

IMPORTANT/ UNIQUE ELEMENTS

- ALL SEATS in Floor Sections 1-6, Sections 103-106, and Sections 115-117 will be "Paperless" for this event. The only exceptions are VIP Packages purchased through Ticketmaster which will be available only at will call beginning 3 hours prior to the event. These include:
 - a. The "My World", "U Smile", and "Love Me" packages
- "Paperless" is not entirely accurate. The customer will not receive a ticket in advance, but will, rather receive a "seat locator slip" at the venue once they swipe their credit card at the door. This slip will have the show information, seat locations, and barcode printed on it.
- Tickets are tied to the credit card used to make the purchase.
- Tickets can NOT be printed in advance under any circumstances, either by Ticketmaster or the Box Office.
- There can NOT be any name changes or transfer of these tickets under any circumstances.
- Tickets can NOT be purchased with ANY kind of Gift Card, including CBBA gift cards, TM gift cards, or Visa/ Mastercard/ AMEX gift cards.
- Credit card must be presented in person, and swiped at the door to allow entry on the night of the event. It must be the original credit card only. No replacements, spouse cards (with different account number) etc.
- Box Office will sell these tickets as they are available, but cannot accept cash payments for these seats. Also, the sales process is EXTREMELY slow at the window as customer information must be collected and an account built. We will NOT sell these tickets during the initial on-sale rush.
- The Box Office can NOT modify any account sold through Ticketmaster, so any inquiries about tickets purchased through them, must be referred to Ticketmaster's customer service line at 1-800-653-8000 or e-mail at **customer_support@ticketmaster.com**.

Paperless Ticketing FAQs

What is Paperless Ticketing?

Paperless ticketing is an alternative delivery method to Ticketfast, Mail, UPS, Will Call or In Store Pick Up. Instead of receiving your tickets ahead of the event, the credit card used to make the purchase will serve as your ticket. All you need to attend the show is the credit card you used to purchase the ticket and a valid, government-issued ID (such as a driver's license, state ID or passport).

Why can't I just get printed tickets?

The event provider (promoter, artist and/or venue) has elected to employ Ticketmaster's paperless ticketing in an effort to best ensure that fans can purchase tickets at the price they initially set for the event. Paperless tickets have already been used successfully at some of the largest venues throughout the world, by many of the most popular artists. Fans have unanimously enjoyed the added ease and convenience of their experience.

How does it work?

When you arrive at the venue, just go directly to the gate and present the credit card you used to purchase the tickets along with your government-issued ID to the ticket attendant. They will scan your credit card to validate your order and present a seat locator slip for each ticket ordered. Since all the seats from the purchase are assigned to a single credit card, your entire party must be present to enter the venue.

Is it difficult to get into the venue?

Not at all. If you have your credit card and government-issued ID ready to go, entry is just as fast or even faster if there are several people in your group.

How do I find my seat?

Once your credit card is scanned and validated, a seat locator slip will be printed for each seat purchased in your order.

What if my ticket is for a club seat or other restricted area?

The seat locator slip you receive upon entry to the venue comes with a barcode for each seat. This barcode can then be scanned at any other access control points inside the venue, such as a suite, club seating section or by another usher who needs to re-scan tickets.

May I use a "Virtual Credit Card" to make online purchases?

No. Virtual credit cards will not work, since you will need to present your physical credit card at entry to your event.

What other restrictions should I be aware of?

No gift cards will be accepted as a method of payment for a paperless event. This includes Ticketmaster gift cards and any variation of Visa, MasterCard or American Express gift cards. Ticketmaster reserves the right to cancel any orders made with any of these gift cards.

Can I buy the tickets but not go to the show?

Yes, if you buy tickets for friends or family, often you just have to go *to* the gate, not *through* the gate. Simply accompany them to the venue and show your credit card and ID to get them in!

NOTE: Artists, venues, and event providers have the final say on Paperless admission policies so be sure to check their specific instructions! Sometimes the ticket buyer must enter the venue *with* their party.

What if I want to buy tickets for someone else in another state and can't get to the venue for the day of the event?

If you are not planning to attend the event, we would advise that paperless ticket(s) are purchased on the credit card of a person attending the event and that you reimburse them.

What if my credit card expires before the event?

As long as you have the expired card or have received a replacement card with the same account number ahead of the event, you won't have any trouble. If you no longer have the expired card, and the new card does not contain the same account number, please contact us at customer_support@ticketmaster.com for further information.

What if I don't have or I lose my credit card before the event?

Entry without your credit card will be at the discretion of the venue. If you do not have a credit card with the same account number as the one used to make the purchase, you will need to go to the box office will call window on the day of the event for alternative handling of your ticket order. You will be required to present a print out of your confirmation email or online order history from Ticketmaster with your government-issued ID. The box office will verify that the name associated with the order matches the name on the government-issued ID. If they do not match, entry will not be permitted.

What if my credit card can't be properly scanned at the gate?

You are still required to present the credit card so that the gate agent may attempt to scan it. If the scan fails, then the number can be manually entered, so long as the name on the credit card matches your government-issued ID. There will be a fully-staffed and trained box offices staff as well.

What if I purchased the tickets, but my spouse is going to the event?

Your spouse must be an authorized user of the credit card, and must present the credit card along with their government issued ID to gain entry.