

In the run up to putting a tour on sale we 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 hard to do everything we can to make sure that tickets only end up in the hands of genuine fans.

Ed Sheeran will visit Warsaw once again. The Artist will play in Warsaw in 2022:

25.08.2022, PGE Narodowy

Tickets will go on sale on Saturday (25.09.2021) at 11:00 AM CET. **Tickets will be available only via Eventim's online channels – webshop [Eventim.pl](https://www.eventim.pl) and Eventim PL app** For this event we will introduce a new ticket type called EVENTIM.Pass.

Please read carefully the FAQ below, as it will cover most of your questions regarding the on-sale and EVENTIM.Pass.

How can I buy tickets?

The promoters of Ed Sheeran are committed to combating unethical secondary ticketing and resale. For the polish date of the 2022 tour, we will be operating a new mobile digital ticket called EVENTIM.Pass.

In preparation for on sale, we recommend that you register an account on eventim.pl. Your ticket will be accessible on your mobile/smartphone via the Eventim PL app only (download at [Google Play Store](https://play.google.com/store/apps/details?id=com.eventim.pl) or [App Store](https://apps.apple.com/pl/app/eventim-pl/id1488888888)). Once you have purchased your tickets, you will receive an order confirmation email as proof of purchase. This is **not** your ticket yet.

More information about the EVENTIM.Pass can be found below.

The EVENTIM PL app will be required to gain access for you and your party into the venue.

What is EVENTIM.Pass?

With EVENTIM.Pass you can access your personalised tickets digitally via the EVENTIM PL app. The tickets are delivered and accessible exclusively via the EVENTIM PL app. For admission on site, you can also conveniently use the EVENTIM PL app. There will be no additional e-mail or postal delivery.

How does the purchase process work at EVENTIM.Pass?

The purchase process in our webshop is exactly the same as you know it from the other ticket types. The difference to "conventional" tickets is that you will not receive your EVENTIM.Pass tickets by post or e-mail, but they will be made available to you via the EVENTIM PL app only. You can find more information on how EVENTIM.Pass works [here](#).

When will I receive my ticket and when can I retrieve my ticket?

You will receive your booked tickets after the contract has been concluded or, in the case of advance payment, after the full payment amount has been successfully debited from your payment account.

Please note: For the Ed Sheeran presale, ticket delivery via the EVENTIM PL app is delayed due to a security check to combat the ticket black market. The delivery of your tickets will therefore take some time but will of course be in time for the event.

How can I access my EVENTIM.Pass tickets?

EVENTIM.Pass tickets can only be accessed within the EVENTIM PL app. After purchasing your tickets, please download the EVENTIM PL app if you have not already installed it.

After logging in to the app with your EVENTIM account, you will be able to view your order. Your tickets will be displayed with a time delay due to security-related processes. In any case, you can retrieve your tickets in good time before the event. You can find more information on how EVENTIM.Pass works [here](#).

What do I need to use EVENTIM.Pass?

To use EVENTIM.Pass, you need the latest version of the EVENTIM PL app and a smartphone with at least iOS 12 or Android 5.0. You can download the app itself free of charge from the [App Store](#) or [Google Play](#). Please update your EVENTIM PL app regularly.

Can I buy a ticket if I don't have a smartphone?

A smartphone with a valid phone number is mandatory for retrieving the EVENTIM.Pass.

I have bought tickets for several people: Do we all have to appear together at the entrance to the Ed Sheeran event?

Yes, a digital ticket entitles only one person at a time to enter the booked event. If a purchaser buys multiple digital tickets, these will only be stored on their mobile device and only his/her name is on the tickets. Upon entry to the event, the purchaser's mobile device must be passed on in the purchaser's presence in order to scan the respective authorisation code.

How can I buy an Ed Sheeran ticket as a gift for another person?

The matching ID of the surname of the purchaser 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 purchaser. If you want to buy as gifts, then you'll also have to attend to get your recipients into the show.

