

Frequently Asked Questions

Can I purchase tickets on the Day?

The concert is a sell out and there are no tickets available to purchase on the day.

Can very young children or babies get in free with a parent?

No. Everyone must have purchased a ticket to enter. It is not advisable to bring very young children due to the noise levels experienced at outdoor concerts. ALL children under the age of 14 **MUST** be accompanied by adult aged 18 or over.

When will I receive my tickets?

Tickets should be available approximately two to three weeks prior to concert day. Customers who have purchased 'print at home' tickets will receive notification from the Company they purchased the ticket from when they are ready.

I have lost my tickets, what can I do?

Please look after your tickets as it is highly unlikely that lost or stolen tickets can be replaced or duplicated.

What time do gates open?

The gates will open at 5.00pm and our Catering Village will open approximately 1 hour prior to this.

Can we camp on site overnight or arrive very early in the morning?

We would discourage overnight camping on or near the Stadium site. There will be no facilities available for anyone arriving at the Stadium before lunchtime on the day of the concert.

Customers will not be permitted to bring into the Stadium ruck sacks, holdalls or similar items.

How do I get to The John Smith's Stadium?

Please visit The John Smith's Stadium web site at www.johnsmithsstadium.com/little-mix-2018 where you will find traffic, transport and parking information.

Is there parking available at the Stadium?

There is very limited on site parking at the Stadium. All Customers with disabilities should contact our Main Reception on 01484 484151 or 484152 to secure a car parking space. Information regarding parking areas around the Stadium can be found on our web site.

Can I get dropped off and picked up at the Stadium?

There is no designated drop off and pick up point at the Stadium or in the immediate vicinity. In the interests of public safety, the roads immediately surrounding the Stadium will be closed at the end of the concert to ensure pedestrians can leave the event safely.

First Group are providing a Shuttle Bus Service from the Bus Station and Train Station to the Stadium at regular intervals prior to, and after the Concert. Further information about this service can be found on our website www.johnsmithsstadium.com/little-mix-2018

What can I bring with me?

If it is necessary to bring a bag, ensure it is as small as possible. Nothing larger than size A4 will be permitted.

Suitable clothing in case of inclement weather. Umbrellas will not be permitted inside the venue.

One bottle of water (500ml or smaller) in transparent plastic will be permitted, but these must be sealed on entry.

What should I NOT bring with me?

All bags will be searched on entry and anything larger than A4 size will not be permitted. The following is a list of prohibited items:

- Glass, cans, bottles or thermos flasks of any kind
- Flammable liquids and aerosols (including perfume, hairspray etc)
- Laster pens/pointers
- Laptops, Ipads, professional cameras/video equipment
- Food and drink, unless for medicinal purposes
- Umbrellas, signs, banners, flags, inflatables, selfie sticks
- Air horns, whistles or other noise making devices
- Knives or weapons, fireworks, confetti, glitter bombs or sprays

Is there anywhere to store prams/pushchairs?

No. Prams and pushchairs will not be permitted inside the venue.

Is there an opportunity to do special announcements?

No. It will not be possible to request special announcements or displays on screens.

Where are the bars and toilets?

There will be a Catering Village on our St Andrew's upper level car park with a variety of food and drink outlets and toilets. This area can be accessed by all customers.

In addition, food and drink units and toilets are available on the concourses for those customers who have purchased reserved seats in the stands. Please refer to www.johnsmithsstadium.com/little-mix-2018 for our food unit menu.

What is in the Catering Village?

The Catering Village on our St Andrew's Upper Level Car Park will open approximately 1 hour prior to the gates opening time. The following facilities will be available:

- Food and Drink outlets, including Ice Cream
- Merchandise Unit
- ATMs
- St John's Welfare Unit
- Sparkles - Hair and body Glitter application and Festival face jewels
- Toilets

Are there cash machines at the Stadium?

The majority of food and drink outlets inside the venue do not accept credit or debit cards, but there will be ATM machines available in the Catering Village.

Are there smoking areas inside the Stadium?

The John Smith's Stadium is a no smoking venue, however, for this event, a Catering Village will be located outside the Stadium bowl. Smoking will be permitted in this area only. There will strictly be no smoking on the pitch (Golden Circle and General Access areas), in the concourses or seated areas of the Stadium, which include e-cigarettes.

All fans visiting the Stadium for this concert will be able to access the Catering Village in order to smoke but for safety and security reasons, they will not be allowed to leave the perimeter of the Stadium to do so.

Where can I buy programmes and other Little Mix merchandise?

There will be three merchandise units at the venue. Prior to entering the ground, a unit will be on the outside concourse of the Revell Ward Stand. Please note this cannot be accessed once you have entered the ground. A second unit will be situated in the Catering Village and a third unit on the pitch, but this will only be available to pitch standing and Golden Circle customers.

If I have Pitch Standing or Golden Circle tickets, do I have access to any seats?

No, there are no seats on the pitch. Anyone who has purchased tickets for either of these two areas, both of which are on the pitch, will not have access to any seats in the Stands as these have all been sold and are, therefore, reserved.

If I have purchased a reserved seat in a Stand, do I have access to the pitch?

No. We have a strict capacity for the number of people on the pitch for safety reasons, therefore, we are unable to permit those customers with reserved seats in the stands to have access onto the pitch.

Do you have an information/lost/found children point?

Yes, there will be an Information / Welfare Point located around the Centre Tunnel in the Revell Ward Stand. There will also be a qualified Safeguarding Officer present should any children become lost or found.

If I get separated from my friends or family, is there a meeting point where we can be reunited?

Yes. The Information and Welfare Point is also the meeting point for separated friends and family.

Who do I contact for lost property?

Please call our Reception Team on 01484 484151 or 484152.

For any other questions, please contact our Reception team on the above numbers or email reception@ksdl.org.uk.

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