



20<sup>th</sup> July 2017

To whom it may concern,

**RE: ED SHEERAN STADIUM TOUR 2018**

Kilimanjaro Live Ltd, DHP Family and AEG Presents are the combined promoters for the Ed Sheeran 2018 stadium tour.

The sale of the tickets for the Ed Sheeran tour were subject to some very detailed Terms and Conditions. An extract of these is attached for your information.

As promoters of the tour, we can confirm that any ticket that has been re-sold on an unauthorised ticket resale website, such as Viagogo, breaches the Terms and Conditions of Sale and is automatically invalidated for entry to the venue.

From our on sale date of 8<sup>th</sup> July 2017, at the point of sale, all customers were made aware of the Terms and Conditions and accepted them as a condition of proceeding with the purchase. Therefore, all tickets being sold through unauthorised sites are in breach of the strict conditions that were agreed at the point of purchase.

Anybody that is re-selling an Ed Sheeran ticket on an unofficial resale website is therefore potentially breaching consumer legislation such as the Consumer Rights Act 2015.

If you have purchased a ticket that has been resold above face value, we strongly recommend that you contact the resale company and claim a refund, or speak with your credit card company / bank and inform them that you have been defrauded.

For complete clarification, we can confirm that Twickets (<https://www.twickets.live/>) is the only officially authorised resale partner for the Ed Sheeran tour and tickets on Twickets can only be sold at a maximum of face value plus 10%.

Yours faithfully,

**Stuart Galbraith**  
**Chief Executive Officer**  
**Kilimanjaro Live Ltd**