

Ultimate Fan Package (UFP) Upgrades – Frequently Asked Questions

1. What does the UFP Upgrade entail and how does it work?

A: ULTIMATE FAN PACKAGES provide an enhanced show experience, offering an array of special treats.

The UFPs are upgrades to the general admission tickets, which means that, in order to benefit from the experience you need to have a valid ticket for the show of your choice, purchased from your local ticket outlets, plus an UFP Upgrade, purchased from www.thekingdomofsteel.eu.

2. I travel from abroad, and my cell phone doesn't have roaming in the country where I visit the show. Can I still buy the UFP?

A: You can, of course, still buy the UFP.

We advise everyone to provide a phone number on which they could be reached on show day, in case of last minute communication. We will however communicate all info by email as well, so please check your email for updates.

3. Photo with the band

Q: What can I expect?

A: If you have purchased the Ultimate Fan Package Steel Upgrade an individual photo of you and the band will be taken by our official photographer. It will be taken minutes before show time, by our photographer.

Q: How do I get my photo?

A: The photo will be sent to the email address you have provided upon purchase of the UFP, within a few days after the show.

Q: Can I take photos with my own camera/cell phone during the UFP experience?

A: No! As previously communicated, this is not possible. Our own photographer will take your photo. You will be asked to store any devices capable of taking photos in a safe box which will be located outside the room where the photo will take place. Please follow the instructions of the UFP host and of our security staff.

4. **Front row spot**

Q: When can I secure my front row spot?

A: If you have a Steel UFP you will enter the venue before anyone else, and you will be able to pick your preferred front row place, within the parameter presented to you, at that time.

If you have a Bronze UFP you will enter the venue before the general admission ticket holders. That is when you will be able to pick your spot, anywhere you find a vacancy to your liking.

Q: Do I have to leave my front row spot in order to take the photo with the band?

A: Steel UFP will participate in a photo opportunity with the band. The photo will be taken minutes before show time. For this photo opportunity you will temporarily leave your front row spot. If at the time of UFP Upgrade purchase you have opted to be escorted back to front row after the photo op, you will be shown back to your chosen spot and placed back in.

5. **Commemorative signed souvenir**

Q: Can I bring my own item to be signed?

A: For logistical reasons, this UFP Experience does not include general signing, like in a signing session for example. Your autograph will be given on the commemorative souvenir.

6. **Early Admission into the venue**

Q: How much time in advance shall I be at the venue?

A: You will receive an update regarding the beginning of your UFP activities, shortly before show day. However, we advise that you reserve at least 2 hours before the official time announced for the opening of the doors.

Q: How will I know when doors open?

A: It is common for doors to open 2 hours before the 'show time' indicated on your ticket. However, this matter can be subject to changes, on a show by show basis, therefore please consult local websites, such as the website of the venue or the promoter's page, for the latest updates.

7. Technical Sneak Peak Into The Show Preparation

Q: Do I leave my front row spot for this segment?

A: You should have no concerns about your front row spot. During this segment only Steel UFP holders will be inside the venue and you will still be able to reserve your spot.

8. General flow of the day

This is the planned flow of the UFP Experience for Steel customers*:

- Arrive at the venue at the time indicated by email or SMS
- Welcome by your UFP Host
- Present your regular ticket, your order confirmation for the purchase of the UFP and your ID upon entering the venue
- Be handed your collectible laminate and your commemorative signed souvenir and your 25% merchandise voucher. Please wear your laminate in a place where we can see it, at all times
- Visit the merchandise booth for your crowd free shopping experience
- Secure your front row spot
- Witness the Technical Sneak Peak in the show preparation
- Participate in the photo opportunity with the band
- Return to your front row spot
- Watch the show from the front row spot of your choice, provided that you don't leave it again after you've been escorted back (please see Terms And Conditions on www.thekingdomofsteel.eu)

This is the planned flow of an UFP Experience for Bronze customers*:

- Arrive at the venue at the time indicated by email or SMS
- Welcome by your UFP Host
- Present your regular ticket, your order confirmation for the purchase of the UFP, and your ID upon entering the venue. You will enter the venue after the UFP Steel upgrade holders and before the general audience.
- Be handed your collectible laminate and your commemorative signed souvenir and your 10% merchandise voucher. Please wear your laminate in a place where we can see it, at all times
- Visit the merchandise booth for your crowd free shopping experience
- Secure your spot
- Watch the show from the spot of your choice

*subject to necessary changes

9. Arrival and conduct at the venue

Q: Where shall I go upon arrival at the venue?

A: Unless otherwise instructed by email or SMS, please wait in front of the main entrance of each venue at the time that was indicated to you. You will be picked up from there.

Q: What shall I bring along?

A: Please make sure to have on you:

- Your regular ticket
- Your Kingdom Of Steel Order Confirmation for the purchase of your UFP Upgrade (preferably printed out)
- A valid photo ID (passport, ID, driver license, national ID)

In case one of the 3 elements is missing we will not be able to verify the validity of your purchase and/or your identity, which may result in your exclusion from the UFP Experience.

Q: What if I'm running late?

A: We are very sorry, but if you are not able to arrive at the venue at the indicated time, we will have to proceed with the announced schedule in your absence. You will of course have the possibility to join in, once you are there. You will receive a phone number for this purpose and for other possible emergencies, shortly before show day.

Q: Can somebody else pick up my UFP assets?

A: No, Ultimate Fan Packages are non-refundable and non-transferrable. Only you (and other people on your KOS order, if it is the case) will be permitted early admission into the venue and access to the other features in your package.

The physical assets included in your package (commemorative signed souvenir, merchandise voucher and collectible laminate) will be handed only to the owner of the UFP Upgrade.

Q: Can I enter and exit the venue again, with my collectible laminate?

A: No, once you are inside, we kindly ask you not to leave the premises and to wear your collectible laminate at all times, in a place where we can easily see it.

Q: Can I bring food and drinks inside the venue?

A: Due to regulations of the venues, it is not possible to bring food or beverages inside. However, a selection of snacks and drinks will be available for purchase inside.

10. Availability of UFP offer

Q: Until when can I buy my UFP?

A: You can purchase your UFP while supply lasts. To ensure the quality of this unique experience Ultimate Fan Steel Packages are available in very limited numbers per show, and the Ultimate Fan Bronze Packages are available in limited numbers per show, so both can sell out at any time.

Order deadline is 2 days prior the respective show date.

**If your question is still unanswered at this point, please address it directly to:
ufp@magiccirclemusic.com**