The Weeknd VIP EXPERIENCES – INFORMATION

VIP LOUNGE EXPERIENCE	GOLDEN CIRCLE EARLY ENTRY PACKAGE

• One (1) A Reserve Seat in a prime location
• Access to the official pre-show party *including**:
  • Welcome cocktail on arrival
  • Pre-Show complimentary canapés for 90mins
  • Pre-Show complimentary beer, wine, soft drink for 90mins
  • Access to dedicated merchandise stand
  • Photo Booth opportunities**
  • Live DJ playing your favourite The Weekend tunes + more!
• Limited edition The Weeknd gift Item (exclusive to VIPs)
• Commemorative VIP Lounge laminate
• Photo opportunity in front of the VIP backdrop to commemorate your evening**
• Priority Entry Into the venue *
• Designated VIP check-in and onsite staff
 	
** Venue dependent ** No artist participation included in the package*
	• One (1) Golden Circle GA Standing ticket In Golden Circle A or B
	• Early Entry before the general public into the Golden Circle section that you have purchased (A or B)
	• Limited edition The Weeknd gift Item (exclusive to VIPs)
	• Commemorative VIP laminate
	• Early access to merchandise stand*
	• Priority entry into the venue
	• Designated VIP check-in and onsite staff
	
	** Venue dependent*

GA EARLY ENTRY PACKAGE	
• One (1) General Admission ticket • Early Entry before the general public Into the General Admission area • Limited edition The Weeknd gift Item (exclusive to VIPs) • Commemorative VIP laminate • Early access to merchandise stand* • Priority entry into the venue • Designated VIP check-in and onsite staff ** Venue dependent*	

FREQUENTLY ASKED QUESTIONS – General

How do I receive my inclusions/gifts?	VIP inclusions (i.e commemorative laminate, drink voucher or merchandise item etc) will be redeemed and collected on the night of the show at your check in location.
What if I miss out on picking up inclusions?	You will need to contact vip@livenation.com.au on the next working day, to make arrangements to receive your tour items. Any postage will be at patron cost
Is there a limit on the number of VIP Experiences that can be purchased?	Only 6 VIP Experiences per customer can be purchased in one transaction. There are no group bookings available for VIP for this tour.
What if I change my mind and don't want my VIP package?	VIP packages are non-refundable. All sales are final.
Will the VIP Experiences be available for purchase at the same time as standard tickets go on sale?	Yes, they will be available at all pre-sales and general onsales. **Please Note – for Suncorp Stadium – Ticketmaster will only be selling VIP Lounge Experiences, Golden Circle Early Entry Packages and Hotel & Ticket Packages. Please purchase via Ticketek for all other options.*
Will my tickets for the VIP Experiences be sent before the show?	Tickets will be available to download from your Ticketek/Ticketmaster account from 6th Nov. Collectable tickets will be posted 1-2 weeks before the show to the address listed on your ticketing account at the time of purchase. If tickets haven't been received in time for the show, go to the venue box office with the original purchaser's valid photo I.D. and they will be able to assist you.
When will I be notified about the details of my VIP Experience?	You will receive an email from vip@livenation.com.au approximately **3 – 5 business** days before the show. It will include all the information you will need regarding your experience and will be sent **to the email address used when purchasing the tickets.**
What happens if I don't hear from you via email?	Please check your junk or spam folder first. If you have ***not*** received your email a few days out from the show, please contact us at vip@livenation.com.au. It is your responsibility as the purchaser to follow up information if you have not received it from us 3 days prior to the show.
What will happen if I am late?	If you're late, you may miss components of your VIP Experience. No compensation will be provided to latecomers.
Can I get a refund on my VIP Experience if I cannot make it?	You will not be entitled to a refund if you are unable to attend the show. Under extenuating circumstances, upon presentation of supporting documentation (eg. a doctor's certificate), a refund request ***may*** be considered.

