

## **Burna Boy Preorder for Pre-sale Access FAQ:**

### **WHICH SHOWS ARE INCLUDED IN THE PRESALE OFFER?**

This offer is valid for upcoming shows in the below locations. Exact dates and timing TBA.

O2 Academy Birmingham - 15th July

### **WHEN DOES THE PRESALE BEGIN?**

The presale will begin at 10am BST on **Wednesday 2nd July**.

General sale begins on **Friday 4th July** at 10am BST

### **HOW AND WHEN WILL I RECEIVE ACCESS?**

Presale access codes and instructions will be emailed to eligible fans from **5pm BST on Tuesday 1st July**.

### **HOW MANY TICKETS CAN I PURCHASE DURING THE PRESALE?**

Each access code is valid for up to **4** tickets.

Tickets will be sold on a first come, first served basis. We expect a very high demand and cannot guarantee tickets.

### **IF I PLACE MORE THAN ONE ORDER, WILL I GET ADDITIONAL ACCESS CODES?**

No, each customer will receive one access code.

## **HOW DO I GAIN TICKET PRESALE ACCESS?**

Pre-order the album or bundles from this store before **3pm on Tuesday 1st July**. No purchase necessary, click here <https://wct.live/app/43788/npn-no-sign-of-weakness-burna-boy> to register and join the Burna Boy mailing list.

If you have already ordered the album from the official store you are automatically eligible for presale access.

## **AM I GUARANTEED A TICKET IF I PRE-ORDER THE ALBUM?**

Tickets are not guaranteed with your album pre-order. We are providing presale access and tickets will be available on a first come, first served basis. Maximum 4 tickets per person.

## **IT'S AFTER 5PM ON TUESDAY 1ST JULY AND I HAVEN'T GOT MY ACCESS EMAIL, WHAT SHOULD I DO?**

First check your email's Junk or Spam folder. If you still cannot find your email contact us at [burnaboypresale@wmgcustomerservice.com](mailto:burnaboypresale@wmgcustomerservice.com)

## **WHAT IF I PURCHASE FROM A DIFFERENT RETAILER OR STORE, DO I QUALIFY FOR PRESALE ACCESS?**

No. To qualify for access, you must have purchased from this store or registered via the sign up form before **3pm on Tuesday 1st July**. If you purchase via another retailer, you will not be eligible for presale access.

## **WHAT IF I HAVE MORE QUESTIONS ABOUT THE PRESALE ACCESS?**

Contact us at [burnaboypresale@wmgcustomerservice.com](mailto:burnaboypresale@wmgcustomerservice.com) if you have a question related to the presale offer. Please note that this email address is only able to respond to questions around the Burna Boy presale.

## **ACCESSIBILITY**

Please visit the venue website for all accessible booking information - <https://www.academymusicgroup.com/o2academybirmingham/accessibility>