

BHG LIVE TICKETING FAQ's

I want to purchase tickets with a discount code but I don't have the internet.

Please call Ticketek on 132 849 and quote the relevant discount code over the phone.

I am having trouble purchasing tickets online.

Please contact Stephanie Andrews stephaniea@singlemarketevents.com.au or 02 9331 7507.

When I purchase my tickets, do I need to specify which day I am attending?

Yes, you need to decide what day you will be attending in order to purchase tickets.

How many tickets do I receive when I purchase a Double Adult ticket?

A Double Adult ticket admits two (2) people.

I don't have a credit card, can I pay by money order or cheque?

If you have a computer, you can create a PayPal account and purchase tickets through the BHG online shop with your PayPal account (a secure way to transfer money online without a credit card, visit <http://www.paypal.com.au/au>). We will allow customers to send a cheque in special circumstances, please contact Stephanie Andrews stephaniea@singlemarketevents.com.au or call Stephanie on 02 9331 7507 for authorisation.

I don't have a printer and can't print off my tickets.

You will need to bring your printed tickets with you to gain entry in to the event, please print off at a friend or family's place or a newsagent/Officeworks, etc.

I bought a ticket for the wrong day, can I change days?

Please email Stephanie Andrews stephaniea@singlemarketevents.com.au for authorisation.

I have purchased my tickets and have received my receipt from PayPal but haven't received my e-tickets:

- Firstly, check your junk mail folder
- If your tickets are not in your junk mail folder, email stephaniea@singlemarketevents.com.au or call Stephanie on 02 9331 7507

When does the Double Adult and Group Tickets advanced purchase ticket sale end?

Double Adult tickets and Group tickets are only available in advance. The Double Adult and Group Ticket advanced purchase ticket sales will end at midnight on Thursday 22nd September 2011.

When do general Adult and Concession advanced purchase ticket sales end?

General adult and concession advanced purchase ticket sales will be available for purchase until midnight the day before. i.e.

- Friday advanced purchase adult and concession ticket sales will end at midnight on Thursday 22nd September 2011
- Saturday advanced purchase adult and concession ticket sales will end at midnight on Friday 23rd September 2011
- Sunday advanced purchase adult and concession ticket sales will end at midnight on Saturday 24th September 2011

For any other ticketing FAQs please contact the BHG Marketing team:

Stephanie Andrews stephaniea@singlemarketevents.com.au **02 9331 7507**

Jo Duncan jod@singlemarketevents.com.au **02 9331 7507**