



NAME

PASS NO./ORDER NO

NUMBER OF PASSES

QPASSES

QPASSES are not physical products but 'Virtual tickets' i.e. an electronic form of ticket that enables quick entry. Simply print out the email from Nochex that confirms payment and bring a copy with you.

Just inside the normal entrance a Soultrain representative will verify your purchase to allow entry. You will be asked for your order number (XXXXXX-XXXXXX-XXXX), surname and number of tickets.

Do not disclose your ticket details to anyone as they are accepted as proof of entry. We will only honour the first person(s) to arrive quoting the Pass ID and the name of the lead party/person making the booking on line. If you believe that your details have been compromised please contact Soultrain directly. We will be able to re-issue new passes and cancel the original but you will need to provide proof of purchase and payment details etc.

MULTIPLE TICKET PURCHASES

All persons for a particular order need to attend at the same time to gain entry. If you should require staggered entry please make multiple orders

PLEASE NOTE OUR POLICY ON REFUNDS

Tickets bought online are Non-Refundable. However you can transfer the ticket(s) to someone else before the event, after suitable verification and proof of purchase. This may incur a small administration fee.

If you are unable to attend at short notice and notify us the day before the event by email or by phone we allow you to designate another Soultrain event to attend provided it is of the same value. This designation option must be taken up within 30 Days and no further designations, refunds or transfers are allowed. This too may incur a small administration fee.

DISPUTES

We double check all Qpass/ticket sales to verify that correct payment has been received via Nochex. If you present tickets on the night that are not on our verified list then we reserve the right to not allow entry. To gain entry you would need to pay in the normal way. Therefore when you purchase tickets online you should verify that you receive a payment email from nochex and that the amount paid is correct for the event and number of tickets purchased. However, mistakes do sometimes happen and we will investigate as soon as possible. If the mistake is ours will not only refund your payment in full but we will issue you with complimentary tickets for our next equivalent event.

WE HOPE YOU ENJOY THE EVENT