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All package elements will be rendered invalid if resold. Name changes will be issued at the sole discretion of 237 Global. VIP instructions will be sent via email no later than three days (3) prior to the concert. If you do not receive this email three days (3) prior please email info@237global.com. All packages and contents are non-transferable; no refunds or exchanges; all sales are final. All VIP package items and experiences are subject to change. Please note that the information provided at the time of purchase (e-mail and mailing address) is the same information that will be utilized for individual contact requirements where applicable. 237 Global, the artist, tour, promoter, ticketing company, venue or any other affiliated parties are not responsible for outdated or inaccurate information provided by the consumer at the time of purchase. If you have any questions regarding your VIP package elements or have not received your package information within three days (3) of the concert date, please email info@237global.com.