

## **Frequently Asked Questions Green Day – 27<sup>th</sup> June 2020 The Hella Mega Tour**

### **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.seetickets.com](http://www.seetickets.com)

Fans with disabilities should call the Venue Ticket Office on 01484 484102 to enquire about Accessible Tickets and Car Parking

### **How many tickets can I buy?**

Each person can buy up to 8 tickets.

### **What are the Age Restrictions for the Concert?**

#### **Standing**

Over 14s only, 14-16s must be accompanied by an Adult 18+

#### **Seating**

Under 16s must be accompanied by an adult 18+, No children 5 and under.

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

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

<https://www.johnsmithsstadium.com/events/hella-mega-tour-2020/>

Hospitality Tickets can be ordered by telephoning Michaela on 01484 484124 or Zoe on 01484 484143.

### **Can I purchase tickets on the Day?**

The concert is likely to be a sell out and we do not expect any tickets to be on sale on the day.

### **When will I receive my tickets?**

Tickets will be sent out as soon as they are ready from the relevant Ticket Agents. 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. If you have lost your tickets, please contact the company you purchased the tickets from.

### **I bought tickets from a resale website and need to check if my tickets are valid?**

We advise purchasing from partnered ticket sellers only (detailed above). If you are unsure whether the tickets you have purchased are valid, we advise you contact the seller. Neither the promoter nor the venue can guarantee tickets bought on resale websites will be valid.

### **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.

### **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 10am on the day of the concert.

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

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

Please visit <https://www.johnsmithsstadium.com/contact/location-parking/> for directions to the Stadium.

Please keep visiting our website or follow us on Facebook @johnsmithstadium or Twitter @johnsmithstadium for updates on traffic, travel and car parking information.

### **Is there parking available at the Stadium?**

Parking for the Concert is not currently on sale, please keep checking our website <https://www.johnsmithsstadium.com/events/hella-mega-tour-2020/> and social media channels for any further information on parking.

### **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.