

## EVENT DAY FAQ'S

### What is the date of the concert?

Tuesday 4<sup>th</sup> June 2019.

### What time do gates open?

The gates will open at 17:30 and the catering village will open at approximately 16:00.

### Can we camp overnight?

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.

### Who are the support acts?

Rick Astley is the supporting artist.

### Are cameras allowed?

No professional cameras or recording equipment will be allowed into the stadium.

### Can I purchase official merchandise at the concert?

Yes, you will be able to purchase official merchandise on the day of the concert. Please avoid buying unofficial merchandise outside the stadium.

### Will I be able to purchase food and drink in the stadium during the concert?

Yes, there will be a wide range of food and beverages available to buy. Alcohol will be available to buy for adults aged 18, however you will be required to provide photo identification as proof of age.

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

Please visit The John Smith's Stadium web site at <http://www.johnsmithsstadium.com/location-and-parking> 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 Ticket Office on 01484 484102 to secure a car parking space. Information regarding official parking areas around the Stadium will be available on our web site in due course.

## 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.

Further information will be available nearer the time regarding public transport to and from the Bus Station and Train Station.

## 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 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.

In addition, food and drink units and toilets are available on the concourses for those customers who have purchased reserved seats in the stands.

## What is in the Catering Village?

The Catering Village on our St Andrew's Upper Level Car Park will open at approximately 16:00.

Facilities within the catering village will be confirmed nearer the time, but will include:

- Food and Drink outlets
- Merchandise

## 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. We will confirm nearer the time whether ATM machines will be 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, in the concourses or seated areas of the Stadium, which include e-cigarettes.

## TICKETING FAQ'S

### Where can I buy tickets from?

Tickets are available from:

[www.ticketmaster.co.uk](http://www.ticketmaster.co.uk)

[www.gigsandtours.com](http://www.gigsandtours.com)

[www.eventim.co.uk](http://www.eventim.co.uk)

Fans with disabilities should book their tickets through the Venue Ticket Office on 01484 484102.

### Can I buy a hospitality ticket for the concert?

Yes, we do have hospitality tickets available, full details can be found on

<http://www.johnsmithsstadium.com/take-that-2019> and can be ordered by telephoning Michaela on 01484 484124 or Zoe on 01484 484143.

### How many tickets can I buy?

Each person can buy up to 6 tickets.

### What are the age restrictions?

Children under the age of 14 must be accompanied by an adult.

### Can I buy tickets on the day?

We expect the concert to sell out in advance meaning no tickets would be available on the day.

### Can children and babies get in free with a parent?

No, everyone entering the stadium must have a ticket. 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 or E tickets will be sent closer to the show date.

### I have lost my ticket, what should I do?

Please contact your point of purchase.

### I bought tickets from an unauthorised secondary ticket reseller and need to check the validity?

We advise purchasing from partnered ticket sellers only. In this instance we would advise that you need to contact the secondary site as we have no control over tickets being sold by unauthorised sites.

I live outside of the UK; will you mail my tickets to me?

Please contact your point of purchase and advise them your details.

What if I have a general admission ticket, where do I sit/stand?

Standing tickets are for standing space on the pitch.

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

No, there are no seats on the pitch. Anyone who has purchased tickets for 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/meeting point?

Yes, there will be an Information/Welfare Point located around the Centre Tunnel area in the Revell Ward Stand. This can also be used as a meeting point should friends and family get separated.

Who do I contact for lost property?

Please call our Reception Team on 01484 484151 or 484152.