



UNIVERSAL MUSIC GROUP

ELTON JOHN – AN EVENING WITH ELTON JOHN & BRANDI CARLILE

PRE-ORDER FOR EXCLUSIVE SALE TERMS AND CONDITIONS

1. We are EMI Records, a division of Universal Music Operations Limited a company registered in England and Wales at 4 Pancras Square, London, N1 4AG (“UMO”) who operate the Elton John Official Store - <https://store.eltonjohn.com/>
2. To access the exclusive sale for tickets to the Elton John – An Evening With Elton John & Brandi Carlile show at the London Palladium on Wednesday 26th March 2025 (“Show”), pre-order ‘Who Believes In Angels?’ in any format from the Elton John Official Store online store or submit your email address via the online form: <https://digital.umusic.com/ejonsalenpn> by 10:00am GMT on Tuesday 25th February 2025. If you have already ordered from the store, you will receive a dedicated booking link which will contain a unique embedded code. UMO will not accept any exclusive sale link submissions from the online form or store that are: automatically generated by computer, completed by third parties or in bulk, illegible, have been altered, reconstructed, forged or tampered with, photocopies and not originals, or incomplete. No purchase necessary. One exclusive sale link per person.
3. The dedicated booking link (which will contain a unique embedded code) will give you access to buy Show tickets in accordance with these terms. Your dedicated booking link (which will contain a unique embedded code) is only valid for the sale window specified within these terms and is not applicable for any other dates that may be announced (if applicable). By redeeming or attempting to redeem your dedicated booking link (which will contain a unique embedded code), you are deemed to have accepted these terms and conditions.
4. You will receive your dedicated booking link (which will contain a unique embedded code) via email from 17:00pm GMT on Tuesday 25th February 2025 to purchase tickets once the sale window opens. We do not accept responsibility if the email we send to the email address you have provided does not reach you for any reason beyond our reasonable control, including where the email is flagged as spam. Accessible tickets will be available to purchase from the ticket providers website and for any queries regarding accessibility please contact Access@lwtheatres.co.uk. For any issues regarding dedicated booking links (which will contain a unique embedded code) please contact support@umusicstoresupport.zendesk.com.
5. The ticket sale window will begin at approximately 10:00am GMT on Wednesday 26th February 2025. The dedicated booking link (which will contain a unique embedded code) can only be used once. The dedicated booking link (which will contain a unique embedded code) is personal to you and cannot be used by or transferred to anyone else. A maximum of 2 (two) tickets may be purchased per link.
6. The dedicated booking link (which will contain a unique embedded code) gives you access to the sale only and it is not a guarantee that you will be able to buy tickets to the Show. Ticket availability is limited and subject to currently available inventory. Tickets will be sold on a first-come, first-served basis while supplies last.
7. The dedicated booking link (which will contain a unique embedded code) is subject to the terms and conditions applicable at the time of purchase of the tickets from the ticket provider. Show may be subject to venue-specific rules, including age restrictions. Please check with LW Theatres directly for more information. We are not the ticket provider so cannot be responsible for any issues with the purchase of or your use of the tickets. UMO is not liable for issues with any ticket purchase from third-party ticket providers. For any issues regarding the purchasing of tickets, please contact the relevant ticket provider.
8. Dedicated booking links (which will contain a unique embedded code) have no cash value and cannot be exchanged. Dedicated booking link (which will contain a unique embedded code) are non-transferable, case-

sensitive, and available for one-time use only. Any personal data you provide when registering to receive a dedicated booking link (which will contain a unique embedded code) will be used in accordance with the Universal Music Privacy Policy which you can read here <https://www.umusic.co.uk/privacy.html>. These terms and conditions are governed by English law, and the parties submit to the exclusive jurisdiction of the courts of England and Wales.