

VIP FAQs:

THE WIGGLES MEET & GREET EXPERIENCE

This experience is perfect for young fans who would like to meet The Wiggles!

It includes the following:

- Meet The Wiggles **pre-show** for a photo opportunity by a professional photographer
 - One (1) **Souvenir** Collector's Ticket
 - Exclusive VIP Tour Gift
 - Commemorative VIP Sticker
 - Early access to merchandise stand*
 - Priority Entry into the venue*
 - Designated VIP check-in and onsite staff
- * Venue dependent ** NO show ticket included*

This experience will take place **before** the **10am show**, meaning you'll need to be at the venue at approximately **8.30am**. More information regarding exact times and meeting locations will be provided 3-5 days prior to the show.

Tips

- The Meet & Greet only needs to be purchased for each child who would like to attend. Parents can attend the Meet & Greet to supervise their children without purchasing a Meet & Greet.
- This experience does NOT include entry to the show, a show ticket must be purchased separately.
- A maximum of 4 Meet & Greet Experiences can be purchased in one transaction.
- If you are late (after 9.30am), you will miss your Meet & Greet. Please ensure you arrive at the stated time on your VIP info email which will be sent approx. 3 – 5 days prior to the show, but we envisage will be an **8.30am** arrival time.
- If your child/ren are nervous, reassure them that it will be fun and if they have a question get them to practice it so when they meet The Wiggles they will have the confidence to ask it. Our Live Nation VIP staff are also here to help!
- Photos will be taken by a professional photographer and a link will be sent within 48 hours.
- A Souvenir version of the Collector Ticket is included in the package so you do not need to purchase the Collector Ticket separately.
- The original purchaser's name will be on the list at check-in before the Meet & Greet. If you are not the original purchaser, then please ensure you know the name of the original purchaser and that they have supplied you with a copy of the original receipt of purchase in case there are any issues on the day.

BIG RED CAR EXPERIENCE:

The Big Red Car Experience is perfect for people who want great seats in a fantastic location close to the stage. More information regarding times and locations to collect your gifts at the show will be provided 3-5 days prior to the event.

It includes the following:

- One (1) Premium Reserved "Hot Potato" Seat in the first twelve (12) rows of the floor
 - Exclusive VIP Tour Gift
 - Commemorative VIP Sticker
 - Priority Entry into the venue*
 - Designated VIP check-in and onsite staff
- * Venue dependent*

Tips

- A Big Red Car Experience needs to be purchased for all members of your party if you wish to sit together.
- A maximum of 4 Meet & Greet Experiences can be purchased in one transaction.

VIP Merchandise Pack:

The VIP Merchandise Pack is great for families who want to add to their Wiggles concert experience by including this merchandise add on. More information regarding times and locations to collect your gifts at the show will be provided 3-5 days prior to the event.

It includes the following:

- Exclusive VIP Tour Gift
 - Commemorative VIP Sticker
 - Priority Entry into the venue*
 - Designated VIP check-in and onsite staff
- * Venue dependent ** NO show ticket included*

Tips

- The VIP Merchandise pack can be purchased for each child who would like to receive this special Wiggles merchandise that will not be available at the General Merchandise stand.
- This experience does NOT include entry to the show, a show ticket must be purchased separately.
- A maximum of 6 VIP Merchandise packs can be purchased in one transaction.

General VIP Information:

PRE-SHOW QUESTIONS:

When will I be notified about the details of my VIP Experience?

You will receive an email from info@vipnation.com.au approximately 3-5 days before the show. It will include all the information you will need regarding your experience and will be sent to the email address used when purchasing the tickets. Please note that the contact details provided at the point of purchase (email, mobile, mailing address) are the details used to communicate all VIP information.

What happens if I don't hear from you via email?

Please check your junk or spam folder first. If you have not received your email a few days out from the show, please contact us at vip@livenation.com.au. It is your responsibility as the purchaser to follow up information if you have not received it from us 3-5 days prior to the show.

