

I purchased a ticket. How do I attend the event?

You can find any of your purchased event tickets inside your account. Simply log back into the account you created when purchasing your ticket and tap the ticket's icon. When the date and time of the event occurs, simply tap 'view event' on your ticket and you will be instantly brought into the event.

What forms of payment are available? What currencies?

We accept all forms of credit cards. We accept over 135 currencies through our secure third-party payment provider Stripe.

What devices can I view an event on?

You can view an event on Mobile, Desktop and Smart Tv's. If you wish to use the commenting feature, we recommend using mobile.

Do I have to make an account in order to attend an event?

Yes. However, creating an account takes less than a 60 seconds and serves as a secure wallet to store all your events in one place.

What is your refund policy?

All ticket sales are final.

What happens if I share my event link with a friend?

The first person to access the event link will be able to view the event. Nobody else will gain access. We recommend not sharing your link as you will lose your access.

I am a creator and would like to create my own events on MyPremo. How do I set up a creator profile?

Simply email support@mypremo.com and provide your social media handles. A representative will reply within 24 hours to set up a zoom call to ensure we can confirm your identity.