

## **VIP PACKAGE TERMS & CONDITIONS**

**Re-Sale Prohibited:** All package elements will be rendered invalid if resold.

**No Refunds:** VIP packages and contents are non-transferable, no refunds or exchanges, all sales are final. Name changes will be issued at the sole discretion of Frontier.

**Package Details and Instructions:** 'Ultimate' & 'Farewell Yellow Brick Road' package purchasers will be contacted by AEG Premium Ticketing via e-mail a few days prior to the event date with additional program details.

All other package purchasers will also be contacted by AEG Premium Ticketing a few days prior to the event regarding merchandise collection details.

**Packages Subject to Change:** All VIP package items and experiences (including any pre-show functions, times, locations and package inclusions) may vary from market to market and are subject to change at any time for any reason. Venue seating configurations and package locations can vary by city –see specific date for details.

**Purchaser Information:** You are responsible for ensuring your contact information (email and mail address) provided at the time of purchase is correct and current and Frontier is not responsible where incorrect information results in an undelivered product.

**Arrival Time:** A component of your VIP package may require you to be at the venue at a designated time. This may be well before doors open or require you to stay after the show. If you arrive late to your designated time, you are deemed to have forfeited any missed components of the VIP package.

**VIP Laminates:** VIP laminates are for commemorative purposes only. The VIP laminate does not gain or authorise access into the venue, VIP or any backstage areas.

**VIP Package Components (eg Merchandise):** all VIP components are to be picked up at the venue, night of the show.

**COVID-19:** There may be other requirements to ensure your safety and that of the Artist, their crew and the venue personnel. Frontier must consider stipulations from Government, Health Authorities, Artists and venues in determining the COVID Safe measures for the event. These requirements may include, but not be limited to, proof of vaccination, QR code check-in, social distancing, mask wearing and/or other measures. You will need to comply with these requirements in order to attend Frontier's events and will be kept up to date with developments in the lead-up to the show.

If you have any questions regarding your VIP Package elements or have not received your VIP Package Details and Instructions 5 days prior to the concert, please email [EltonJohnVIP@aegpresents.com](mailto:EltonJohnVIP@aegpresents.com)