



## How to purchase your tickets

### Ed Sheeran: + – = ÷ × Tour in Kuala Lumpur

#### UOB Presale:

1. To purchase tickets, you must have a registered GoLive Asia account. If you don't have an existing account, we recommend signing up on GoLive Asia before the UOB Presale begins.
2. Keep your eligible UOB Card or Citi-branded Card handy, as you'll need to enter the first 6 digits of the card number to enjoy the UOB Presale.
3. To begin the purchase process, visit <https://www.golive-asia.com/event-detail/69/> for Ed Sheeran: + – = ÷ × Tour in Kuala Lumpur. Log into your GoLive Asia account before entering the ticket purchase queue.
4. After clicking the 'BUY NOW' button on the event page, a prompt will come up for you to enter the first 6 digits of your UOB card or Citi-branded Card to determine if your card is eligible for the Presale. Once confirmed, you'll be placed in the queue for an opportunity to purchase tickets.

#### **NOTE:**

- If you access the link before the start time of the UOB Presale, you'll be placed in a waiting room. The time you join the waiting room does not determine your place in the smart queue.
  - Once in the queue, avoid refreshing your browser, as it may reset your position.
5. Upon reaching the front of the queue, follow the on-screen prompts to review the seat map, and select your desired ticket category and quantity. You are allowed a maximum of six (6) tickets per card.
  6. After ticket selection, you will be prompted to input your details before moving on to the payment and confirmation page. Choose your desired payment method, and ensure you use a valid UOB Card or Citi-branded Card for payment at check-out to secure your tickets. You have 10 minutes to complete the payment transaction.
  7. You are required to read and agree to the terms and conditions below before proceeding to payment.
  8. Upon successful payment, you will receive a booking confirmation to your registered email. You will receive your ticket on your GoLive Asia account 10 days before the concert date.



**Notes:**

- UOB Cardmembers and Citi-branded Cardmembers must register and sign in to their GoLive Asia account for ticket purchases.
- Ticket sales are limited to 6 tickets per card
- When arriving in groups, the lead booker needs to be present in order for the whole party to enter the venue. All members of the party should enter the venue at the same time. In order for tickets to be valid, on arrival at the show the lead booker may be asked to provide all of the following items alongside their ticket(s):
  - i) Photo ID (Driving licence, passport)
  - ii) Booking confirmation email

NOTE: The lead booker/purchaser name will be reflected in the ticket, and the name should match the ID that will be presented upon entry to the concert venue.

- Your ticket(s) including the related GoLive Asia account (s) will IMMEDIATELY BECOME INVALID if resold OR OFFERED FOR SALE unless the sale of the tickets is through the official ticket agent fan-to-fan exchange. Tickets sold via 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.