

FAQ - Organisers (EN)

General questions

When will I receive my tickets?

After purchasing your ticket, you'll receive an order confirmation, which lead you to the order status page where you can download your tickets.

I haven't received a confirmation email

You can use the Eventix search tool to locate your ticket: eventix.io/search.

If you can't find them via this tool, please reach out to Eventix via tickets@eventix.io and include the following information:

- The name of the event
- The email address used to purchase the tickets
- A copy of the bank statement of the transaction

I want to change the email address

Please send an email to tickets@eventix.io with the following information:

- The name of the event
- The email address used to purchase the tickets
- A copy of the bank statement of the transaction

How can I re-sell my tickets?

You can sell your tickets secondhand through Ticketswap or Tixel.

Do I need to print my tickets?

No, we can scan the tickets off your phone! Just make sure to put your screen on full brightness, and we'll be able to scan your tickets.

I have bought multiple tickets. Can we enter the event separately?

Yes, each page will have an individual ticket with its own QR code. You can send these tickets to your friends and enter separately.

Can I resell my ticket to someone else?

The safest way to give your ticket to someone else is to resell it via a reselling platform such as Ticketswap or Tixel.

Late personalisation

What is ticket personalisation, and why is it necessary?

Ticket personalisation involves providing your name and other additional information, which is added directly to the e-ticket. This information ensures that the ticket is assigned to the person named on the ticket.

How do I personalise my ticket?

Personalising your ticket is easy. Go to your order status page by clicking the 'Download your tickets' button in your order confirmation email. The order status page will automatically show you the input fields for the next ticket needing personalisation.

Once you've completed this step, your ticket will become available for download if they are not sealed.

Sealed tickets

What are sealed tickets?

Sealed Tickets are tickets that become available for download shortly before an event starts. Sealed tickets are designed to prevent fraud and discourage unfair trading of tickets.

When can I download my sealed tickets?

Your tickets will become available for download shortly before the event. You can see the date and time they will become available on the order status page.

How do I reach the order status page?

You can reach the order status page through the 'Download your tickets' link in the confirmation email of your purchase.

Can I resell my sealed tickets?

You can only sell your sealed tickets via TicketSwap or Tixel.

- Step 1

If you want to sell your ticket(s), you'll need to go to the order status page. You can reach the order status page through the 'Download your tickets' link in the confirmation email of your purchase.

- Step 2

Scroll down until you see the section titled 'Changed your mind or can't go?'. You often have two possibilities for reselling your Sealed Tickets: through either TicketSwap or Tixel. Select one of these platforms, and you will be forwarded to the resale platform and will be able to resell your sealed tickets.