Who is the 'original purchaser'?

For Ticketek purchases, the 'original purchaser' is the person whose ticketing account the Experience was bought through. For Ticketmaster purchases, the 'original purchaser' is the person whose credit card was used to make the purchase. For any other Ticketing sites please contact us at vip@livenation.com.au

What if someone else bought the VIP Experience for me?

We understand that there are circumstances where an Experience may be purchased as a gift; or on behalf of a family member or friend. In such situations, the 'original purchaser's' name must be known and stated at check-in, and proof of purchase (confirmation email) will be required in order to check-in and receive your benefits.

Can I use a VIP Experience purchased via another website?

We strongly discourage the purchasing of VIP Experiences via outlets other than Live Nation and our official ticketing partners, as we cannot guarantee the authenticity of the purchase. If an Experience has been purchased from a third-party site (e.g. eBay, viagogo, Gumtree) you must know the original purchaser's name and supply the original proof of purchase from the official ticketing agency at check-in, as outlined previously.

Please note: all VIP Experience information will be sent to the original purchaser, so you will need to ask them to forward any VIP information to you if you have purchased an experience off anyone.

Live Nation VIP reserves the right to cancel the package and/or refuse entry to any patron/s unable to provide the appropriate supporting documentation; this includes the concert ticket. These measures are taken in order to prevent scalping and ensure VIP Experiences and tickets are not purchased by more than one person.

QUESTIONS ABOUT TICKETS**I've only received my tickets, when will I receive my other inclusions?**

You will receive your Experience inclusions (including the souvenir collector ticket for Meet & Greet patrons only) on the day of the show at VIP check-in.

Will my tickets for the VIP Experience be sent before the show?

If you select Venue Collect as your delivery option, you will need to collect your tickets from the VIP desk or Box Office on the night of the show. If you select to have the tickets posted to you, they will be sent shortly after you have purchased or after the date any print suppression is lifted. Further information regarding the VIP Experience will be emailed to the original purchaser, within 3-5 days prior to the show. If you have a ticketing question you will need to contact the Ticketing Agent you purchased from.

Ticketmaster NZ: 0800 111 999

Ticketek NZ: 0800 842 538

I have a ticketing question?

Any ticketing questions need to be directed to the ticketing agent you purchased from.

If I have a question about my VIP Experience who do I speak to?

If you have a question regarding your VIP Experience prior to show day contact

vip@livenation.com.au.

On the day of the show speak to Live Nation VIP staff before the show commences. Any questions that arise during the show speak to a venue usher.

What are Onsite VIP Hosts?

Staff members from Live Nation VIP, who will be on hand at every show to manage the check-in process, answer questions, direct VIP ticket holders, and assist in making the Experience as enjoyable as possible.

SHOW DAY FAQs:**What time does the Venue Box Office open?**

Please check the venue website in which you are attending, however it is usually scheduled to open approx. 1 hour prior to General Doors.

What will happen if I am late and miss the check-in period?

If you're late, you may miss components of your VIP Experience. No compensation will be provided to latecomers. If you missed picking up any of your inclusions (e.g. Laminate, Tour Gift etc.) you will need to contact vip@livenation.com.au.

Can I get a refund on my VIP Experience if I can't make it?

You will not be entitled to a refund if you are unable to attend the show. Under extenuating circumstances, upon presentation of supporting documentation (e.g. a doctor's certificate), a refund request may be considered.

I require wheelchair accessibility, who do I contact for this?

Please contact the relevant ticketing agency directly for assistance purchasing any wheelchair or accessibility seating.

Ticketmaster NZ: 0800 111 999

Ticketek NZ: 0800 842 538

Can I park at the venue?

Please check with the venue for the best parking opportunities.

What happens if I have an issue on the day, who do I speak to?

Live Nation VIP staff are there to help you with any questions you have or if you require any assistance pre-show. **Venue staff** are there to assist you with any ticketing/venue questions you may have during the show.