



Q-PASS



NAME

PASS NO./ORDER NO

NUMBER OF PASSES

Q-JUMP PASSES

Q-Jump passes are an electronic form of ticket that enables quick entry to a Soultrain event. No need to queue - just inside the normal entrance a Soultrain representative will be on hand to verify your purchase and allow immediate entry.

After you purchase a Q-Jump pass you will receive an email from Nochex and from Soultrain each of which contains your 16 digit order ID number (XXXXXX-XXXXXX-XXXX). You will need that order number together with your Surname and the number of passes to gain entry.

You can either print out the email and bring it with you or download and print a ticket blank which you fill out with your details. Ticket blanks can be downloaded from the download directory at <http://www.soultrain.co.uk/downloads/>

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.

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.

WE HOPE YOU ENJOY THE EVENT