

FAQs

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.

How can I buy Tickets?

The Promoters of Ed Sheeran are committed to combating unethical secondary ticketing and resale.

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

Only buy tickets from the authorised websites: www.bilietai.lt, www.bilesuserviss.lv, www.piletilevi.ee, www.lippu.fi (*please see FAQ for buying tickets via Lippu.fi further down on page 3)

When will they go on sale?

Thursday 26th October.

Please check with your local official ticketing vendor for time of day.

How much are the "face value" tickets?

The tickets cost starting from €79 up to €250 depending on the category. All tickets are subject to seller booking fee, plus a venue service fee.

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 send request by e-mail to: edsheerankaunas@bilietai.lt

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 6 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 person who bought the tickets** as the name of the purchaser is written on every ticket they bought.

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 try to complete another order.

Personalization

In order to stop to the secondary ticketing market, absurd prices and fan rip-offs, the tickets are sold personalized, which means that the name of the ticket purchaser is printed on the tickets. At the time of admission, at least the surname printed on the ticket must correspond with the ID document to be presented, the second (and possibly third and fourth) person only receives access at the same time as the person issuing the identity card.

That means: When buying tickets, each of your tickets will be personalized with the lead bookers name. At the entrance to the show, your accompaniments will only gain admission with you.

The promoter reserves the right to check IDs for verification at the entrance to the venues. Please bring a valid ID document and get into the venue together with your friends and family you bought the tickets with.

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 gift 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 e-ticket. You may be required to produce your email booking confirmation and a valid form of photo ID that matches the name on the confirmation.

Accepted forms of Photo ID are – Passport or ID card.

What are the age restrictions?

There are no age restrictions at the event, children up to and including the age of 5 without occupying a separate seat (provide proof of age at the venue) for free.

Ticket delivery

Only e-tickets will be sold and will be delivered to the purchaser's email address with a delay so you will only receive them shortly before the shows are happening. You will receive a confirmation email after purchasing the tickets.

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 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.

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.

The resale feature will be enabled in the tickets section of your profile in December 2023.

When will we receive our tickets?

Tickets will be sent out delayed and you will receive them in time before the show.

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.

Didn't find answer?

Contact us by e-mail: edsheerankaunas@bilietai.lt

If you plan to buy your tickets via Lippu.fi please see instructions here:

In preparation for on sale, we recommend that you register an account on www.lippu.fi/ed-sheeran-kaunas

Your ticket will only be accessible on your mobile/smartphone via the Lippu.fi App. Once you have purchased your tickets, you will receive an order confirmation email as proof of purchase. This is NOT your ticket. You will receive your LIPPU.Pass ticket to Lippu.fi App in November.

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

Upon arrival at the show, you will then be required to present your mobile smart phone device containing your ticket(s), so they can be scanned and you can enter the venue together with your party.

Where do I buy the tickets?

The tickets are only available online at www.lippu.fi/ed-sheeran-kaunas and via the Lippu.fi App.

What is LIPPU.Pass?

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

How does the purchase process work at LIPPU.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 LIPPU.Pass tickets by post or e-mail, but they will be made available to you via the Lippu.fi App. When purchasing a ticket, it's important to fill in correct personal information and phone number, because those are linked to your ticket(s). You can find more information on how LIPPU.Pass works [here](#).

When will I receive my ticket?

For the Ed Sheeran concert, you will receive an email order confirmation right after the purchase is made. (Please remember to check your spam folder.) Ticket delivery via the Lippu.fi App is delayed due to a security check to combat the ticketing black market. Tickets will be delivered to Lippu.fi App in November, but the tickets will only be activated shortly before the event.

How can I access my LIPPU.Pass tickets?

LIPPU.Pass tickets can only be accessed within the Lippu.fi App. After purchasing your tickets, please download the Lippu.fi App if you have not already installed it.

After logging in to the app with your Lippu.fi account, you will be able to view your order. Your tickets will be displayed with a time delay due to security-related processes to combat black market. Tickets will be delivered to Lippu.fi App in November. You will find the tickets for the event in the "My events" area, but the tickets will only be activated shortly before the event. You can find more information on how LIPPU.Pass works [here](#).

What do I need to use LIPPU.Pass?

To use LIPPU.Pass, you need the latest version of the Lippu.fi App and a smartphone. You can download the app itself free of charge from the App Store or Google Play. Please update your Lippu.fi 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 LIPPU.Pass. This is the only ticket type available for the show.

Are tickets personalized via LIPPU.Pass?

Yes, all tickets in your Ed Sheeran order will have the lead purchaser's name on them. Please make sure that the lead purchaser can prove their identity on site with a photo ID and the order confirmation.

How many tickets can I buy?

There will be a strict limit of 6 tickets per customer. 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.

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

Yes, the whole group will need to enter the venue at the same time. If a purchaser buys multiple digital tickets, these will only be stored on their mobile device and only their 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. Please notice the lead purchaser must attend the concert.

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

You can buy 6 tickets. Ask another member/s of your group to buy the rest of the tickets.

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 the lead booker can be used for other people, as long as they ALL arrive with the lead booker. If you want to buy tickets as gifts then you'll also have to attend to get your recipients into the show.

What documents do I need to show at the entrance?

You need your smartphone with the Lippu.fi App installed and your LIPPU.Pass retrieved. To show the LIPPU.Pass admission code, you must be logged in with your Lippu.fi 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. Accepted proof of identity: driver licence, provisional driver licence, passport or an official identity card issued by the police.

My tickets are not in my Lippu.fi 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 in November, but your admission authorisation is already on file with us.

Can I resell my ticket?

You can resell your Ed Sheeran tickets via the ticket resale platform fanSALE up to 24 hours before the event. You can resell your ticket for max. the ticket price as stated on the LIPPU.Pass. To do this, open up your tickets via the Lippu.fi App and start the sales process there.

Can I resell my ticket via other platforms?

No. The only approved platform for reselling Ed Sheeran tickets bought via Lippupiste is fanSALE.

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

Please contact the Lippu.fi customer service email.

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 (www.lippu.fi/ed-sheeran-kaunas) for the door opening time.

We recommend to arrive to the concert site early enough. Exceptionally large number of audience will attend this concert, therefore some queues can occur. The best way to make sure to see the whole show, is to arrive on time.

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

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.

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