



UNIVERSAL MUSIC GROUP

LEWIS CAPALDI 'UK AND IRELAND ARENA TOUR 2025'
PRE-SALE CODE 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 Lewis Capaldi UK Store (<https://shop.lewiscapaldi.com/>)
2. To access the exclusive pre-sale window for tickets to the Lewis Capaldi 'UK and Ireland Arena Tour 2025' pre-order 'LC3' in any format from the Lewis Capaldi online UK store or submit your email address via the online form: <https://link.fans/lc3nnpn> by 12:00 BST on Monday 7th July 2025 If you have already ordered from the store, you will receive a pre-sale code. UMO will not accept any pre-sale code submissions from the online form or store that are: automatically generated by computer, completed by third parties or in bulk, illegible, have been altered, reconstructed, forged or tampered with, photocopies and not originals, or incomplete. No purchase necessary. One pre-sale code per person.
3. The pre-sale code will give you access to buy Tour tickets in accordance with these terms. Your pre-sale code is only valid for the pre-sale window specified within these terms and is not applicable for any other dates that may be announced (if applicable). By redeeming or attempting to redeem your pre-sale code, you are deemed to have accepted these terms and conditions.
4. You will receive your unique pre-sale code via email by 18:00 on Monday 7th July 2025 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.

Accessible tickets will be available to purchase from the ticket providers website and for any queries regarding accessibility please contact:

Utilita Arena, Sheffield

<https://www.utilitaarenasheffield.co.uk/venue-info/accessibility/>

Venue telephone number for accessible customers: 0114 2565593 Mon-Fri 10-4pm, times may be adjusted to fall in line with presale timings

P&J Live, Aberdeen

Accessible tickets are purchased through AXS or alternatively by calling the accessible booking line. All the info is available here: <https://www.pandjlive.com/plan-your-visit/accessibility/>

OVO Hydro, Glasgow

Accessible tickets are purchased via Ticketmaster or alternatively by calling the accessible booking line. All the info is available here: <https://www.ovohydro.com/visitor-information/accessibility>

The O2, London

<https://www.theo2.co.uk/accessibility/booking>

Co-Op Live, Manchester

<https://www.cooplive.com/pQ5XAUw/visitor-information/accessibility>

Utilita Arena, Birmingham

<https://www.utilitaarenabham.co.uk/accessibility>

To discuss your accessibility needs, please call us on 0344 338 8222

Nottingham Arena, Nottingham

Customers in need of accessible tickets cannot book online at the moment but the phone number for access bookings is 0808 1644616 and is free to call. Our phone lines are open 9am-6pm on Monday to Saturday (we are currently closed Sundays).

Alternatively, customers can fill in our Accessibility form [here](#).

There's more information about accessibility in general that might be useful which can be found on [this page](#).

Cardiff Utilita Arena, Cardiff

Accessible tickets can be purchased online via Ticketmaster, or by calling the Box Office on 029 20 224488.

3Arena, Dublin

3Arena do not sell accessible at the venue. Accessible tickets can be purchased online in advance on the main event ticket page on the Ticketmaster website, or at the Venue Box office on the night of show (subject to availability).

For any issues regarding pre-sale codes please contact -

<https://umusicstoresupport.zendesk.com/hc/en-us>

5. Tour dates available for the pre-sale are limited to the dates and venues within the UK and Ireland only, as set out below:

06.09 – Utilita Arena, Sheffield

07.09 – Utilita Arena, Sheffield

10.09 – P&J Live, Aberdeen

11.09 – P&J Live, Aberdeen

13.09 – OVO Hydro, Glasgow

14.09 – OVO Hydro, Glasgow

16.09 – The O2, London

17.09 – The O2, London

18.09 – The O2, London

20.09 – Co-Op Live, Manchester

21.09 – Co-Op Live, Manchester
23.09 – Utilita Arena, Birmingham
24.09 – Utilita Arena, Birmingham
26.09 – Nottingham Arena, Nottingham
27.09 – Cardiff Utilita Arena, Cardiff
29.09 – 3Arena, Dublin
30.09 – 3Arena, Dublin

6. The pre-sale window will begin at approximately 09:00 BST on Tuesday 8th July 2025. The pre-sale code can only be used once. 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 09:00 BST on Thursday 10th July 2025. A maximum of 4 tickets may be purchased per code.

7. The pre-sale code gives you access to the pre-sale only and it is not a guarantee that you will be able to buy tickets to the Tour. Ticket availability is limited and subject to currently available inventory. Tickets will be sold on a first-come, first-served basis while supplies last.

8. The pre-sale code is subject to the terms and conditions applicable at the time of purchase of the tickets from the ticket provider. Tour dates may be subject to venue-specific rules, including age restrictions. Please check with AXS or Ticketmaster or applicable venues 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.

9. 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. Any personal data you provide when registering to receive a pre-sale code will be used in accordance with the Universal Music Privacy Policy which you can read here <https://www.umusic.co.uk/privacy.html>. These terms and conditions are governed by English law, and the parties submit to the exclusive jurisdiction of the courts of England and Wales.