What if someone else bought the VIP Experience for me?	Original purchasers name must be known to check-in and receive your benefits. The information regarding the package will be sent to the original purchaser so you will need to request they pass the details on, or contact vip@livenation.com.au 3 days prior to the show.
Who is the 'original purchaser'?	For ***Ticketek*** purchases, the 'original purchaser' is the person whose ticketing account the Experience was bought through. For ***Ticketmaster*** purchases, the 'original purchaser' is the person whose credit card was used to make the purchase.
Can I use a VIP Experience purchased via another website?	We strongly discourage the purchasing of VIP Experiences via outlets other than Live Nation and our official ticketing partners, as we cannot guarantee the authenticity of the purchase. If an Experience has been purchased from a third-party site such as eBay, *you must know the* ***original purchaser's*** *name and supply the original proof of purchase from the official ticketing agency* at check-in as outlined previously. Live Nation reserves the right to cancel the package and/or refuse entry to any patron/s unable to provide the appropriate supporting documentation; *this includes* the concert ticket. These measures are taken in order to prevent scalping and ensure VIP Experiences and tickets are not purchased by more than one person.
If I have already bought concert tickets, but want to upgrade to a VIP Experience, can I do that?	Yes, subject to availability. You will need to contact the ticketing outlet you purchased your tickets from, to arrange the upgrade.
Are tickets always included in The Weeknd VIP Experiences?	Yes, all The Weeknd VIP Experiences include a concert ticket in the price.
Are there any Meet & Greet Experiences on the tour?	No. There are no Meet & Greet experiences on this tour.
Where is my seat located?	Indicative seat locations will be available on the ticketing agent's websites at the time of on-sale so you will know where your seat will be prior to making the transaction.
If I have a question about my seat, who do I speak to?	Prior to show day, contact the ticketing agency you purchased through, on the night of the show speak to the Box Office or a venue usher.
If I have a question about my VIP Experience, who do I speak to?	If you have a question regarding your VIP Experience prior to show day contact vip@livenation.com.au. On the night of the show speak to Live Nation VIP staff before the show commences. Any questions that arise during the show speak to a venue usher.

Why does the same VIP Experience have a different price in different cities?	Due to the varying layouts of venues, there may be a different priced seat category within the VIP Experience, which will cause the end price to differ.
What is 'Onsite VIP Staff'?	Staff members from the Live Nation VIP team, who will be on hand at every show to manage the check-in process, answer questions, direct VIP ticket holders, and assist in making the experience as enjoyable as possible.
Does the commemorative laminate get me backstage?	The laminate is commemorative only and does not gain or authorise access into the venue or backstage areas.
What time does the venue box office open?	Please check the venue website in which you are attending, however it is usually scheduled to open approx. 1 hour prior to General Doors.
I require wheelchair accessibility, who do I contact for this?	Please contact the relevant ticketing agency directly for assistance purchasing any wheelchair or accessibility seating.
Can I park at the venue?	Please check the venue website for parking information.

FREQUENTLY ASKED QUESTIONS – VIP Lounge Experience (Pre-show)

What is the pre-show Lounge experience?	A pre-show Lounge includes a good seat and hospitality including food, beverages for 90 minutes and a tour gift. Please note that canapés should not be considered a full meal, but finger food only.
What if I have purchased the pre-show Lounge experience and I have special dietary requirements?	We do our best to cater for all special dietary requirements. When you receive your VIP information email, it will outline when you need to contact us for us to fulfill these requirements.
Can I bring a camera to the pre-show Lounge?	Yes, you can bring a camera to the pre-show Lounge. However, you will need to abide by the venue restrictions in terms of the camera being allowed into the auditorium. Professional cameras with detachable lenses are prohibited.
Can children attend the pre-show Lounge?	The pre-show Lounge is a licensed function so children must attend with an adult.

Can I have a photo with the artist?	There is no Artist interaction for this tour.

FREQUENTLY ASKED QUESTIONS – Early Entry, Golden Circle

What is the location of the golden circle?	The location of the Golden Circle is at the front of the stage and can be viewed on the ticketing agent website at the time of onsale. Golden Circle is a Standing General Admission Area, there are no seats.
If I want to purchase an Early Entry, Golden Circle ticket will I be in the same section as my friend?	The sections will be ticketed separately so if you want to be in the same section as a friend you will need to purchase the packages within the one transaction.
Are children and teens allowed to purchase Early Entry, Golden Circle tickets?	Whilst we endeavour to make the General Admission floor experience as safe as possible for all patrons, it does involve being in close proximity with other patrons who may wish to jump around and dance, which may make it an uncomfortable experience for children/young teens. The Weeknd concerts are licensed all ages events. It is recommended that children 12 years and under be accompanied by a parent or guardian (16 years or older) to the show and remain with them at all times. Refer to venue conditions of entry regarding any specific restrictions. We would strongly recommend you consider whether this ticket type is the best option for your child.
What do I do if I feel uncomfortable on the floor, or if I am getting pushed too much?	If you are feeling uncomfortable or are getting pushed, then we suggest you immediately speak to security and ask for their assistance or move out to the back of the general admission area where is generally space to move more freely.

