

QUICK SUMMARY

- Tickets go on sale Friday 19th May at 7pm AEST
- We are again using our ticket provider Quicket in 2019
- All participants are required to review and update their Burner Profile before purchasing a ticket
- The adult ticket price remains \$195 excluding fees
- The Secure Ticket Exchange Program (STEP) will be in place to resell unwanted tickets. STEP will be launched once general sale tickets sell out. Participants will still be able to sell privately to family and friends.
- Tickets will sell out before the event

When will tickets go on sale?

General Tickets will be available on Friday 19th May at 7pm AEST. Anyone who wants to buy a ticket MUST have created a Burner Profile or updated an existing one. Burner Profiles are available now at <http://qkt.io/seed19> and you can continue to create or update burner profiles after tickets go on sale.

How much are they?

Ticket prices are unchanged for 2019:

- Adults \$195 inc GST
- Youth (16+17 yo) \$145 inc GST
- Kids (under 16) \$10 inc GST

All prices listed exclude fees

Is there a pre-sale this year?

No. We held a pre-sale in 2017 to reward participants who had a ticket to the cancelled 2016 event. A pre-sale is not necessary this year and is not usual Burning Seed practice.

What do I need to do to be ready to buy a ticket?

You MUST have completed a Burner Profile before seeking to purchase a ticket. Tickets will only be sold to people with Burner Profiles. Even if you have a completed a Burner Profile in previous years, you will be required to review and update the answers in your profile this year. Burner Profiles are live now, you can sort yours out [here](#).

What are Burner Profiles?

Burner Profiles help facilitate the flow of information we regularly collect from Burning Seed participants for ticket sales, theme camp and art installation registration, mutant vehicle applications, event submissions, and other things that people do and create for Red Earth City. The Nevada Burn has had them for a number of years. AfrikaBurn has them. Nowhere has them.

The Burner Profile is used as part of the pre-registration process for ticket sales to Burning Seed. Everyone who wants to purchase a ticket **MUST** create a Burner Profile first. You'll be able to do this from late April and there is no deadline to get this completed although it's obviously best to do it before tickets go on sale.

Burner Profiles will help reduce scalping of tickets as a ticket is directly linked to a profile. If you sell your ticket then you'll need to transfer the ticket online to the purchaser who must also have a Burner Profile. This means that when you turn up at gate your ticket **MUST** match your ID.

What details will be required for Burner Profiles and what will you do with them?

To create your profile and pre-register for access to ticket sales, you're required to provide:

- your full name / age / gender identification;
- email address / state / country,
- number of Seeds you've attended / number of other Burns you've attended

Optionally you can also provide your playa/paddock name. That's it ... mostly the same info we have always required from ticket holders plus some helpful demographic information for our census team.

Additionally you will be asked to complete a short questionnaire. This helps us make sure you are aware that Seed isn't just another festival and that you have an understanding of the 10 principles. This information will be particularly useful for the comms team in their pre-event communications.

We take privacy and use of data very seriously. Your information will be private and will not be shared — nor will it be searchable on the internet. Please refer to our [Privacy Policy](#).

I have previously completed a Burner Profile, do I need to again?

All participants will be required to review and update their Burner Profile before purchasing a ticket to Burning Seed in 2019.

I can't log in to my Burner Profile - I know I set one up, but it will not work!

Burner Profiles can be set up by email address or by Facebook login. Check which one you previously signed up with. If you created a Burner Profile in a previous year, it will definitely be there. If you have any login difficulties, email support@quicket.com.au

What is Quicket?

Quicket is a ticketing agency run by Burners. They work with other Burn events including Blazing Swan, Kiwiburn and AfrikaBurn. Quicket have a lot of experience both in ticketing for Burns and with Burner Profiles and it is a far better technical solution to have Burner Profiles and the ticketing solution run by the same company. We examined carefully a number of options in 2016 and for our current and near-future needs, Quicket is a great choice.

Hang on - Quicket is a South African Company - Will my data be safe?

You can view Quicket's privacy policy here <https://www.quicket.com.au/privacy-policy.aspx>. All data is transmitted in a secure manner and stored in a secure data centre and access is only available to authorised Seed personnel.

What about Burner Profiles for Under 18s?

Kids (under 16) won't require a Burner Profile - this is because any kids tickets you buy will be linked to your Burner Profile.

Youth (16 and 17 year olds) will need to have their own Burner Profile and must still attend with their legal guardian.

How do I pay for my ticket?

Quicket accepts Visa or Mastercard credit or debit cards.

What if I can't afford a ticket - are there any other options?

For 2019 we will not be offering low income tickets. We will continue to explore this for future events.

Can I volunteer for a free ticket?

There are no free tickets to Burning Seed. Everyone is a participant and everyone pays for a ticket. This includes those people who volunteer hundreds of hours throughout the year to make Seed happen.

Are there any limits to the number of tickets I can buy?

Ticket sales will be restricted to 2 adult tickets per transaction. You can buy one for you, and the other for your sweetie, or your bestie, or even your mum! (Seriously! we'd love to see more families at Seed.) Just remember the other person will need their own burner profile. If you plan to go with a larger group, we recommend that you reach out to them before tickets go on sale and make sure each person has a Burner Profile and a plan to buy their ticket.

What if I buy tickets and need to sell them?

If you have a ticket you no longer need and decide to resell it directly to friends or family, our ticketing system will allow you to transfer the ticket. Of course they will need their own Burner Profile first. The system will then re-issue a new ticket to them and void your old one, to eliminate the possibility of accidental duplicate tickets causing confusion at the gate. Please only resell tickets at face value. If someone is found to be selling tickets above face value then Burning Seed reserves the right to cancel that ticket. Details on how to transfer the ticket on Quicket can be found here: <https://help.quicket.com/portal/kb/articles/transfer-tickets-to-someone-else>

If you wish to sell your ticket and don't know anyone who wishes to buy it then you can sell it through our Secure Ticket Exchange Program (STEP), see below for details.

All ticket holders will be contacted prior to the event with a Survival Guide to include all of the critical information they might need to navigate Burning Seed.

What is STEP?

We're expecting the event will sell out this year and as such we will again be implementing a system to help prevent ticket scalping and make it easier for people to exchange tickets if they find they can't attend for whatever reason. The Secure Ticket Exchange Program (STEP) will launch when general tickets sell out.

On signing up to STEP you'll have two options: "I want to sell my tickets" and "I'm looking for tickets". It only allows the seller to enter full price tickets into the outbound queue. People looking for tickets get entered in the inbound queue. More details will be made available once STEP launches.

I have more questions!

If you need help with your Quicket login then please email support@quicket.com.au otherwise feel free to contact ticketing@burningseed.com