FAQ KPDH Registration EU

When does registration begin?
FOR THE FANS Presale registration is now open!

How long will presale registration remain open?
The FOR THE FANS Presale registration will close at 10am local time on Wednesday 18 November.

When does the presale begin for those who have registered?
FOR THE FANS presale starts on Thursday 19 November at 10am local time. All tickets are subject to availability and are first come, first served.

I registered for a presale code, when will I receive it?
You will receive your FOR THE FANS Presale code by 9am local time on Thursday 19 November.

How will presale codes be delivered?
Fans who successfully register for the FOR THE FANS Presale before the registration period closes will receive a unique presale code by email before the presale begins. Be sure to use a valid email address when registering and check your junk and spam folders for updates.

What happens if I don't receive a presale code?
If you have registered successfully before the FOR THE FANS Presale registration period has closed, you will receive your FOR THE FANS Presale code by email by 9am on Thursday 19 November. If you have not received your code, please check your junk and spam folders and if it is not there please contact: kundenservice@eventim.de

When do tickets go onsale?
Tickets go on sale to the general public Friday, November 20 at 10am local time. Advance presales begin:

- Mastercard Presale begins Wednesday 18 November at 10 am local time. More information can be found here.
- FOR THE FANS Presale begins Thursday 19 November 10 am local time. Register now above!

What does "Local Time" mean?
Local time refers to the time zone where the venue is located.

Will my presale code guarantee that I can purchase during the presale?

Participating in presale registration does not guarantee tickets to the show. Tickets are available on a first come, first served basis.

Is there a cost associated with registering?
No, registering for a presale code is free.

Can I still register for presale if the presale has already begun?
No, registration will end before the presale begins.

Where do I purchase tickets?
Ticket links will be sent to you when you receive your presale code. Tickets will also be available from www.kpopdemonhunterstoureurope.com

How many tickets can I purchase using my presale code?
There is a ticket limit of 8 per person.

Will my presale code work for all shows?

No, presale codes are unique to you and the market you registered for.

Can I register for multiple shows?

Yes.

What if I am having issues during the registration and presale process?
For any issues that have not been answered by the above, please contact kundenservice@eventim.de