

Q. I already have tickets and would like to attend the new concert date. Do I have to do anything?

A. No, your original ticket will be valid for the new concert date and your location in the venue is as allocated to you originally. You are not required to do anything but present your ticket to the usher on the night of the specified concert. The original show dates have now been rescheduled as follows:

NEW DATE	OLD DATE	VENUE
Saturday 22 November 2014	Saturday 5 April 2014	Auckland Mt Smart Stadium

Q. Is my seat/location in the venue going to remain the same for the new concert date?

A. Yes, your seat/location in the venue will remain exactly as printed on your ticket.

Q. My ticket was a box office/venue collect ticket and I don't have it yet. What do I need to do?

A. Nothing. Your tickets remain valid and will be issued for box office/venue collect on the rescheduled show night. Should you wish to change this collection method, please contact your relevant ticketing agency

Q. I bought a VIP Package, how do I get my VIP merchandise pack?

A. Merchandise packs will be available for pick-up on the rescheduled show date that package tickets were purchased for. Details regarding collection of items will be sent to the ticket account holder via email address registered to the account, no later than one week prior to the rescheduled show date. If you have any further queries (in advance of the show date only), please email the dedicated VIP patron team at RollingStonesVIP@frontiertouring.com

Q. I bought a Lucky Dip ticket, is my ticket still valid?

A. Yes, your Lucky Dip ticket is still valid and the process of collection will remain as per the original arrangement.

Q. I'm unable to attend the new concert dates. How do I get a refund?

A. If you wish for an immediate refund on your ticket or ticket package this option is now available to you via the official ticketing agency you purchased from. Patrons will be able to secure a refund for the value of their tickets and booking fees and charges incurred in purchasing the ticket. We ask that you contact your ticketing agency prior to **5pm (local time to the venue) on Monday 28 April, 2014** to organise your refund.

To obtain a refund, please contact:

Auckland | Ticketmaster.co.nz | Ph: 0800 111 999

Q. Will the refunded tickets be available to purchase?

A. To date there have only been a very minimal number of tickets refunded. Any refunded tickets will be made available to purchase from 10am (local time to the venue) on Friday 2 May, 2014.

Q. I'd like to upgrade my original ticket to a better one. Is that possible?

A. Unfortunately we are unable to offer the option to upgrade tickets. We've investigated this matter at length and concluded that the logistics involved will not allow us to facilitate this in a manner that will satisfy the needs of fans fairly.

If you really wish to exchange your tickets, the only way to do this is to refund your tickets by 5pm (local time to the venue) on Monday 28 April, 2014 and try to purchase again during the public on-sale from 10am (local time to the venue) on Friday 2 May, 2014. Please be aware that tickets are very limited and the demand is expected to be high. There is a risk you could end up with no tickets. The choice is yours - but we suggest you think carefully about what you do.

Q. I have tickets to The Rolling Stones already but would like to attend a different show. Can I swap my tickets?

A. Unfortunately we are unable to offer the option to swap to another show. We've investigated this matter at length and concluded that the logistics involved will not allow us to facilitate this in a manner that will satisfy the needs of fans fairly.

If you really wish to change your tickets to another show, the only way to do this is to refund your tickets by 5pm (local time to the venue) on Monday 28 April, 2014 and try to purchase again during the public on-sale from 10am (local time to the venue) on Friday 2 May, 2014. Please be aware that tickets are limited and demand is expected to be high. There is a risk you could end up with no tickets. The choice is yours - but we suggest you think carefully about what you do.

Q. I have refunded my Rolling Stones tickets already. Will I have an opportunity to repurchase the same seats?

A. If you have refunded your tickets already you will be unable to repurchase the same seats. Any refunded tickets will be available to purchase through the general on-sale from 10am (local time to the venue) on Friday 2 May, 2014. You will need to try and secure new tickets then.

Q. Why has a second Perth show been added to the tour?

A. When the tour was originally scheduled for March/April 2014 the band were only available for a very limited period of time. The reschedule of the tour to October/November has allowed more time in Australia and the schedule has made a second date in Perth possible.

Q. I can no longer use all of my tickets. Can I refund some of my tickets and keep the rest?

A. Yes, the original ticket purchaser will need to contact the ticketing agency purchased from and advise how many tickets need to be returned. Refunds can only be made to the original purchaser.

Q. I bought my ticket from a non-authorised ticketing seller/scalper. Am I able to get a refund?

A. Refunds are only available to the original purchaser. You will need to contact the seller to secure your refund. Buying tickets from non-authorised sellers is an enormous risk, as the buyer frequently has no security or avenues of recourse if a tour is postponed or cancelled. For more information on Frontier's position on ticket scalping, please visit <http://www.frontiertouring.com/help>

Q. I bought my ticket from a non-authorised ticketing seller/scalper. Will my ticket be valid for the new concert date?

A. Yes, technically your ticket is valid for the new concert date. However, Ticketek and Ticketmaster are the only authorised ticketing agencies for this tour and as you have purchased from a non-authorised seller you will not know if the seller has refunded these tickets. As the original purchaser they are able to do this. If this has happened your tickets will have been cancelled and will not admit you into the venue. Unfortunately as you are not the original purchaser the promoters and the authorised ticketing agencies also cannot confirm if your tickets are still valid or not. Buying tickets from non-authorised sellers is an enormous risk, as the buyer frequently has no security or avenues of recourse if a tour is postponed or cancelled.

The selling of tickets via non-authorised sellers is a breach of the conditions of sale of that ticket and those doing so are knowingly breaching this policy. The promoter and the venue have the right to refuse your entry.

Q. I've lost my ticket! Can I replace it?

A. Yes. The person who booked them will need to contact the ticketing agency. They will be able to organise replacement tickets to be collected at the event.

Q. I've damaged my ticket/ it has faded over time and it's no longer readable, do I need to replace it?

A. Your tickets will remain valid for the appropriate concert date. Any tickets that have been damaged can be replaced at the event. If unsure, please contact the relevant ticketing agency for advice.

Q. My ticket has been stolen, what can I do?

A. The original purchaser should contact the ticketing agency. They will be able to organise replacement tickets to be collected at the event.

Q. Will the start time of the show differ?

A. No, the start time will be as printed on your ticket. You can also check www.frontiertouring.com/rollingstones for any updates on show times closer to the show date.

Q. I'm planning to travel to one of the concerts, should I take any precautions?

A. The sad circumstances that led to the postponement of The Rolling Stones tour were out of the control of the band and the promoters. Tours are never cancelled or postponed lightly. The decision to attend a concert and how you decide to get there is the choice of the individual. Many travel and accommodation providers offer flexible booking options. We recommend that you consider these flexible options or enquire whether appropriate insurance is available to cover your chosen circumstances – as is prudent when making any travel arrangements.

Q. Will there be any changes to the '14 On Fire' production that is coming to Australia & New Zealand?

A. No, the production will be the same as originally scheduled for March/April 2014.

Q. Why can't the tour be rescheduled into bigger venues?

A. We believe it is important for fans holding tickets to be offered the original experience they purchased tickets for.

Q. I won tickets to a Rolling Stones concert. Will my tickets still be valid?

A. Yes, your tickets will remain valid providing the outlet you won them through doesn't seek a refund on their original purchase. We suggest you contact the organisation you won the tickets through to seek assurance that your tickets are still valid.