

Who is Big Concerts and what rewards do I get with Big Concerts as a Discovery Bank client?

Big Concerts is a live events company responsible for bringing some of the best international artists to South Africa. Because Big Concerts is a Discovery Bank rewards partner, Discovery Bank clients get access to Big Concert event tickets 48 hours before tickets go on sale to the public.

Who qualifies for the 48 hours pre-sale access to tickets?

Discovery Bank clients with a qualifying account get access to Big Concert event tickets 48 hours before anyone else. Qualifying accounts are:

- Discovery Bank credit card
- Discovery Bank Suite
- Discovery Bank Transaction Account
- Discovery Card issued before the launch of Discovery Bank but administered by Discovery Bank.

Discovery Bank clients with a savings account need to log in to the Discovery Bank app and add a transaction account or credit card account. Once you've added a transaction account or credit card, you can add a free virtual card and use it to purchase your pre-sale tickets.

How do I book pre-sale access tickets?

As a qualifying primary Discovery Bank account holder, you'll receive an exclusive email invitation with a unique booking code on 1 December to book your tickets before anyone else.

You will need a Ticketmaster account to complete the transaction, so visit [Ticketmaster](#) and register your profile now so you're ready for the pre-sale.

How many pre-sale access tickets can I book?

A primary cardholder or secondary cardholder(s) can book up to six tickets combined using a Discovery Bank card or previous Discovery Card and the primary cardholder's unique booking code.

Which artists or events can I book pre-sale access tickets for using my Discovery Bank card or previous Discovery Card, and when do tickets go on sale?

You can book pre-sale tickets for the following events:

- Justin Bieber Justice World Tour – Pre-sale starts 1 December 2021

Will there be meet-and-greet opportunities?

Unfortunately, we can't arrange a meet-and-greet with artists as these are done at their discretion.



When is Justin Bieber Justice World Tour tickets going on sale?

Ticket sales for the Justin Bieber Justice World Tour open 3 December 2021 but Discovery Bank transaction account, credit card and suite clients **get 48 hours pre-sale access to tickets before everyone else on 1 December 2021 from 10:00**. You can book up to six tickets using your Discovery Bank card or previous Discovery Card.

When is the Justin Bieber Justice World Tour concert taking place?

There will be two Justin Bieber Justice World Tour events in South Africa in 2022 – one in Cape Town and one in Johannesburg. The dates for the two events are:

- **28 September 2022** for Cape Town
- **1 October 2022** for Johannesburg

Where will the Justin Bieber Justice World Tour shows be hosted?

There will be two Justin Bieber Justice World Tour events in 2022 – the venues are:

- **DHL Stadium, Cape Town** on 28 September 2022
- **FNB Stadium, Johannesburg** on 1 October 2022

Do you have floor plans of the venues?

You'll be able to see the venue floor plan and seat sections when you book using the link to the booking platform and your unique booking code.

Why are there no shows in Durban?

Events are confirmed subject to the artist's discretion. Only Johannesburg and Cape Town have been confirmed.

Do I have to be vaccinated to attend a Big Concerts event?

Government regulations only permit fully vaccinated spectators to attend events in stadiums and there is no option to produce a negative PCR test.

What do I need to gain entry to the shows?

To gain entry to the venue, cardholders will need the following:

- All valid virtual ticket(s)
- A valid photo ID matching the name on the virtual ticket
- The credit card used for the purchase, or a photo or photocopy of it
- All ticketholders must wear masks
- All ticketholders' proof of vaccinations.



Does Big Concerts have a Covid-19 refund policy?

According to Big Concerts' [ticketing terms and conditions](#), ticketholders will receive a full refund if a concert is cancelled. If a concert is rescheduled, ticketholders can get a full ticket refund or attend the rescheduled concert. If a ticketholder is uncomfortable about attending a concert due to Covid-19, they can get a full refund if they cancel 60 days or more in advance.

Is there an age restriction on booking Big Concerts tickets?

A person must be 12 years or older to attend a Big Concerts event. This is in line with the government's vaccination age cohorts, and this will be reviewed as the government announces changes.

A responsible adult must accompany children 14 years or younger. No persons shorter than 1.2m will be allowed in the general standing area or front zone standing area.

