

# Miley Cyrus

## September 22, 2009

### Paperless Ticket FAQ

**Q. *What is Paperless Ticketing?***

- A. Paperless ticketing is an alternative delivery method to Ticketfast, Mail, UPS, Will Call or In Store Pick Up. Instead of receiving your tickets ahead of the event, the credit card used to make the purchase will serve as your ticket. All you need to attend the show is the credit card you used to purchase the tickets and a valid, government issued ID (such as a driver's license, state ID or passport) along with your entire group.

**Q. *How does it work?***

- A. When you arrive at the venue, just go directly to the doors, present the credit card used to purchase the tickets and government issued ID. The usher at the door will swipe the credit card and since all the seats are assigned to a single credit card, your entire group must enter the venue at the same time.

**Q. *Is it difficult to get into the venue?***

- A. Not at all. If you have the original credit card used to purchase the tickets and government issued ID ready to go, entry is just as fast.

**Q. *How do I find my seat?***

- A. Once the credit card that was used to purchase the tickets is scanned, a seat locator slip for each ticket purchased will be printed, and handed to you by the usher whom will then direct your group to your seats.

**Q. *What other restrictions should I be aware of?***

- A. No gift cards will be accepted as a method of payment for a Paperless ticket. This includes Ticketmaster gift cards and any variation of Visa, MasterCard or American Express gift cards. Ticketmaster reserves the right to cancel any orders made with any of these gift cards.

**Q. *May I use a "Virtual Credit Card" to make online purchases?***

- A. No, virtual credit cards will not work, since you will need to present your physical credit card at the time of entry.

**Q. *What if I'm not going to the show, but I purchased the tickets?***

- A. The credit card holder who purchased the tickets must be present with their group and attend the event.

**Q. *What if I want to buy tickets for someone else in another state and can't get to the venue for the day of the event?***

- A. To ensure that the tickets remain in the hands of the fan, paperless ticketing requires that that cardholder who purchased the tickets presents their credit card at the door for admission. We would advise you to have the person, who will be attending the show, purchase the tickets themselves with their credit card and then you can reimburse them.

**Q. *What if my credit card expires before the event?***

- A. As long as you have the expired card or have received a replacement card with the same account number ahead of the event, you won't have any trouble.

**Q. *What if I don't have or I lose my credit card before the event?***

- A. If you do not have a credit card with the same account number as the one used to make the purchase, the credit card holder will need to go to the box office windows on the day of the event.

. ***What if my credit card can't be properly scanned at the gate?***

- A. You are still required to present the credit card so that the usher may attempt to scan it. If the scan fails, then the number can be manually entered, so long as the name on the credit card matches your government issued ID.

Q. ***Why can't I just get printed tickets?***

- A. Paperless ticketing ensures that only fans can purchase tickets and attend the event.