



SAM FENDER 2025 UK TOUR – PRE-SALE TERMS AND CONDITIONS

1. We are Polydor Records, a division of Universal Music Operations Limited a company registered in England and Wales at 4 Pancras Square, London, N1 4AG (“UMO”) who operate the Sam Fender store – <https://www.samfender.com>
2. To access the exclusive pre-sale window for tickets to the Sam Fender 2025 UK Tour (“Tour”) pre-order ‘People Watching’ in any format from the Sam Fender online store or submit your email address via the online form: <https://signup.umusic.com/samfenderpresalenpn> by 10am GMT on 25th November 2024. If you have already ordered from the store, you will receive a pre-sale code. No purchase necessary. One pre-sale code per person. The pre-sale code will give you access to buy Tour tickets in accordance with these terms.
3. You will receive your unique pre-sale code via email by 8am GMT on 26th November 2024 together with a link to the ticket provider’s website where you can redeem the pre-sale code to purchase tickets once the pre-sale window opens. We do not accept responsibility if the email we send to the email address you have provided does not reach you for any reason beyond our reasonable control, including where the email is flagged as spam. For any issues regarding pre-sale codes please contact <https://umusicstoresupport.zendesk.com/hc/en-us>
4. The pre-sale window will be between 10am GMT on 26th November 2024 to 9:30am GMT on 29th November 2024. The pre-sale code can only be used once and must be redeemed by 9:30am GMT on 29th November 2024. The pre-sale code is personal to you and cannot be used by or transferred to anyone else. Tickets will be available for purchase by the general public from 9:30am GMT on 29th November 2024. A maximum of 4 tickets may be purchased per code.
5. Tour dates available will be within the UK and Ireland only. Only a limited number of tickets are available. The code gives you access to the pre-sale only and is not a guarantee that you’ll be able to buy tickets to the Tour. All tickets are subject to availability. Accessible Tickets will be available and for any queries regarding accessibility please contact Ticketmaster (London) or Gigantic (Newcastle).
6. The pre-sale code can only be subject to the terms and conditions applicable at the time of purchase of the tickets. Tour dates may be age restricted, please check with Ticketmaster (London) or Gigantic (Newcastle) directly for more information. We are not the ticket provider so cannot be responsible for any issues with the purchase of or your use of the tickets. UMO is not liable for issues with any ticket purchase from third-party ticket providers. For any issues regarding the purchasing of tickets, please contact the relevant ticket provider.
7. Pre-sale codes have no cash value and cannot be exchanged. Pre-sale codes are non-transferable, case-sensitive, and available for one-time use only. By pre-ordering Sam Fender ‘People Watching’ release or by registering to receive a pre-sale code you are deemed to have accepted these terms and conditions. Any personal data you provide when registering to receive a pre-sale code will be used in accordance with the Privacy Policy which you can read here <https://www.umusic.co.uk/privacy.html>.
8. These terms and conditions are governed by English law, and the parties submit to the exclusive jurisdiction of the courts of England and Wales.