

## **IOMTV MALTA 2023 - FAQ**

### **Ticketing**

#### **Will I have to pay for tickets?**

- No. Tickets to the main Isle of MTV event on Tuesday, 18<sup>th</sup> July 2023 will be free of charge to those who register via [www.isleofmtv.com](http://www.isleofmtv.com).

#### **If I do not have access to a computer, mobile phone or valid email address, how can I register for tickets?**

- To register for tickets, a valid email address and access to either a computer or mobile phone is required.

#### **How many tickets will be available?**

- We have not set this number, but will follow the advice shared by our health & safety and security consultants on the maximum number of fans that the square can accommodate.
- We are confident that we will be able to meet the demand for tickets.

#### **Will I be able to register for more than one ticket?**

- Yes. Any individual aged seventeen (17) or over who registers will be able to apply for up to 4 tickets.

#### **What happens if the tickets run out?**

- We will be monitoring the square from a health & safety and security perspective. When we reach capacity, entry to the square will be restricted. We advise that you arrive to the event early.

#### **Does a ticket guarantee entry?**

- No. Entry will be subject to capacity, which will be live monitored throughout the night. Access will be granted on a first come, first served basis.

#### **Do you have to be over 18 to gain entry?**

- No. Only guests seventeen (17) years of age or older can purchase tickets to the event. Any attendees aged under fourteen (14) must be accompanied by a parent or guardian aged eighteen (18) years or over. Up to three (3) children under fourteen (14) years of age may be accompanied by one (1) adult.
- Attendees who are (i) between fourteen (14) and sixteen (16) years old and (ii) unaccompanied by a parent or guardian aged eighteen (18) years old or over, must obtain consent from a parent or legal guardian in order to attend. Consent must be shown by way of a signed consent form. Signed consent forms will only be accepted in printed form. Unaccompanied attendees between 14 and 16 who do not provide a signed consent form on request will be refused admission.
- The ticketholder must enter the venue with their guests. If the named ticketholder on the tickets is not among of the one (1) to four (4) people trying to enter the venue, neither the ticketholder nor their guest(s) will be allowed entry. The photo ID of the ticketholder and all their guests aged fourteen (14) and older WILL be checked on entry (only a valid passport, driving licence or national ID card will be acceptable for these purposes).

#### **If I leave the square, will I be able to re-enter?**

- No. Re-entry is not permitted.

#### **What facilities will be available during the show?**

- Toilets and food and drink stations will be available and signposted around the square.

**I have special access and/or viewing requirements. Who can I contact?**

- If you require any special arrangements to be made in order to enjoy the show, please contact [ticketsupport@visitmalta.com](mailto:ticketsupport@visitmalta.com) or call [+356 22915515](tel:+35622915515)

**How will I know that my tickets are real and that they have come from a trustworthy source?**

- You will receive your tickets directly from ShowsHappening via [noreply@showshappening.com](mailto:noreply@showshappening.com).

**Do tickets need to be printed or will fans be able to gain access with a digital version?**

- Both printed and digital tickets will be accepted. However, consent forms (for those unaccompanied between 14 and 16 years) will only be accepted in printed form.

**What happens if I lose my ticket(s)?**

- You will receive an electronic version of each ticket booked.
- Anyone with enquiries relating to ticketing can contact [iomtv@showshappening.com](mailto:iomtv@showshappening.com).

**What happens if I register and receive tickets but can no longer attend? Will I be able to pass my tickets on to my friends if they haven't registered?**

If you are the main person registering for tickets and are no longer able to attend, you can change the name of the main ticketholder through the Showshappening dashboard prior to the event. Should you have any questions related to this, please contact [iomtv@showshappening.com](mailto:iomtv@showshappening.com).

**If I have to give you any personal data when I register what use will you make of this? Will my details be passed on to anyone else?**

- Paramount, Visit Malta and ShowsHappening will each process your personal data collected through the website for the purposes of managing the ticket sales for the Event, issuing your e-tickets to you and for their own respective internal market research, analysis and related purposes. Anyone who registers for tickets via [www.isleofmtv.com](http://www.isleofmtv.com) will be asked if they want to 'opt-in' to receive further information from MTV and the Malta Tourism Authority.
- In addition, film footage, photographs and sound recordings of the event that may include your image, likeness, and/or voice will be used to broadcast and publicize the event and as part of Paramount's and Visit Malta's individual publicity and marketing activities.
- To learn more about Paramount's privacy practices, please visit Paramount's **Privacy Policy at <https://privacy.paramount.com/policy>**. Visit Malta's Privacy Policy can be found here <https://www.mta.com.mt/en/privacy-policy>.

**Is the event following the COVID guidelines?**

- The events will take place in accordance with the specific COVID requirements of the Maltese government and/or local authority rules if in force at the date(s) of the event.

**IOMTV Music Week**

**Are all these events free of charge like the main Isle of MTV event? If not, what do I have to pay for?**

- The main Isle of MTV show on Tuesday, 18<sup>th</sup> July is free of charge to anyone who registers for a ticket in advance, but you will have to pay to attend the other Isle of MTV Malta Music Week events.
- Details on all Isle of MTV Music Week events, including prices, will be made available on [www.isleofmtv.com](http://www.isleofmtv.com).