

## FAQs

### **Which payment methods are available?**

At the moment, the TICKPLACE platform allows the choice between: ATM (option service payment), Credit cards (VISA and MASTERCARD), MB Way, PayPal, and bank transfer.

### **When will I access to my tickets after purchase?**

It will depend on the payment method chosen. In case you choose payment by **credit card**, **MB Way** or **PayPal**, after the purchase, the tickets will be available immediately (or up to 30 minutes after) in your area MANAGE TICKETS > AVAILABLE.

If you choose **ATM service payment**, you will have up to 4 hours to proceed with the payment, and after that payment, the tickets will be available immediately (or up to 30 minutes after) in your area MANAGE TICKETS > AVAILABLE.

In case you use **bank transfer**, it is necessary for the TICKPLACE Admin to confirm the delivery of the transfer, which can take up to 3 working days after the payment. When the transfer is confirmed, you will receive an email informing you, and the tickets will then be available in your area MANAGE TICKETS > AVAILABLE.

### **Where can I find the invoices regarding my purchases?**

The invoices can be found on the area REPORTS > DOCUMENTS > INVOICES.

### **I need to change my account data, namely name, access email or billing data. How can I proceed?**

You need to get in touch with TICKPLACE Admin by either sending a message on MANAGE ACCOUNT > MESSAGES or sending an email to [tickplace@blueticket.pt](mailto:tickplace@blueticket.pt).

### **Is it possible to change the time/date of the tickets purchased?**

It may not be possible, but you can get in touch with TICKPLACE Admin via [tickplace@blueticket.pt](mailto:tickplace@blueticket.pt) and explain your situation.

### **Are ticket exchanges or refunds possible?**

Generally speaking, it won't be possible, but you can get in touch with TICKPLACE Admin via [tickplace@blueticket.pt](mailto:tickplace@blueticket.pt) and explain your situation.

### **I grouped 20 individual tickets in a single group ticket, but I would like to separate them back in individual tickets. Is it possible?**

Unfortunately, it is not possible to separate group tickets in individual tickets. Being a group ticket, it is necessary that all group members enter the premises together, and refunds are not allowed, unless it falls under MEO Blueticket's responsibility.