

EUTC / UKTC ATTENDEE FAQ

Tickets

Q - Is there an age limit for spectators attending the event?

A- No, however please be advised that while we are a family friendly event for spectators. Infants who may disrupt play when crying etc. will not be permitted near the tournament players and you may be asked to step outside if they are disrupting play.

Q- Can I change the name on my ticket and pass it on to another customer?

A- No, as per our terms and conditions tickets are non-transferrable to prevent scalping. Each attendee must present the physical or digital ticket and QR code they received from Eventbrite to enter the building.

Q - I would like to refund my ticket, please tell me how?

A - Please request a refund via Eventbrite who will automatically refund you if you are eligible for a refund under the stated terms and conditions. No refunds will be issued within 7 days of the event.

Q - My email address on my ticket purchase was incorrect, can you change it for me?

A - You can edit your name, email address or any other information that you provided when booking your ticket. Simply go to www.eventbrite.com/gettickets, click on the event, and then click 'edit'. You should now be able to amend your details.

Q - If I have a spectator ticket, can I upgrade it if main event tickets become available?

A - No, you will need to refund your spectator ticket and purchase a separate ticket for the main event.

Waitlist

Q - How does the waiting list work?

A - It works on a 1 out, 1 in basis. When a ticket is refunded the next in line on the waiting list will be emailed in order to purchase their event ticket. They will have a limited window to purchase the ticket and then it will be offered to the next customer. This is all done automatically via Eventbrite and does not require contact with UKTC / EUTC to confirm.

Q - Can I find out where I am in the waiting list?

A - This information is not made public by Eventbrite.

Side Events

Q - If I purchase a Spectator Ticket for an event, can I play side events?

A- Yes, you can

Q - If I am part of the main event am I still able to participate in the side event?

A- You can join side events if you are in the main event, however you cannot be in two tournaments simultaneously.

Q - How do I sign up for side events?

A- You will be able to sign up and pay for side events in advance on Eventbrite shortly or pay in person at the event. If you purchase an advance ticket to a side event and make the top cut for your game system, we will refund the side event ticket for you.

Q - For the 2 on 2 event do both members need to sign up?

A- We are currently confirming the side event line up and will be making an announcement shortly on the format and schedule of side events at this regional.

OP London

Q - What format will the London One Piece tournament be?

A - OP10 will be legal for the London Event. If you need confirmation of the the format of another tournament please email us at contact@UKTC.events

OP Amsterdam June

Q - What format will the Amsterdam tournament be?

A - We work on the 7 day policy from Bandai. Please check the product you wish to use to check if it will be legal.