

Ed Sheeran

紅髮艾德世界巡迴演唱會-高雄站

Ed Sheeran + - = ÷ × 2024 TOUR

常見問題

購票方式?

寬宏售票為紅髮艾德世界巡迴演唱會-高雄站唯一官方售票系統。請至少於開賣前 2 日完成加入寬宏售票會員，方便於開賣時順利購票。加入會員與購票方式請詳閱 www.kham.com.tw

本節目採實名制入場，票券持有人須隨該筆訂單之訂票人(即票券上姓名者)一同進場，並請先行遵照相關作業程序完成購票、取票事宜。

訂票人本人須攜帶並出示票券、本人身分證正本及訂單回覆函，驗證確認無誤後方可入場，如資料不符將無法入場。

哪一個售票網站才是官方售票網站?

寬宏售票 www.kham.com.tw 是唯一官方售票系統，請務必透過寬宏售票系統購票。

開賣日是哪一天呢?

2023 年 11 月 2 日(四)下午 13:30 開賣

演唱會票價?

NTD1800、NTD2800、NTD3800、NTD5800、NTD6800、NTD8800、NTD9800

身心障礙者購票方式為何?

需購買身心障礙票券之消費者須完成線上認證後方能透過線上購票，方式請詳閱 www.kham.com.tw

何謂黃牛票與不合法的門票轉售?

所謂黃牛票即是不法人士以票面價購得票券後卻透過非官方授權的售票系統或管道以高於票面價之金額再次銷售票券，剝奪了一般想要透過官方購票的觀眾之權益。販售

黃牛票者通常使用多張信用卡、虛假身份和電腦程式 ("機器人") 大量購票，再以高價轉售。

我可以購買幾張票券?

每個會員加總限購 4 張。張數限制是為了讓更多消費者有機會能夠買到票券。

票券持有人須隨該筆訂單之訂票人(即票券上姓名者)一同進場。

請注意，任何被寬宏售票系統視為電腦程式(機器人)進行的購票、任何重複創立的帳戶或任何可疑交易都將被寬宏售票視為無效，主辦單位及寬宏售票將有權利立即取消該消費者訂單。

是否接受團體訂票?

必須按購票張數限制，分多筆訂單訂票。

我可以購買票券贈與他人嗎?

可以但本節目採實名制入場，票券持有人須隨該筆訂單之訂票人(即票券上姓名者)一同進場，所以訂票人須一同進場即可。

入場方式為何?

本節目採實名制入場，票券持有人須隨該筆訂單之訂票人(即票券上姓名者)一同進場，並請先行遵照相關作業程序完成購票、取票事宜。

訂票人本人須攜帶並出示票券、本人身分證正本及訂單回覆函，驗證確認無誤後方可入場，如資料不符將無法入場。

演出是否有年齡限制?

本次演出無年齡限制但為尊重大、小觀眾權益，不分年齡大小均需一人一票、憑票進場、對號入座，票券限使用一次。

我找不到訂單確認函?

可先查詢是否認證函在您 email 信箱的垃圾信件夾，或登入會員並到【[訂單查詢](#)】，確認【[訂單明細](#)】或與寬宏售票客服聯繫。

退票方式為何?

本節目退票方案依文化部於中華民國 107 年 5 月 16 日文藝字第 10710128232 號公告修定之『[藝文表演票券定型化契約應記載及不得記載事項](#)』第六條退換票機制訂定如下說明：本節目採用方案二，消費者個人因素退票者之時限為購買票券後 3 日內(不含購

票日)，購買票券後第 4 日起不接受退換票申請，請求退換票日期以郵戳寄送日為準，每張票券須收取票面金額 5% 退票手續費，換票視同於退票。
票券禁止轉售、交易或交換，一經查獲，該票券將視為無效票券。

何時會收到票券或開放超商取票?

預計於 2024 年 1 月 15 日開始寄送並同時開放萊爾富便利商店及 OK 超商取票(如有異動將公告於售票系統)。

可以攜帶相機嗎?

不可攜帶任何鏡頭可伸長超過 4 英吋(約 10 公分)專業相機、攝影影音器材。

幾點開放進場?

預計進場時間請上寬宏售票查詢，請持票觀眾提早抵達以免錯過演出。

票券有問題而無法進場時，我該怎麼做?

請洽詢寬宏售票工作人員。再次提醒務必透過寬宏售票系統購票，於拍賣網站或是其他售票管道所購得票券者，如有任何情事發生時將無法成為主辦單位所保障之對象，主辦單位有權拒絕於拍賣網站或是其他非正式授權售票之管道購買的票券入場。為了您的權益請在寬宏售票系統購票。

FAQs

In the run up to putting a show on sale we get asked lots of questions relating to the show 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.

KHAM Ticketing is the only official ticket vendor.

In preparation for on sale, we recommend that you register an account with our approved outlets KHAM Ticketing at least 2 days before the public sale date, details listed below:

www.kham.com.tw

This event is based on the name-based system. When arriving in groups, the lead purchaser (the name specified as the account holder on KHAM Ticketing and printed on the tickets) 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. All ticket holders shall comply with the procedures to complete the purchase and collection of tickets first.

Upon arrival at the show, you will then be required to present your ticket(s), Photo ID (If you are not Taiwan citizen, please bring the passport). Scan versions are not accepted and Booking confirmation email issued by KHAM Ticketing.

So where should I buy my "face value" tickets from?

The official ticket agent website will be listed on tour advertising and at EdSheeran.com

KHAM Ticketing is the only official ticket vendor.

Only buy tickets from the authorised websites:

www.kham.com.tw

When will they go on sale?

Tickets go into general on-sale on 2nd November, 2023 Thursday 13:30pm.

How much are the "face value" tickets?

NTD1800, NTD2800, NTD3800, NTD5800, NTD6800, NTD8800, NTD9800

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 show should visit KHAM Ticketing www.kham.com.tw

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 4 tickets 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 (the name specified as the account holder on KHAM Ticketing and printed on the 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.

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

You will have to try to complete another order with another account.

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 gifts 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 ticket(s), Photo ID (If you are not Taiwan citizen, please bring the passport). Scan versions are not accepted and Booking confirmation email issued by KHAM Ticketing.

What are the age restrictions?

No age restriction but regardless the age, each person needs one single ticket to admit.

I can't find my confirmation email?

In the first instance please check your junk or spam folder. In busy periods confirmation emails can take up to 24 hours to arrive. You also can log in your account of KHAM Ticketing to check the detail. If that doesn't work contact the customer services of KHAM Ticketing.

I can't go any more and want to refund my ticket. What do I do?

The tickets purchaser is allowed to refund tickets within 3 days after the purchase of the tickets (excluding the date of purchase). The fourth day after the purchase of the tickets will not be accepted for refund or exchange, the date of request for refund or exchange is based on the date of delivery by mail, and a 5% refund handling fee of the face value of each ticket will be charged, the exchange of the ticket is considered same as the return of the ticket.

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.

When will we receive our tickets?

Tickets will be scheduled to deliver by the register mail on January 15, 2024 and will be also available for pick-up at Hi-Life and OK marts at the same time. Any changes will be announced on KHAM Ticketing.

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 KHAM website 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 and I've been turned away?

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.