

Buying tickets via CTS Eventim

This manual is only for customers that like to buy tickets for events that went on sale before July 9 2010. If you'd like to buy tickets for a show that went on sale on or after July 9 2010, please read the Ticket Service manual.

Required

- An account on www.eventim.nl
- Adobe Reader (when you would like print e-tickets)
- Home banking (iDeal via ABN Amro, Fortis, ING, Rabobank, SNS Bank), or Creditcard (Eurocard/Mastercard, Visacard)

1. Start at www.livenation.nl

Only with special member presales, you will need a Live Nation account. If you want to order presale tickets you need to be logged in to My Live Nation. We recommend to create an account before the start of the presale, so you can check your data and activate your account. You have to activate your account after registering, by clicking on a link that automatically will be send to your e-mail address. It is possible that you receive this activation link in your spambox.

If you want to order tickets in the regular onsale, you don't need to be logged in with a Live Nation account.

2. Find the right artist page

Select the artist on our website or type in the artist name in the search bar at the top of the page. Click on the event to open the eventpage.

3. Click on the yellow 'Buy Tickets' button

You will be redirected to the website of our official ticketingpartner CTS Eventim. You are directly linked to the right ticket page. Here you can see and select the ticket categories and prices. If the language is not in English already, then you can select this at the top-right of your screen.

4. Select your tickets

The system of CTS Eventim will automatically select the best available seats within the selected price/category. When you've selected the number of tickets, you can click on the 'Shopping Cart' button next to the category. When a category says 'Temporarily not available!' the tickets are sold out.

Booking via seatingplan

It is also possible to select your own seats on the map of the venue. If you want to use this method you need to have the free software Java installed on your computer and you have to deactivate your pop-up blocking software.

Click on the 'Seating plan' image. Select the area where you would like to sit/stand. Now a more detailed map will show. Here you can select your desired seats. The colour of the seat represents the price category. An overview is shown on the right of the screen. Seatings with the colour grey are already sold and thereby not available to select.

As soon as you select a seat you will see a cross and the seat will select in the selectionlist under the main window. Click again on that seat and it will be deselected. If you have selected all the seats you'd like, please click on the shopping cart button.

5. Shopping cart

The next page is your shopping cart. Here you can find the seats you have selected or the seats that CTS Eventim has selected via best booking. In this window you can check your order and select the desired shipping type.

TicketDirect

Print your own tickets. No extra costs.

Add the end of your transaction a pop-up will show in which you can download the PDF file with your tickets.

Postal Delivery

Extra costs €2,00. You'll receive tickets by mail

Express

Express delivery within The Netherlands

Eurozone Express

Additional costs € 25,- per order

World

Postal Delivery outside Europe. Additional costs differ per country

WHEN YOU CHOOSE TICKETDIRECT AS YOUR SHIPPING TYPE, A POP-UP WILL APPEAR AT THE END OF YOUR ORDER. HERE YOU CAN PRINT AND/OR DOWNLOAD THE PDF FILE WITH YOUR E-TICKETS. IF YOU HAVE A POP-BLOCKER ACTIVE WE RECOMMEND TO TURN THIS OFF. YOU CAN ALWAYS FIND YOUR TICKETDIRECT UNDER 'ORDERHISTORY' WHEN YOU LOG IN WITH YOUR ACCOUNT AT WWW.EVENTIM.NL.

6. Log in at eventim.nl

You need to create an account at www.eventim.nl to order tickets. This is not the same account as on www.livenation.nl! If you have ordered tickets before on this website, you can fill in your username and password by Quick-login.

Click on 'New Costumer' to create a new account. Fill in the register form and click 'next'.

7. Double-check your data!

Check your personal data and order data and be sure that everything is filled in correctly. When you are positive, press 'Next'.

8. Method of Payment

Online you have the possibility to pay via iDeal or Creditcard.

You can use iDeal if you use home banking and have an banking account at ABN Amro, Fortis, ING, Rabobank or the SNS Bank. More information can be found on <http://ideal.nl/?lang=eng-GB>. No extra costs.

You can also use a Eurocard/Mastercard or Visa creditcard for payment. An additional 3,5% transaction fee will be charged.

Insert your data correctly and select the method of payment. Now you will be redirected to the right website where you can complete the transaction. When the transaction is completed a pop-up will appear if you have selected TicketDirect.

Confirmation

If your transaction is successful you will receive a confirmation by e-mail. This is a conformation and not the tickets.