Hey Shawn Mendes Fan,

Thank you for purchasing a Shawn Mendes Diamond Guitar + Meet & Greet Package!
As you know, this package gives you a meet & greet and photo opportunity with Shawn, exclusive access to a Q&A session with Shawn, entry to the ShawnAccess experience, and much more!

VIP Check In:
Check in times are listed below. Your on site VIP representative or an assistant will be at the check-in area to help you begin your VIP experience!

Check-In: 2:30PM - 3:00PM
Check-In Location: Sala Fernando Pessa
(check map below)

Please make sure you arrive on time, as late arrivals **CANNOT** be guaranteed entry to the VIP experience.

Bring:
- Your event ticket - Please see your confirmation email for your ticket delivery method
- Photo I.D. matching the original VIP package purchaser
- Order confirmation email (sent at the time of purchase)

Merchandise:
The merchandise included in your package will be handed out at the venue. Merchandise must be picked up at the venue on the day of the show, it will NOT be mailed.
Your on site VIP representative will advise you upon arrival of the location of guitar pickup after the show. **Guitars WILL NOT BE SHIPPED so please don't forget to pick yours up on your way out. No exceptions.**

Passports:
Your 2019 Shawn Mendes Tour Passport will be distributed during the VIP check in.
Your experience isn't complete until you get your passport stamped! Look for the staff member with the following stampers: Individual Tour Date | VIP Experience | Merch Booth | Secret Location

If you have any questions regarding your passport, please email memberships@shawnaccess.com.

Q&A:
The Q&A will be moderated by a ShawnAccess rep onsite. This package does not guarantee you will have the opportunity to ask Shawn a question, just that you will be able to attend the Q&A session.

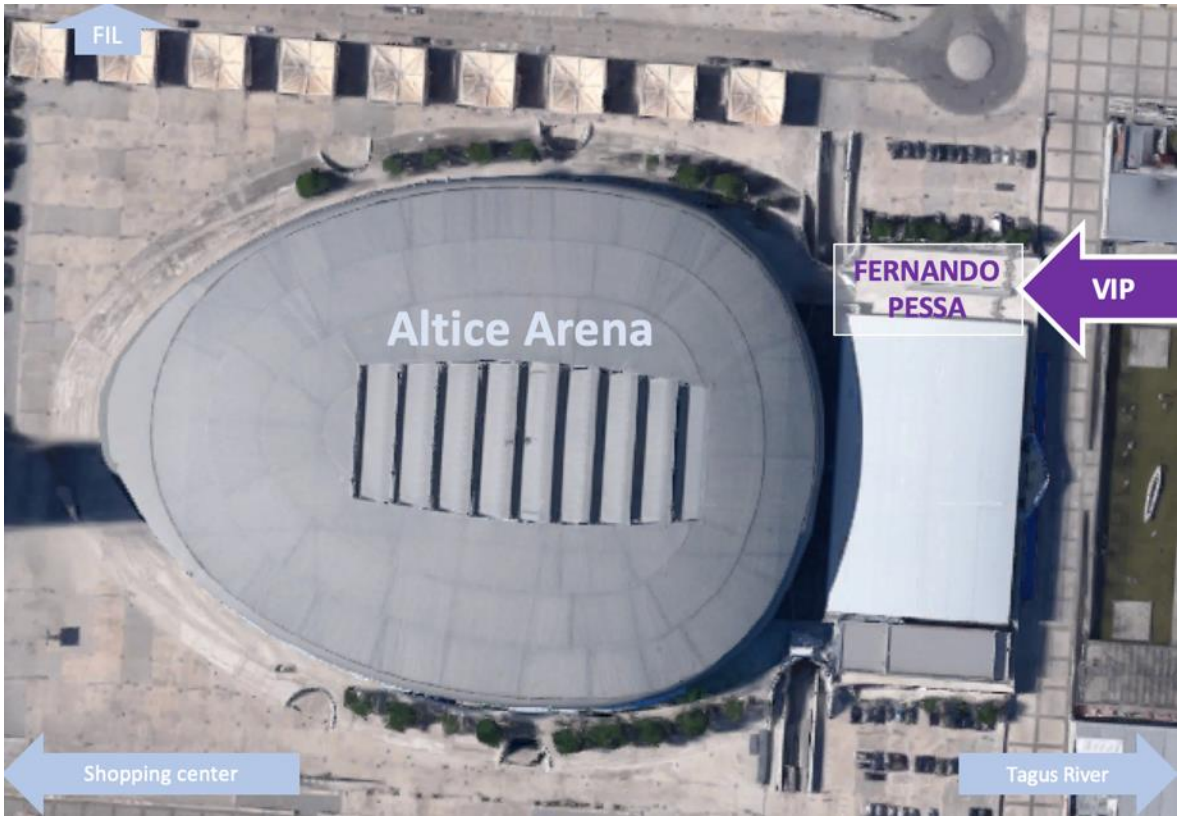
Photos:
Your photos will be posted within 48 hours of the show.
Your photo will be taken by a professional photographer, please do not take out your personal cell phone or cameras, as no photos will be permitted on a personal device.

Here is the link and password for the gallery:
Link: www.shawnaccessvip.com
Password: ShawnMendesTheTour2019

Guidelines:

- Due to heightened security restrictions on this tour, we are not allowed to accept ANY gifts at the venue. If you have a gift for Shawn, please send it to the following address:
  747 Don Mills Rd, PO BOX 45525, Flemingdon Don Mills, ON M3C 3S4, USA
- Please make sure to have your tickets BEFORE lining up to enter the venue.
- You will have the opportunity to take 1 (one) photo for **each** package purchased, and you will receive only 1 (one) gift pack for **each** package purchased. No exceptions.
- **In order to participate in the VIP experience, you must have the ORIGINAL PURCHASER'S PHOTO ID in order to check in.** The photo ID presented at the VIP check in must match the name of the person who initially bought the VIP package.
- If a family member with the same last name purchased the package for you and you do not have ID, OR you have ID but your parent purchased the package under their name, we will allow you to check in with a photo/copy of that person's photo ID or your ID showing that it matches the same last name.
- Please make sure you arrive on time, as late arrivals **CANNOT** be guaranteed entry to the VIP experience.
- Laminates are commemorative only and do not grant access to the venue, backstage areas or venue specific VIP areas.

Each Shawn Mendes Diamond Guitar + Meet & Greet Package Includes:

- One (1) Premium Event Ticket (Location Given at Checkout)
- One (1) Meet & Greet / Photo Opportunity with Shawn Mendes
- One (1) Entry to Q&A with Shawn Mendes
- One (1) Entry to ShawnAccess Experience
- One (1) Signed Guitar
- One (1) Exclusive Shawn Mendes Signed Tour Poster
- One (1) Commemorative Tour Passport
- One (1) Commemorative Laminate
- First Access Merch Shopping
- VIP Entrance to the Venue

PLEASE NOTE: This email is for informational purposes only. It is not a confirmation of your order.
If you still need assistance, please contact **vip@shawnaccess.com** or **bilhetesvip@everythingisnew.pt.** All timing and instructions are subject to change.
Keep an eye on your inbox (**and remember to check you spam or junk mail!**) as any last minute updates will be emailed to you prior to your event. To ensure you receive all email notifications, please add **vip@shawnaccess.com** and **bilhetesvip@everythingisnew.pt.** to your safe senders list.