

PETRONAS GRAND PRIX OF MALAYSIA 2025

FAQ

FREQUENTLY ASKED QUESTIONS

1. HOW CAN I PURCHASE MOTOGP TICKETS?

You can purchase MotoGP tickets through the following methods:

- Online Purchase: Visit www.sepangcircuit.com to buy tickets directly from the website.
- Over the Counter: Tickets are available at the Sepang International Circuit ticket counters, open Monday to Friday (9:00 AM - 6:00 PM) and Saturday & Sunday (10:00 AM - 3:00 PM). Counters are closed on public holidays.
- Authorised Agents: Tickets can also be purchased through authorised agents in Malaysia and other countries. For a list of agents, visit [Authorised Agents Page](#).

2. WHAT PAYMENT METHODS ARE ACCEPTED?

- Online Purchase: Credit Card (Master/Visa) or PayPal.
- Over the Counter: Credit/Debit Card, QR Pay, or Bank Transfer (email inquiries@sepangcircuit.com for bank transfer details).
- Authorised Agents: Payment methods vary by agent. Please liaise directly with the agent for payment options.

3. WHEN WILL I RECEIVE MY TICKET?

- For online and over-the-counter purchases, e-Tickets will be emailed closer to the event date. You must display the e-Ticket at the entrance for scanning.
- If you purchase through an authorised agent, please check with them for the e-Ticket delivery timeline.

4. WHAT SHOULD I DO IF I LOSE MY E-TICKET OR PURCHASE CONFIRMATION?

Email inquiries@sepangcircuit.com with the following details:

- Purchaser's name
- Email address
- Phone number
- Type and quantity of tickets purchased

We will resend the e-Ticket to your registered email address.

5. CAN I UPDATE MY EMAIL ADDRESS FOR E-TICKET DELIVERY?

Please email to inquiries@sepangcircuit.com with:

- Purchaser's name
- Old and new email addresses
- Phone number
- Type and quantity of tickets purchased

We will resend the e-Ticket to your new email address.

6. ARE TICKET REFUNDS AVAILABLE?

No, refunds are not available for purchased tickets.

7. ARE THERE DISCOUNTS FOR SPECTATORS WITH DISABILITIES?

Yes, a 50% discount is available for Main Grandstand (General Admission) tickets for spectators with disabilities. The discount is only available at the ticket counter, and you must present a valid Disability Card (OKU Card).

8. DO CHILDREN NEED TICKETS?

Children aged 7 years and above require a ticket. There are no special child tickets; children must purchase adult tickets. We recommend equipping children with earplugs due to the loud noise from the racing motorbikes.

9. WHAT ARE THE DIFFERENCES BETWEEN TICKET CATEGORIES?

- Premier Seat Ticket: Reserved seating opposite the starting grid with a view of the Winners Podium. Includes free non-alcoholic beverages, lunch (Saturday & Sunday), and a goody bag.
- Premier Roving Ticket: Access to all grandstands (Main Grandstand, K1 Grandstand, and F Grandstand) during the race weekend. Includes complimentary shuttle service.
- Marc Marquez Tribune Ticket: Reserved seating opposite Marc Marquez's pits. Includes a cap and flag provided by Marc Marquez's team.
- Main Grandstand Ticket: General admission with no reserved seating. Seats are first-come, first-served, with views of the starting grid, Winners Podium, and Pit Lane.

10. CAN I UPGRADE MY TICKET TO A DIFFERENT GRANDSTAND OR HILL STAND?

Yes, you can upgrade your ticket to a higher category at the Customer Service counter located at the Welcome Centre. You only pay the price difference. Downgrades are not allowed; you will need to purchase a new ticket for a lower category.

11. ARE 1-DAY ENTRY TICKETS AVAILABLE?

No, all tickets are sold for 3-day entry.

12. HOW DO I APPLY FOR THE MYKAD PROMOTION DISCOUNT?

To enjoy the MyKad discount, answer the question "Pada tahun bilakah Malaysia menyambut kemerdekaan?" in the Promo Code box during checkout. The discounted price will be displayed once the correct answer is entered.

13. WHEN DOES THE MYKAD PROMOTION DISCOUNT END?

The MyKad promotion discount ends on 26th October 2025.

14. WHAT SHOULD I DO IF I WAS DOUBLE-CHARGED FOR MY TICKET PURCHASE?

Email inquiries@sepangcircuit.com with the following details:

- Purchaser's name
- Amount paid
- Date of purchase
- Type of tickets purchased

We will investigate and process a refund if applicable.

15. WHAT SHOULD I DO IF I DIDN'T RECEIVE MY E-TICKET AFTER PAYMENT?

Email inquiries@sepangcircuit.com or WhatsApp +60127555732 with the following details:

- Purchaser's name
- Email address
- Phone number
- Ticket category and quantity
- Total payment made

We will verify and resend your e-Ticket.

For further assistance, please contact us at inquiries@sepangcircuit.com or WhatsApp +60127555732 or Call +60392128338