

ONE DIRECTION - EVENT INFORMATION & QUEUING POLICY NEWSXPRESS KNOX

20th April 2012

General Public Onsale date : **Saturday 28th of April at 10am.**

Dates for Melbourne are the 19th and 20th of September 2013. For other states please see the Ticketek website.

Pre-sale tickets are only available online. For all information regarding the pre-sale please go to www.ticketek.com.au. Instruction from Ticketek is that they strongly recommend customers sign up for the waitlist to receive all presale information. The waitlist for Melbourne, Sydney, Brisbane and Adelaide closes on Sunday 22nd April 5pm AEST.

Ticket limits apply: 4 TICKETS PER TRANSACTION and MAXIMUM 10 TICKETS PER PERSON PER EVENT. *No one person can purchase more than 4 tickets for one event at a time. If you require more than 4 tickets to one event you will need to return to the back of the queue. You cannot buy more than 10 to one event overall. Customers found to have purchased more than these amounts will have their tickets cancelled. However, for example, you may purchase 4 tickets to the 1st Melbourne show and 4 tickets to the 2nd Melbourne show without the need to queue again.*

Bookings must be placed into the name and account of the person present and paying for the tickets. We will ask for your phone number, full name and address. If you are paying with a credit card you must be the card holder. **No exceptions!**

Allocation - Tickets to this event will sell very quickly, as such tickets will be sold on a 'best available' basis in the price category you have selected (A or B Reserve) **Individual section/seat requests cannot be fulfilled.** If you are unhappy with the allocation provided we will only be able to offer you one other choice as tickets are selling too fast. If still unhappy you may be required to exit the queue to ensure a fair process to other patrons waiting.

Ticket Prices- A reserve \$99.00

B reserve \$79.00

A transaction fee of \$6.70 will apply for all transactions.

If paying with a credit card, a processing fee of 1.75 % of the total ticket price will apply.

Ticket suppression will be on for this event. This means **your tickets will not be printed at time of purchase.** This is the case for bookings made in agencies, online and phone . **You will be able to collect tickets from 15 July 2013.** To collect tickets the purchaser (account/card holder) must be present with photo ID and the credit card used to purchase the tickets. If booked in an agency please also bring your receipt.

There are no refunds or exchanges once your purchase is processed.

Information regarding queue system for Saturday 28th

To help the day run as smoothly as possible we ask customers to follow these instructions:

Customers are to line up outside the doors of the underground car park closest to our store (Flight Centre entry) when they arrive. Customers are asked not to queue inside the centre. Any customers who do this will not be served. We will be handing out queue numbers at 9am (onsale is 10am) Customers are asked to stay in the queue and will be called into the store 20 numbers at a time from 9:30am. This is to ensure a safe shopping environment. As for information on what time to arrive to queue, this is up to the customer. For the last 1D concert we had customers queuing from 10pm the night before.

We will **NOT** give our opinion on what time you should start to queue nor will we give our opinion on whether you should purchase online or queue in-store - this is up to each customer.

Please check the Ticketek website regularly for any updates.

This notification has been supplied by NewsXpress Knox City and all details are subject to change.

As this event will be very popular we cannot guarantee that customers will be successful in securing a ticket.

Thank you

newsXpress Knox City