Hey Shawn Mendes Fan,

Thank you for purchasing a Shawn Mendes Merch Package! As you know, this package gives you an exclusive merch package, and VIP entry into the venue!

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 experience!

Check-In: Door Time 6:00 PM
Check-In Location: 2nd South Tunnel Entrance

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.

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**.

Guidelines:
- Please make sure to have your tickets BEFORE lining up to enter the venue
- 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.

Each Shawn Mendes Merch Package Includes:
- One (1) Premium Event Ticket (Location Given at Checkout)
- One (1) Exclusive Shawn Mendes Tour Poster
- One (1) Commemorative Tour Passport
- 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.