

What are Mastercard presale and preferred tickets?

Eligible CommBank Yello customers get access to presale and preferred tickets to selected Australian Mastercard tours. Pre Sales are early access tickets for CommBank Yello customers prior to general public sales. Preferred tickets are a limited number of tickets set aside from the general public.

How do I get access to presale tickets?

To access presale tickets, you'll need to be an eligible CommBank Yello customer and pay for the ticket with a CommBank Mastercard. Discover the benefits and how to become eligible, in the [Eligibility & benefits overview](#).

What if I miss a presale? Can I still buy tickets during the general public sale?

Yes, eligible CommBank Yello customers can access preferred tickets. These are a limited number of tickets set aside from the general public.

Where can I find upcoming events?

You can find upcoming presales in **CBA Yello** on the CommBank app.

Do I need a promo code at checkout to buy presale or preferred tickets?

No, all you need to use is an eligible CommBank Mastercard at checkout.

What do I do if I'm having transaction issues on the ticketing website?

For all checkout and technical issues, please contact the ticketing providers(Ticketek or Ticketmaster) or see [Live Nation's customer support](#). For all credit card related inquiries or denied transactions, please [contact us](#) or [Mastercard](#).

What if the event is postponed, rescheduled or cancelled?

If an event is postponed or rescheduled, the event organiser will contact you with the new event date. Unless stated otherwise, your original tickets will be valid for the rescheduled event date. If you're unable to attend the rescheduled event date, you may request a refund. If an event is cancelled and will not be rescheduled, you'll be issued a refund. Please contact [Live Nation](#) for more information.