

REGISTRATION AND PURCHASE PROCESS FAQs

How can I register for the opportunity to buy tickets for Taylor Swift | The Eras Tour in Poland?

Registration will be open on Tuesday June 20, 2023 6 p.m. CEST until Friday June 23, 2023 11:59 p.m. CEST. You can register [here](#).

When and where are the event dates?

The events will take place at PGE NARODOWY in Warsaw, Poland on Thursday, August 1, Friday, August 2 and Saturday, August 3, 2024.

Do I have more chance of getting a ticket the earlier I register?

No, registering early during the registration window will not give you any advantage, as long as you make sure you register before the registration window closes. Please note, registration does not guarantee access to the sale, or to tickets. We expect there will be more demand than there are tickets available. Tickets will be sold on a first come, first served basis while currently available inventory lasts.

When do tickets go on sale?

Tickets will go on sale for authenticated fans with access code from 12 p.m. CEST on Wednesday, July 12, 2023. Tickets will be sold on a first come, first served basis while currently available inventory lasts.

How do I purchase tickets in the sale?

1. Fill in the registration form on eBilet website [here](#).
2. You will be verified via text message on your mobile phone. eBilet then authenticates your registration.
3. If successfully authenticated, you will receive a confirmation e-mail with the instructions.
4. If successfully authenticated, the day before on-sale (Tuesday July 11, 2023) you will receive an e-mail with ticket link and unique access code to the on-sale.

When tickets go on sale at 12 p.m. CEST on July 12, 2023:

1. When tickets go on sale, click the link you received the day before on-sale. The link cannot be shared to avoid not authenticated users entering the website.
2. Due to demand, you may experience a longer than usual wait time entering the site. Do not refresh the page during this time.
3. Choose tickets, enter your unique access code, click the "Book" button to add them to shopping cart. Should you receive an error, double-check you entered the unique access code exactly as it appears in the email you received. Your code is valid only once. Personalize your tickets in the next step.
4. When completing your ticket purchase, stay within one browser window. Opening multiple windows or tabs to purchase tickets, may result in errors.
5. You may not exceed the ticket limit of 4 (four) tickets per transaction. Your code can only be used for (1) one transaction.
6. After completing your purchase, you will receive a confirmation e-mail. Your tickets will be available to download 14 days prior to the show date.

Tickets will be sold on a first-come, first-served basis while currently available inventory lasts.

Will all registrants be authenticated and given access to on-sale?

Authentication gives fans an extra line of defense against bots and multiple registrations. Only authenticated fans will be given the opportunity to access the on-sale. Getting access to the on-sale doesn't guarantee tickets. Tickets will be available on a first-come, first-served basis, while currently-available inventory lasts.

When should I expect my access code?

If you are authenticated you will receive an e-mail the day before on-sale (Tuesday July 11, 2023) with the ticket link and unique on-transferrable access code.

Can I transfer my access code to someone else?

No, codes are non-transferable and should not be shared. Codes are only valid for one purchase up to 4 tickets per transaction, subject to availability.

Can I transfer ticket link to someone else?

The ticket link should not be shared to avoid not authenticated users entering the website.

What forms of payment will be available?

You can pay by credit cards, BLIK and instant bank transfers. Regular bank transfers and cash will not be available.

Are tickets for persons with disabilities available for this show?

Yes, tickets for person using wheelchairs will be available. Please contact eBilet Customer Service at <https://ebilet.pl/en/kontakt>.

What are the age restrictions for the event?

A minor who, on the date of The Event is over 15 years old can participate in the event unaccompanied. A minor under the age of 15 may participate in the Event only under the supervision of an adult person on sole responsibility of said adult person (legal guardian or a person authorized by such), after purchasing Tickets for both the minor and the adult. Minors over 15 years of age are allowed to take part in the Event independently after purchasing a Ticket and presenting a document with photo confirming the minor's age. The lack of such document will result in refusal to enter the event without an adult person.

Can I enter multiple codes?

No. Only one code can be processed during each transaction. Codes are valid for one transaction only.

Can I purchase a ticket for someone else?

Yes, but please be informed that you can buy max. four (4) tickets per code in one (1) transaction, and you need to personalize each ticket with the name of ticket holder.

Why can't I see the attendees' data on the confirmation of the tickets purchase?

The only data visible on the confirmation is the buyer's. The tickets will be available to download 14 days prior to the show. If you want to check the correctness of the attendees' data typed in during the purchase, Contact eBilet Customer Service.

When will I receive my ticket?

After purchase, you will receive an confirmation e-mail only. There will be electronic tickets only, available to download 14 days before the Event.

Do I need to print out my tickets?

No, you don't. Tickets will be available to download from 14 days before the Event, and you can show them on your mobile device.

Are the tickets personalized?

Yes, tickets are personalized. During purchase process, after adding them to shopping cart, you need to enter names of every ticket holder. It's not possible to change the data on the ticket, except for the cases described in point II.7 in Terms and Conditions of the Event.

Tickets have gone on sale, I registered and never received my access code?

Registering is not equal to authentication. If you are authenticated you will receive an e-mail the day before on-sale, Tuesday July 11, 2023 by 11:59 pm CEST with the ticket link and a unique non-transferrable access code. If you haven't received this e-mail, please contact eBilet Customer Service at <https://ebilet.pl/en/kontakt>.

Why didn't my access code work?

Double-check you entered the access code exactly as it appears in the email you received. Codes are case sensitive so please enter exactly as you see the code in the e-mail.

You may have maxed out your ticket limit. Due to demand, all events have a ticket limit to allow more fans like you to get tickets. Purchasers are held to a ticket limit of four (4) per one (1) code in one (1) transaction.

If you have any issues completing your purchase with the code provided or have any queries regarding your ticket purchase, please contact eBilet Customer Service at <https://ebilet.pl/en/kontakt>