



To all our customers:

We want to inform you that, as of August 31, 2019, Ticketpop concludes its ticketing services for Coliseo de Puerto Rico José Miguel Agrelot.

Those customers who purchase tickets for an event through Ticketpop and have not yet picked up their tickets will receive an email with further instructions as to how they can pick up their tickets in advance on or before **Saturday, September 14, 2019**. Before this date, clients will be able to pick up your tickets at any of the Ticketpop outlets, including The Mall of San Juan (at the Customer Service Center), WALMART stores around the island (in the Money Center area) and participating AMIGO supermarkets (at the Service counter).

As of Sunday, September 15, 2019, tickets will NOT be available at any of Ticketpop's outlets or points of sale. Customers will only be able to pick up their tickets directly at Coliseo de Puerto Rico's Box Office.

Pick up deadline for the following events are:

1. Súbete a Mi Moto: Friday, September 6

- a. Customers can pick up their tickets in advance at any of Ticketpop's point of sales **UNTIL Thursday, September 5**.
- b. As of Friday, September 6, customers will have to pick up directly at Coliseo de Puerto Rico's Box Office.

3. Daniel Habif: Saturday, September 7

- a. Customers can pick up their tickets in advance at any of Ticketpop's point of sales **UNTIL Friday, September 6**.
- b. As of Saturday, September 7, customers will have to pick up directly at Coliseo de Puerto Rico's Box Office.

4. For the events below:

- a. Customers can pick up their tickets in advance on any of Ticketpop's point of sales **UNTIL Saturday, September 14**.
- b. As of **Sunday, September 15**, customers will have to pick up directly at Coliseo de Puerto Rico's Box Office.

Reggeaton White Concert
Pedro Capó
Redimi2
Raphael
Atención Atención
WWE Live
Alejandra Guzmán
Camilo Sesto
Jesse & Joy

Rubén Blades
El Alfa
Il Volo
Kany García
REO Speedwagon
Monster Jam
Maluma
Silvestre Dangond
Marc Anthony

For more information, customers can contact Ticketpop at 787-294-0001, Monday through Saturday, from 9:00 a.m. at 9:00 p.m., and Sunday, from 9:00 a.m. at 6:00 p.m., or send an email to help@ticketpop.com.

Thank you for using ticketpop®



FREQUENTLY ASKED QUESTIONS regarding changes in Coliseo de Puerto Rico

Will the tickets I bought at Ticketpop be honored the day of the event?

Every ticket purchased until Saturday, August 31, 2019, will be honored and can be used to enter any event to be held at Coliseo de Puerto Rico.

Do I have to change my tickets in order to enter the event?

- If the delivery method you chose when purchasing your tickets was the traditional ticket (hard ticket) or Print at Home ticket, you DO NOT have to change your tickets. Traditional tickets can be picked up at any of Ticketpop's point of sale until August 31, 2019.
- If the delivery method you chose was **Mobile Ticket**, you will receive an email to the address registered in the purchase order with your new Print at Home ticket. Be sure to print it and take it with you the day of the event in order to avoid any inconvenience.

What if I bought tickets using the Print at Home or Mobile Ticket delivery method, can I change them?

You will only be able to change your ticket sending your request to help@ticketpop.com from the email registered on the purchase order. Request must be received on or before **Friday, September 13, 2019**.

It's of outmost importance that you know that tickets will be available for pick up before **Saturday, September 14, 2019** or the day before if the event is to be held before that date.

After **Sunday, September 15, 2019**, customer will only be able to pick up their tickets at the Coliseo de Puerto Rico's Box Office with a valid photo ID and the credit card used in the purchase order.

NOTE: Tickets will only be handed to the credit or debit card owner used in the purchase order. Under any circumstance, tickets will not be handed to a third party or to any person whose name, ID or credit/debit card do not match with the ones registered in the purchase order.

Can I use my Print at Home or Mobile Ticket to enter the event?

- If you are going to use your Print at Home tickets, be sure to print them out and take them with you to the event in order to avoid any inconvenience.
- If you bought your tickets using the Mobile delivery method, these will be replaced with Print at Home tickets. These will be sent to the email registered in the purchase order. The day of the event, make sure to print them and show them at the entrance.



How can I pick up my tickets?

Pick up deadline for the following events are:

1. **Súbete a Mi Moto:** Friday, September 6

- a. Customers can pick up their tickets in advance at any of Ticketpop's point of sales **UNTIL Thursday, September 5.**
- b. As of Friday, September 6, customers will have to pick up directly at Coliseo de Puerto Rico's Box Office.

3. **Daniel Habif:** Saturday, September 7

- a. Customers can pick up their tickets in advance at any of Ticketpop's point of sales **UNTIL Friday, September 6.**
- b. As of Saturday, September 7, customers will have to pick up directly at Coliseo de Puerto Rico's Box Office.

4. **For the events below:**

- a. Customers can pick up their tickets in advance on any of Ticketpop's point of sales **UNTIL Saturday, September 14.**
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Maluma

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After September 15, 2019, where can I pick up my tickets?

After September 15, 2019, customers can only pick up their tickets directly at Coliseo de Puerto Rico's Box Office.

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What are Ticketpop's point of sales located?

Ticketpop's point of sales are conveniently located at **THE MALL OF SAN JUAN** (at the Customer Service Center), **WALMART** stores around the island (in the Money Center area) and participating **AMIGO** supermarkets (at the Service counter). [Click here for details.](#)

NOTE: Tickets **will only be handed to the credit or debit card owner used in the purchase order.** Under any circumstance, **tickets will not be handed to a third party** or to any person whose name, ID or credit/debit card do not match with the ones registered in the purchase order.

For other Frequently Asked Questions, [click here.](#)