

# ANIME LEAGUE

★ ★ ★ BY FANS FOR FANS

## Ticket FAQ and Terms of Entry

This FAQ applies to the following events:

- [Manchester Anime & Gaming Con](#)
- [Bristol Anime & Gaming Con](#)
- [Liverpool Anime & Gaming Con](#)
- [Cardiff Anime & Gaming Con](#)
- [Birmingham Anime & Gaming Con](#)
- [Norwich Anime & Gaming Con](#)

If you have any further questions then don't hesitate to email us on:

[registrations@animeleague.com](mailto:registrations@animeleague.com)

### **Q - How much are tickets?**

A - Ticket prices vary depending on the event location and dates. Please check the event website for up to date ticket prices. Note that there may be limited availability on the door, please check our website before the event for details.

### **Q - I paid but didn't get a ticket, please help?**

A - We send tickets from our website using the email address [info@animeleague.net](mailto:info@animeleague.net). Please add this email address to your address book to ensure that you receive our emails. We use this address to send you the ticket and any important information about the event such as how to collect your wristbands and any additional purchases. If you need your ticket resending, you can contact us on this address or on [registrations@animeleague.com](mailto:registrations@animeleague.com).

### **Q - I've paid, do you send me a ticket or T-Shirt / Supporting Membership in the post?**

A - No. We send you a digital ticket from the email address [info@animeleague.net](mailto:info@animeleague.net). You are shown your ticket when you've successfully completed payment, and you can download it from our website at any time from your forum account. We don't send tickets or anything else (including T-Shirts/Badges) through the post. You can collect T-Shirts and Conbadges at the event.

### **Q - Will tickets be available on the door?**

A - Yes, provided they are not sold out beforehand. We will issue a warning beforehand if this is likely. We advise you to book and pay for tickets online to guarantee entry.

### **Q - What's the age limit on the event?**

A - There isn't one, but under 16s must be accompanied by an adult at all times. The event is 18+ only after 8PM.

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**Q - What's the price for Children?**

A - Ticket prices is a flat rate, the same price for all ages. However, ages 6 or under can attend for free with a paying adult.

**Q - Does the ticket include parties?**

A - Yes but for over 18s only. Under 18s must leave the event by 8PM.

**Q - What is a Supporting Membership?**

A - A supporting member gets to have a named limited edition Conbadge for the event. You can only get supporting membership if you register and pay beforehand. We are not able to produce the badges on the day at the event.

**Q - How do I pay for the event?**

A - If you registered with a forum account, click on "Your Account" near the top of the page. There you can pay via PayPal. Note that you do not need a PayPal account to do this; click on the PayPal link and then select "Pay with Credit/Debit Card" or "Check out as Guest". If you did not register with a forum account, please follow the link that was emailed to you, or email us to request that we send you the link again.

**Q - When's the latest I can get discounted ticket for the event?**

A - One month beforehand. Thereafter, we can't guarantee availability of tickets or any discounts.

**Q - I don't have PayPal, can I pay via other means?**

A - Yes, we offer payment via BACS (bank transfer) or cheque through the post. Please email us at [registrations@animeleague.com](mailto:registrations@animeleague.com) and we will provide the details.

**Q - Can I register for more than one person?**

A - Yes, you can register for multiple people (extras) when registering for tickets. The named person on the ticket will need to bring ID or proof of purchase with them. If you want over 18 wristbands, then you will all need to bring photo ID with you.

**Q - I have a group of more than 6 people, how do I register for them all?**

A - You will need to email [registrations@animeleague.com](mailto:registrations@animeleague.com) to arrange for a group booking. If you are a club or society, you may be eligible for a 10% discount on your tickets - please ask us!

**Q - Can I pay for someone else who isn't associated with my account?**

A - Yes, email us at [registrations@animeleague.com](mailto:registrations@animeleague.com) stating who you would like to pay for and how you wish to pay.

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**Q - I've bought a T-Shirt / Supporting Membership. Where to I collect them?**

A - You can collect them from the event. Your order will be at the AL Merchandise Desk. We will email you details on how to collect these before the event. You can also find the AL Merchandise Desk's location in the Conbook or by asking our crew.

**Q - I need a refund, how do I get one?**

A - If you wish to cancel any aspect of your registration, email us at: [registrations@animeleague.com](mailto:registrations@animeleague.com) to ask for this. We will grant a refund if we are able to do so as per our [Terms & Conditions](#). Note that there is an admin fee for all refunds, which is outlined in our [Terms and Conditions](#), and that we can't grant refunds within a certain date of the event.

**Q - Can I transfer my ticket to someone else?**

A - Yes, you can email us for this. Again, please refer to our [Terms & Conditions](#) for the exact details. We may not be able to provide you with a transfer if we are within a certain date of the event.