

Frequently asked questions: Big Concerts Kool & the Gang with special guests, Earth, Wind & Fire Experience by Al McKay



When are Kool & the Gang with special guests, Earth, Wind & Fire Experience by Al McKay tickets going on sale?

Ticket sales for the Kool & the Gang with special guests, Earth, Wind & Fire Experience by Al McKay open to the public on 8 March 2024 but Discovery Bank transaction account, credit card and full banking suite clients **get 48 hours pre-sale access to tickets on 6 March 2024 from 9:00 before everyone else.**

How do I book pre-sale access tickets?

You can book tickets on Ticketmaster.co.za. You will need a Ticketmaster account to complete the transaction, so visit Ticketmaster and register a profile so you're ready for the pre-sale.

You'll receive an order confirmation after your ticket purchase but ticket delivery for this event will be delayed. Tickets will only be available from 30 days before an event and Ticketmaster will notify you when tickets can be viewed or downloaded.

How many pre-sale access tickets can I book?

A primary cardholder or secondary cardholder(s) combined can book up to eight pre-sale access tickets per concert (one show of the tour) using a Discovery Bank card or previous Discovery Card.

If the ticket limit is exceeded, Ticketmaster may cancel some or all orders and tickets without notice. This includes orders associated with the same name, email address, billing address, credit card number or other information.

When is the Kool & the Gang with special guests, Earth, Wind & Fire Experience by Al McKay concerts taking place?

There will be two Kool & the Gang with special guests, Earth, Wind & Fire Experience by Al McKay concerts in South Africa in 2024 – one in Cape Town and one in Pretoria. The dates for the two events are:

- **28 November 2024 – Grand Arena, GrandWest, Cape Town**
- **30 November 2024 – SunBet Arena, Time Square, Pretoria**



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Kool & the Gang with special guests, Earth, Wind & Fire
Experience by Al McKay



Where will the Kool & the Gang with special guests, Earth, Wind & Fire Experience by Al McKay concerts be hosted?

There will be two Kool & the Gang with special guests, Earth, Wind & Fire Experience by Al McKay concerts in 2024 – the venues are:

- **Grand Arena, GrandWest Casino, Cape Town** on 28 November 2024.
Doors open at 19:00 and the show starts at 20:00.
- **SunBet Arena, Time Square, Pretoria** on 30 November 2024.
Doors open at 18:00 and the show starts at 20:00.

Are tickets for the Kool & the Gang with special guests, Earth, Wind & Fire Experience by Al McKay only delivered digitally?

Yes, all tickets will be digital and will only be available from 30 days before the event. You'll be able to access your tickets in your Ticketmaster account under 'My Account' or in the Ticketmaster app that's available on the App Store or Google Play Store.

You need to transfer tickets through Ticket Transfer to the friends or family members you booked for.

Is there an age restriction for the Kool & the Gang with special guests, Earth, Wind & Fire Experience by Al McKay concerts?

No children under the age of 3 (three) are allowed to attend the event.

How do I allocate a name to a ticket I've bought?

Ticket Transfer lets you allocate and send tickets to friends before the event, straight from your Ticketmaster account to theirs, after which their names will appear on their tickets.

Are there any VIP packages for the Kool & the Gang with special guests, Earth, Wind & Fire Experience by Al McKay concerts?

No, there are no VIP tickets for these shows.



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Are venues wheelchair-friendly and how does accessibility seating work?

The venues are wheelchair-friendly with dedicated accessibility seating for spectators with accessibility requirements.

You can book these tickets on [Ticketmaster.co.za](https://www.ticketmaster.co.za) and each paid accessibility ticket comes with a free accessibility assistant ticket, but these tickets are sold on a first-come-first-served basis. Ticketmaster Customer Care will contact you within five days of your booking to confirm your accessibility and wheelchair requirement, and only after confirmation will they issue the free assistant ticket.

For everyone's safety, spectators with accessibility requirements can only be placed in the designated accessibility area and won't be allowed in the standing or general seating area due to safety.

What is Ticket Transfer?

Ticket Transfer lets you allocate and send tickets to friends before the event, straight from your Ticketmaster account to theirs, after which their names will appear on their tickets. Ticket Transfer is convenient, simple, and free and can be done on your desktop or mobile device. Ticket Transfer will be active from 30 days before the event date. Ticket Transfer doesn't apply to a family unit where some of the spectators are under 12, in which case the tickets don't have to be transferred.

Are tickets bought on other websites valid?

Only tickets bought through Ticketmaster are valid for entry to the Kool & the Gang with special guests, Earth, Wind & Fire Experience by Al McKay events in South Africa. Tickets bought from third-party websites, like Viagogo, are not valid for entry.

How do I get hold of Ticketmaster Customer Care?

You need to contact [Ticketmaster Customer Care](#) if you have any specific queries about your booking, your tickets or a refund.

