

We will make an announcement on our social media channels and send direct mailers once the e-tickets are ready. If you haven't received them by 3 March 2023, kindly email us at edsheeran2024@ovationtickets.com with the subject "Help with e-tickets" and include your transaction number for assistance.

For SM Tickets transactions please email customer care@smtickets.com

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. No selfie sticks, tripods and monopods.

How early should we turn up?

Please check back on www.ovationtickets.com and www.ovation.ph for door opening times and do allow yourself plenty of time to get in before the start of the show. As of now, doors will open at 4.00pm.

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

Don't worry, we can try and help you. In the first instance head to the Ticketing Counter 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 unauthorized secondary ticket website.

What else are you doing to combat the secondary market?

Your ticket(s) including the related SM Tickets/ Ovation Tickets / SISTIC account(s) will IMMEDIATELY BE VOIDED/BANNED if resold OR OFFERED FOR SALE. Tickets sold via third parties and other unauthorized outlets, including online auction sites, and/or in connection with fraudulent activities are not valid for admission. The resale of a ticket renders it invalid and may lead to refusal of entry.
