

## FAQ's - Ticketing

**Q. Do I need a One Direction password to purchase tickets during the general public on sale?**

A. No password is required.

**Q. Will there be a pre-sale**

A. Yes, Telstra customers will have access to a 48 hour pre-sale from 12pm Thursday 29th May to 12pm Saturday 31st May local time in each state. Telstra customers will need to pre-register their interest at [telstra.com/music](http://telstra.com/music)

Please note there will be an early access fee charged for this pre-sale opportunity.

**Q. Will there be packages available for sale for this tour?**

A. Yes, there will be packages available for the tour.

**Q. What do I need to do to ensure I'm ready for the general public on sale?**

A. Ensure you have a valid credit card and that you are the credit card holder.

If you're buying your tickets online, have your My Ticketmaster login (email address) and password handy

**Q. Are all Ticketmaster Agencies going to be selling for the One Direction general public on sale and should I queue for tickets at my local Agency?**

Check with your local Agency to ensure they are open on Saturday 31 May 2014 at 4PM.

<http://www.ticketmaster.com.au/outlets>

For safety reasons, Ticketmaster do not recommend queuing overnight for tickets on Fri 30 May 2014. Ticketmaster Agencies WILL NOT be selling One Direction Packages

**Q. Do I need to be a My Ticketmaster member to purchase?**

A. For all ticket sales made via the Ticketmaster website or the mobile site, the credit card holder does need to be registered as a My Ticketmaster Member. This is a free membership and you can join here: <https://www.ticketmaster.com.au/member>

You are not required to be a My Ticketmaster member for call centre or Agency sales.

**Q. How can I pay for tickets?**

Sales Channel	Payment Options
ticketmaster.com.au	Credit/debit cards* We accept Visa, MasterCard, Diners and American Express
Ticketmaster Agency	Credit/debit cards* We accept Visa, MasterCard, Diners and American Express Cash and valid Ticketmaster Gift Vouchers are also acceptable
Ticketmaster Call Centre	Credit/debit cards* We accept Visa, MasterCard, Diners and American Express

\*A credit/debit card processing fee of 1.95% will apply.

**Q. What ticket categories will be available during the General Public on sale?**

A. All ticket categories (VIP, A Reserve, B Reserve and C Reserve as well as One Direction Packages) will be available during the general public on-sale.

**Q. Are there seat maps available?**

A. Yes, seat maps for all venues will be available shortly on the One Direction 2015 event pages on the Ticketmaster website: [www.ticketmaster.com.au/onedirection](http://www.ticketmaster.com.au/onedirection)

**Q. How many tickets can I purchase during general public on sale?**

A. A maximum of 8 tickets may be purchased per person or My Ticketmaster account. An overall limit of 8 tickets per credit card for each performance also applies. Tickets purchased in excess of these limits may be cancelled. The credit cardholder must be a My Ticketmaster member.

**Q. Why is there a ticket limit?**

A. A ticket limit has been applied to ensure that there is fair access for One Direction fans and as a measure to minimise ticket scalping.

**Q. Can I use PayPal to pay for tickets?**

A. No

**Q. How long do I have to complete my transaction on the Ticketmaster website and the Ticketmaster Mobile site?**

A. A timer at the base of your screen will let you know how much time you have remaining to complete each step of the purchase process. If your session time expires, you will receive a notification and your tickets will be released back for sale. If this happens, you will need to access the site again so best to ensure you have all relevant details prepared before accessing the site.

**Q. Can I select my seats?**

A. The Ticketmaster website works on a "best available" seating system. This means that at the time you make your ticket request, the best available seats will be offered to you. If you are booking via the Ticketmaster Call Centre or a Ticketmaster agency, subject to availability and demand, you can request a specific seating location. However, as demand for tickets is expected to be very high, it is unlikely that you will obtain the specific seating that you request. We recommend that you ask for a best available ticket offer.

**Q. Will there be a standing area?**

A. No – all tickets will be allocated seating, including the floor area. Please be aware patrons sitting in the floor sections may stand during the performance. At times the performing artist may encourage the audience to stand.

**Q. I bought my ticket from a non-authorized ticketing seller/scalper. Will my ticket be valid for the show?**

- A. The selling of tickets via non-authorized sellers is a breach of the conditions of sale of that ticket and those doing so are knowingly breaching this policy. The promoter and the venue have the right to refuse your entry. Buying tickets from non-authorized sellers is an enormous risk, as the buyer frequently has no security or avenues of recourse if a tour is postponed or cancelled.

We are aware that some people sell tickets on eBay & other online auction sites. Ticketmaster cannot guarantee that these tickets are legitimate, nor can we guarantee that they have not been cancelled. Ticketmaster recommend that you do not buy tickets from unauthorised sellers.

**Q. I've lost my ticket! Can I replace it?**

- A. Yes. The person who booked them will need to contact Ticketmaster on 136 100. They will be able to organise replacement tickets to be collected at the event.

**Q. I've damaged my ticket/ it has faded over time and it's no longer readable, do I need to replace it?**

- A. Your tickets will remain valid for the appropriate concert date. Any tickets that have been damaged can be replaced at the event. If unsure, please have the original ticket purchaser contact Ticketmaster on 136 100

**Q. My ticket has been stolen, what can I do?**

- A. The original purchaser should contact Ticketmaster 136 100 and they will be able to organise replacement tickets to be collected at the event.

**Q. Who are the support acts and what time will the concerts start?**

- A. The start time will be as printed on your ticket. Support acts will be announced closer to the performance dates. You should also check [www.ticketmaster.com.au/onedirection](http://www.ticketmaster.com.au/onedirection) for any updates on show and gate opening times closer to the show date.

**Mobility Restricted Details:**

Please call the Ticketmaster Contact Centre if you have 'Wheelchair, Companion Card or Special Needs' booking requirements or are otherwise unable to complete a ticket purchase on-line.

Telephone Number(s):

136100 and follow the prompts

Accessible Seating Email Request:

[mail.bookings@ticketmaster.com.au](mailto:mail.bookings@ticketmaster.com.au)

Service Hours:

Monday - Saturday 9.00am - 8.00pm; Sundays 9.00am - 5.00pm AEST

One Direction  
20 February 2015  
Patersons Stadium



*If you have any other questions, please contact us via [Facebook](#) or [Twitter](#), [Email us](#) or phone (08) 9381 2187*