

PayPal+ Black Tier Live Nation VIP Upgrade Benefit – Terms and Conditions

By participating in the PayPal+ Black Tier Live Nation VIP Upgrade Benefit, participants agree to these Terms and Conditions ("Terms"). The Benefit (defined below) is available during the 2026 UK festival season for eligible PayPal+ Black tier members, subject to availability and the conditions below.

PayPal+ lets participants earn and spend Points on eligible transactions and enjoy special offers from PayPal and is governed by its own [PayPal+ Program terms and conditions](#).

The benefit

Participants who meet the conditions set out in these Terms can receive a complimentary upgrade from a valid standard/general admission ticket ("General Admission Ticket") to VIP access for themselves and one (1) guest at select Live Nation UK festivals during the 2026 summer season (the "Upgrade").

The Upgrade applies only to the participating festivals listed below, is free of charge, is subject to availability and allocated on a first come, first served basis. This benefit does not include the cost of the original General Admission Ticket, which must be purchased separately.

The Upgrade must be used by the registered PayPal+ Black tier member. The registered member is responsible for ensuring any guest complies with festival entry requirements and age restrictions.

Participating festivals (UK, Summer 2026):

- [Download \(11–14 June\)](#)
- [Forest Live \(16–28 June\)](#)
- [Isle of Wight \(18–21 June\)](#)
- [TRNSMT \(19–21 June\)](#)
- [Parklife \(20–21 June\)](#)
- [State Fayre \(26–28 June\)](#)
- [Wilderness \(30 July–2 August\)](#)
- [Camp Bestival \(30 July–2 August\)](#)
- [Creamfields \(27–30 August\)](#)
- [Reading \(28-30 August\)](#)

- [Leeds \(28–30 August\)](#)

Who can take part

To be eligible for the Benefit, participants must:

1. Hold a personal UK PayPal account in good standing during the claiming period.
2. Be a PayPal+ Black tier member at the time of registration for the Upgrade.
3. Hold a valid General Admission Ticket to a participating Live Nation festival.
4. Successfully register for the Upgrade via the designated Live Nation registration form.
5. Submit their registration at least one (1) month prior to the festival date.

How it works

To register for the Upgrade, eligible participants need to complete the following steps:

1. Log into their PayPal account and access the Benefit within the PayPal app.
2. Select the relevant Live Nation Benefit and follow the link to the Live Nation registration form.
3. Submit required details including PayPal ID and valid General Admission Ticket information.
4. Tick the box to agree to Live Nation Terms and Conditions.
5. Tick the box to agree to PayPal Terms and Conditions and Privacy Policy.
6. Tick the box to consent to PayPal and Live Nation processing personal data (PayPal ID and General Admission Ticket information) solely to verify Black tier eligibility and issue Upgrade confirmation.

For information on how personal data is used and protected, see PayPal's [Privacy Policy](#) and [Live Nation's privacy terms](#).

Participants must complete and submit the registration form no later than one (1) month prior to the applicable festival date. Late registrations will not be accepted.

Live Nation will verify eligibility (including Black tier status) with PayPal and issue confirmation of the Upgrade via email within 14 business days of successful registration. If confirmation has not been received within 14 business days, participants should check their email (including spam folder).

The Upgrade may be delivered digitally, via ticket modification, or collected on-site, as specified in the confirmation email. Eligible Black tier members may redeem one Upgrade per festival during the 2026 summer festival season, provided they meet the applicable eligibility criteria for each festival and complete and submit the registration form.

Important conditions

The Upgrade is non-transferable. It must be registered to and accessed by the registered PayPal+ Black tier member. The registered member is responsible for ensuring their guest complies with all festival entry requirements, age restrictions, and venue rules.

The Upgrade:

- cannot be combined with other Live Nation, Ticketmaster, or PayPal promotions relating to the same ticket;
- is void in cases of abuse or misuse;
- is subject to no financial compensation if unavailable, the registration deadline is missed, or the VIP area reaches capacity; and
- may result in immediate cancellation and legal action if upgrade confirmations or screenshots are shared or the Upgrade are transferred, resold, or commercially exploited.

Event cancellation or rescheduling

If a festival is cancelled or rescheduled, the applicable policy (including any rights to refunds, exchanges or other remedies) and any notifications to participants will be governed by the relevant Live Nation festival terms and conditions (each festival's terms are referenced in the benefit section above).

On-site access issues

If you experience issues accessing your VIP upgrade on-site, contact festival staff or the VIP area attendant immediately. For further assistance, contact Live Nation via the hotline number specified in the upgrade email provided to you.

Partner responsibility

Live Nation is responsible for:

- upgrade fulfilment and confirmation (within 14 business days of valid registration);
- issuing VIP access confirmation and facilitating on-site access;

- festival access and VIP experience delivery; and
- on-site operations including handling event changes, cancellations, or rescheduling.

PayPal is responsible for:

- verifying Black tier eligibility via its backend systems.

PayPal is not responsible for the delivery or quality of the festival experience. If Live Nation fails to provide confirmation for a valid registration within the stated timeframe, PayPal and Live Nation will work together to resolve the issue.

Keeping in touch

Participants will receive email confirmation from Live Nation when: (i) their registration is submitted; and (ii) if their Upgrade has been granted and confirmed.

Important details

PayPal may limit, cancel, suspend, or change the Benefit at any time, and will provide reasonable notice when possible. Accounts and transactions may be reviewed for eligibility. Similar offers may run concurrently, but each is governed separately. PayPal is not responsible for any communications or Benefit-related materials that are lost, delayed, misdirected, altered, incomplete, fraudulent, or otherwise defective. PayPal is also not liable if contact details or account information are changed or incorrect without prior notice.

All decisions on Benefit eligibility and operation will be made by PayPal and are final.

On-site upgrades outside the online registration period are not covered by these Terms and Conditions. Any on-site upgrade process and terms are governed solely by Live Nation.

Law and jurisdiction

These Terms are governed by the laws of England and Wales. By participating, you agree to these Terms, the [PayPal+ Program terms and conditions](#), and the [PayPal User Agreement](#).

Company information and regulatory status

PayPal UK Ltd is authorised and regulated by the Financial Conduct Authority (FCA) for electronic money services (firm reference 994790), consumer credit (996405), and cryptocurrency services (1000741). Note: Some products, such as PayPal Pay in 3 and PayPal Working Capital, may not be FCA regulated and could offer less protection. See

product terms for details. Registered office: 5 Fleet Place, London, EC4M 7RD. Company number: 14741686.