

WELCOME TO axis

HORDERN PAVILION'S
NEW TICKETING PARTNER

THE HORDERN

WHAT'S CHANGING? WE'RE NOW POWERED BY AXS



NEW TICKETING PARTNER

WE'VE TEAMED UP WITH AXS - THE TICKETING TEAM BEHIND COACHELLA, THE O2 ARENA, RED ROCKS & MORE, TO BRING A SEAMLESS TICKETING EXPERIENCE TO THE HORDERN.



STREAMLINED EXPERIENCE

WITH FASTER CHECKOUT, NEW MOBILE TECH, EFFORTLESS RESALE AND SHARING, PLUS MORE WAYS TO ACCESS YOUR EVENTS.



SAME OLD HORDERN

SAME ICONIC VENUE YOU KNOW AND LOVE. SAME LIVE EXPERIENCE. A NEW CUTTING EDGE TICKETING PROVIDER.

WHAT DOES THIS MEAN FOR YOU?

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EXISTING TICKETS

YOUR TICKETS WILL BE RE-ISSUED BY AXS A MINIMUM OF 7 DAYS PRIOR TO YOUR EVENT. ONCE YOUR TICKETS ARE AVAILABLE, AXS WILL EMAIL YOU USING THE EMAIL ADDRESS ASSOCIATED WITH YOUR BOOKING. PLEASE NOTE: TICKETEK BARCODES WILL NO LONGER BE VALID FOR ENTRY.



SETTING UP AXS ACCOUNT & ACCESSING TICKETS

LOG IN TO YOUR AXS ACCOUNT BY USING THE SAME EMAIL ADDRESS YOU USED WITH TICKETEK TO CREATE AN ACCOUNT.

- **YOU WILL BE PROMPTED TO ENTER YOUR DETAILS & SETUP A NEW PASSWORD AT THIS STAGE.**
- **YOUR TICKETS WILL BE AUTOMATICALLY LOADED IN YOUR ACCOUNT A MINIMUM OF 7 DAYS BEFORE THE EVENT.**
- **YOU WILL NEED TO DOWNLOAD THE AXS APP TO ACCESS YOUR TICKETS FOR ENTRY ON EVENT DAY.**

IF STILL HAVING ISSUES, CONTACT AXS CUSTOMER SUPPORT HERE.



BUYING NEW TICKETS

ALL FUTURE TICKET PURCHASES FOR HORDERN SHOWS WILL NOW BE MADE THROUGH THE AXS PLATFORM. TO PURCHASE TICKETS HEAD TO THEHORDERN.COM.AU OR AXS.COM/AU



NEED HELP?

AXS HAS A DEDICATED SUPPORT CENTRE YOU CAN REACH HERE. OUR VENUE TEAM IS ALSO HERE TO HELP AND CAN BE CONTACTED HERE.

axs

WHY AXS?

BUILT FOR FANS

4/7



MOBILE FIRST

EASY ACCESS TO YOUR TICKETS VIA MOBILE ANYTIME, ANYWHERE.



SECURE & RELIABLE

INDUSTRY-LEADING SECURITY TO PROTECT YOUR TICKETS AND INFORMATION.



OFFLINE MODE

ACCESS TO YOUR TICKETS EVEN WHEN DATA LETS YOU DOWN.



DEDICATED SUPPORT

RELIABLE CUSTOMER SUPPORT WHEN YOU NEED IT.

**THANK YOU FOR BEING
PART OF THE JOURNEY**

**WE CAN'T WAIT
TO SEE YOU AT THE
NEXT HORDERN SHOW**

**GET READY FOR WHAT'S NEXT.
FOR ANY QUESTIONS, PLEASE REACH OUT.**

axs

THE HORDERN

FREQUENTLY ASKED QUESTIONS

1. WHAT HAPPENS TO TICKETS I BOUGHT FOR AN EVENT ON TICKETEK?

Your booking remains valid and there is no change to your seat allocation, pricing, or purchase.

To support the transition, your tickets will be re-issued by AXS a minimum of 7 days prior to your event. Once your tickets are available, AXS will email you using the email address associated with your booking. You will then need to download the AXS app to access your tickets for entry on event day.

(Note: If you are attending Hayu FanFest Sydney on 15 August, your order remains with Ticketek, and your original tickets are valid for entry.)

2. I CAN'T FIND MY NEW TICKETS

First, check the email associated with your original Ticketek purchase (including your spam or junk folders) for a message from AXS with your new ticket. If you still cannot locate them:

- Log in to your AXS account using the same email address you used with Ticketek and create an account.
- Your tickets will be automatically loaded in your account a minimum of 7 days before the event.
- If still having issues, contact AXS Customer Support [here](#).

3. WHO DO I CONTACT FOR HELP DURING A TRANSITION?

- AXS handles all enquiries regarding ticket delivery, new tickets, payment questions, exchanges, and new ticketsales after this date.
- For accessibility and other request, you can contact the venue [here](#).

4. CAN I GET A REFUND OR EXCHANGE MY TICKETS?

- All refund requests are managed directly by Hordern Pavilion. Please contact the venue [here](#) to review your order under their refund and exchange policies.

5. WHAT HAPPENS IF AN EVENT IS POSTPONED OR CANCELLED?

If your event is postponed or cancelled, AXS will notify you with details on the rescheduled event or available refund options.

FREQUENTLY ASKED QUESTIONS

6. WHY HAVEN'T I RECEIVED MY TICKETS YET? IS MY BOOKING VALID?

Yes. Your booking remains valid. Tickets are held back for delivery until closer to the performance date. Ticket holders will receive their tickets a minimum of 7 days prior to the event via AXS.

7. WILL MY TICKETS OR BOOKING CHANGE IF A DIFFERENT PROVIDER IS USED?

No. Your booking remains valid regardless of the ticketing provider used. For events transitioning, new tickets will be issued by AXS. If this occurs, your details are securely transferred for ticket delivery only, with no impact on your seat allocation, pricing, or purchase. You will be notified by email in advance.

8. WILL MY TICKETEK BARCODE STILL WORK?

No. For events transitioning to AXS, your original Ticketek barcode will be replaced by a new AXS Ticket & barcode. You will need to access your new ticket through the AXS app to enter the venue. You will be notified by AXS via email when your new ticket is available.

9. WHAT HAPPENS IF I NO LONGER HAVE ACCESS TO THE EMAIL ADDRESS USED FOR MY TICKETEK PURCHASE?

If you no longer have access to the email address associated with your original Ticketek purchase, please contact the venue [here](#) for assistance accessing your tickets.

10. I BOUGHT TICKETS FOR SOMEONE ELSE. WILL THEY BE ABLE TO ACCESS THEIR TICKET?

If you purchased tickets for someone else, your tickets will be issued to the email address associated with your original Ticketek purchase. If you need assistance managing your tickets, please contact AXS Customer Support [here](#).

11. CAN I TRANSFER MY TICKETS ONCE THEY ARE ISSUED BY AXS?

Yes. If you need assistance with transferring or sharing your tickets, please contact AXS Customer Support [here](#).

12. I PURCHASED MULTIPLE TICKETS. WILL ALL TICKETS BE AVAILABLE IN MY AXS ACCOUNT?

YES. IF YOUR TICKETS ARE TRANSITIONING TO AXS, YOUR UPDATED TICKETS WILL BE AVAILABLE THROUGH YOUR AXS ACCOUNT USING THE SAME EMAIL ADDRESS ASSOCIATED WITH YOUR ORIGINAL TICKETEK PURCHASE.