FREQUENTLY ASKED QUESTIONS – GA Early Entry

What does Early Entry mean?	Early Entry refers to first access onto the standing floor area, before the general public. There are no seats in this area.
Are children and teens allowed to purchase early entry tickets?	Whilst we endeavour to make the General Admission floor experience as safe as possible for all patrons, it does involve being in close proximity with other patrons who may wish to jump around and dance, which may make it an uncomfortable experience for children/young teens. The Weeknd concerts are licensed all ages events. It is recommended that children 12 years and under be accompanied by a parent or guardian (16 years or older) to the show and remain with them at all times. Refer to venue conditions of entry regarding any specific restrictions. We would strongly recommend you consider whether this ticket type is the best option for your child.
What do I do if I feel uncomfortable on the floor, or if I am getting pushed too much?	If you are feeling uncomfortable or are getting pushed, then we suggest you immediately speak to security and ask for their assistance or move out to the back of the general admission area where is generally space to move more freely.

Live Nation VIP Package Terms and Conditions:

- Please note that the contact details provided at the point of purchase (email, mobile, mailing address) are the details used to communicate all VIP information.
- A TEXT with a link to VIP instructions OR an EMAIL, will be sent 3-5 business days before the event with timings and additional information. Please contact vip@livenation.com.au if this is not received. We also send reminder texts the day of the show detailing the time and location of check in.
- VIP purchasers may need to arrive 1-2 hours before doors open to ensure delivery of all benefits.
- Original purchasers name must be known in order to check-in and receive your benefits.
- VIP inclusions (e.g. laminate, drink voucher or merchandise item) will be redeemed and collected on the night of the show (unless otherwise advised).
- Given the dynamic nature of live events, we may need to make changes to parts of your VIP Package including seating arrangements, start times, merchandise, food and beverage service arrangements and other things. Where we do this, we will ensure that you will be provided with alternatives that overall have an equivalent value as your package.
- If applicable, Early Entry refers to first access onto the floor, there is no sectioned off area (unless otherwise stated).
- If applicable, collectible laminate is commemorative only and does not gain or authorise access into the venue or backstage areas.
- Choose carefully as we will not provide refunds for a change of mind or because you can't make the event. Refunds will only be paid where required by applicable law, including the *Australian or New Zealand Consumer Law.*
- For any questions regarding your concert ticket, please reach out to the point of purchase.
- Any enquiries about your Experience check out our FAQ's or drop us an email: vip@livenation.com.au

https://www.livenation.com.au/vipexperiences

VIP TICKET TERMS

EXPERIENCE DETAILS

Please note that the contact details provided at the point of purchase (email, mobile, mailing address) are the details used to communicate all VIP information.

An instructional email will be sent 3-5 business days before the event with timings and additional information. Please contact vip@livenation.com.au if this is not received.

VIP purchasers may need to arrive 1-2 hours before doors open to ensure delivery of all benefits.

The original purchaser's name must be known in order to check in and receive your benefits.

INCLUSIONS

VIP inclusions (e.g. laminate, drink voucher or merchandise item) will be redeemed and collected on the night of the show (unless otherwise advised).
Given the dynamic nature of live events, we may need to make changes to parts of your VIP Package including, but not limited to: seating arrangements, start times, merchandise, and food and beverage service arrangements. On the rare occasion that this occurs, we will ensure that you will be provided with alternatives that have an equivalent value to your overall package.
If applicable, Early Entry refers to first access onto the floor, and there is no sectioned off area (unless otherwise stated).
If applicable, the collectible laminate is commemorative only and does not gain or authorise access into the venue or backstage areas.
Choose your package carefully as we will not provide refunds for a change of mind or because you can no longer make the event. Refunds will only be paid where required by applicable law, including the Australian Consumer Law.

I STILL NEED HELP...

For any questions regarding your concert ticket, please reach out to the point of purchase.

For more details on your VIP experience, head to our VIP Experiences page or email us at vip@livenation.com.au.