Can I take out ticket insurance for EVENTIM.Pass tickets?

Yes, you can also take out ticket insurance for tickets with the Eventim.Pass shipping method in the purchase process. More information about insurance you can find [here](#).

Does EVENTIM.Pass have special fees?

No.

How much are the tickets?

The tickets cost between 199 PLN and 399 PLN plus service fee.

What are the ticket purchase options for people with disabilities?

You have the option of booking your tickets through our customer service department, which you can reach at niepelnosprawni@eventim.pl. Please note that tickets for people in a wheelchair and their accompanying persons can be only book via above e-mail.

From what age can I participate in the event?

All participants of this show must hold a valid ticket. Children younger than 5 will not be admitted to the concert. Participants younger than 16 years will be allowed to enter the event only under the supervision of an adult. Participants aged 16-18 must have a written guardian's consent while entering the event. You can find form [here](#).

What is the maximum number of tickets I can purchase for Ed Sheeran via the EVENTIM.Pass?

There will be a strict limit of 6 tickets per show date. This restriction is in place in order to give as many people as possible a fair chance to buy 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 what if we want to go as a bigger group/family?

You will have to try to complete another order with another mobile device.

How will I be able to pay for my order?

Active payment methods for this event: Credit Cards and Dotpay including: Blik, and bank e-transfer. You can also redeem Eventim's voucher in the booking process.

How can I prepare for the on-sale?

If you do not have an account at eventim.pl, create one before the start of sales and complete your personal data at My Eventim tab. We suggest to log in to you Eventim.pl account prior to the start of on sale, on order to speed up the process of purchase. We also encourage you to subscribe to the FKP Scorpio newsletter and the Eventim FanBonus program.

What documents do I need to show at the entrance?

You need your smartphone with the EVENTIM PL app installed and your EVENTIM.Pass retrieved. To show the EVENTIM.Pass admission code, you must be logged in with your EVENTIM account. The menu item "My Events" will take you to the overview of the tickets you have purchased. Please make sure that your smartphone is sufficiently charged. Please have your identity card ready for possible name checks by the admission staff.

What do I need to enter my mobile phone number for and how can I change it after purchasing tickets?

It is mandatory to provide your mobile phone number in the Ed Sheeran ticket purchase process, otherwise you will not be able to retrieve your tickets via EVENTIM.Pass. In order to validate your tickets, Eventim will send you a TAN to the mobile phone number provided shortly after the purchase.

EVENTIM.Pass tickets can only be retrieved by the buyer. The mobile phone number you entered during the order process is decisive. You cannot change this number yourself. It is therefore important that you carefully check your mobile phone number entry during the ordering process.

Can I resell my ticket?

For Ed Sheerans show in Warsaw we will introduce a possibility to resell tickets only via the fanSALE platform, which will be available from the end of November 2021.

My tickets are not in my EVENTIM.App, did the order still work?

If you can view your order in the "My Events" area and have received an order confirmation email, your order was successful. Due to security-related procedures, you will receive your Ed Sheeran tickets at a later date, but your admission authorisation is already on file with Eventim.

What can I do if my smartphone is lost, stolen, or broken?

Please contact our customer service via ed-sheeran@eventim.pl so that your new number can be added to your order.

My login to the EVENTIM PL app does not work. What can I do?

Please use the "Request new password" function.

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 Eventim.pl 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.

Further information to avoid getting ripped off with secondary ticketing:

<http://www.feat-alliance.org>

Information about customer care department

You can reach us via dedicated e-mail address: ed-sheeran@eventim.pl
Our phone number: +48 22 591 8383 (Connection fee in accordance with the operator's price list)

We will operate:

Saturday (25.09.21): 10 am – 6 pm

Sunday (26.09.21): 10 am – 5 pm

Monday - Friday (27.09.21 – 01.10.21): 10 am – 7 pm

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