

## **Frequently Asked Questions Stereophonics – Saturday 14 June 2025 No Hit Left Behind**

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

Elevate your concert experience with our exclusive hospitality packages. Enjoy premium seating, VIP access, amazing food, and fantastic service, ensuring a night of luxury and comfort. Whether you're celebrating a special occasion or want to enjoy the concert in style, our hospitality packages offer an unparalleled experience.

See our hospitality packages and prices at the bottom of the page, for any hospitality package enquiries, please contact Sarah Jones on [sarah.jones@ksdlcatering.co.uk](mailto:sarah.jones@ksdlcatering.co.uk) or 01484 484115.

### **Where can I buy tickets from?**

Please visit [www.ticketmaster.co.uk](http://www.ticketmaster.co.uk), [www.seetickets.com](http://www.seetickets.com) or [www.gigsandtours.com](http://www.gigsandtours.com) where any remaining tickets will be available to purchase.

### **Accessible Tickets & Parking**

**All Accessible Tickets and Car Parking has now sold out.**

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

#### **Standing**

Must be aged 14 or over and those 14-15 must be accompanied by an Adult 18+.

#### **Seating**

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

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

No. It is not advisable to bring young children due to the noise levels experienced at outdoor concerts. ALL children under the age of 16 **MUST** be accompanied by an adult aged 18 or over and no children aged 5 and under will be permitted into the Concert.

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

Tickets will be sent out as soon as they are ready from the relevant Ticket Agents.

### **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.

## **Is there parking available for the Concert?**

All onsite Parking is now Sold Out.

Our Official offsite parking partner also has pre-bookable official concert event parking available by visiting [CLICKING HERE](#), car parking is charged at £20.00 per car.

## **The following are alternative car parks available for the Concert, but they cannot be pre-booked.**

Town Centre Car Parks – please visit the following web site to find available Town Centre Car Parks:

<https://www.kirklees.gov.uk/beta/transport-roads-and-parking/parkingspaces/>

Huddersfield University Car Parks. Simple payment via the RingGo app.

### **Car Park Locations**

Southgate Car Park – HD1 1SG – 1.1 km / 12-minute walk 1200 noon – Midnight

Firth Street Car Park – HD1 3BD – 1.8 km / 22-minute walk 1200 noon – Midnight

Wakefield Road Car Park – HD1 3BD – 1.8 km / 22-minute walk 1200 noon – Midnight

Queen Street South Car Park – HD1 3DU – 2.4 km / 29-minute walk 1200 noon – Midnight

Prices between £10 and £15. All car parks will be operated on a first come first serve basis and standard parking charges apply before noon on the 14<sup>th</sup> of June and after midnight on the 15<sup>th</sup> June.

Please Park responsibly, vehicles causing an unlawful obstruction may be removed at the owner's expense.

In relation to crime prevention, please ensure you keep your personal belongings secure and out of sight.

We ask you to be respectful of our local residents and refrain from parking outside their property and blocking driveways. Please use the designated parking areas for the Concert.

## **Is there coach parking available for the Concert?**

Coach parking is available for the Concert, but this must be pre-booked by calling Louise on 01484 484127.

## **Can I Purchase Return Coach Travel for the Concert?**

Big Green Coaches are running [return coach travel](#) from the following cities:

CASTLEFORD

CHESTERFIELD

GOOLE

HULL

LEEDS

LIVERPOOL

MANCHESTER

MANSFIELD (EMO)  
NOTTINGHAM  
OLDHAM (BROADWAY)  
SHEFFIELD

Please [CLICK HERE](#) to Book your Coach Travel

### **Are there good public transport links to the Stadium?**

**Train Travel:** The nearest train station is Huddersfield which is a short walk (10-15 minutes) or taxi ride from the Stadium. For train times call 0345 600 1671 or visit:

information about last trains etc is available on this page: [Travel Updates | Live Train Times | TransPennine Express](#)

TransPennine Express <https://www.tpexpress.co.uk/>

TransPennine Express Timetable <https://www.tpexpress.co.uk/travel-updates/timetables>

National Rail Enquiries <http://www.nationalrail.co.uk/>

Concert attenders are advised to check Transpennine Express or National Rail Enquiries on the day of travel for updates as there will be rail replacement services operating on the day of the Concert.

First Bus will be running a Shuttle Bus service to the Concert from Huddersfield Railway Station, which will drop off on Leeds Road/Canal Street from 3.00pm to 7.30pm and return from 9.30pm until 23.10pm. Fares will be charged at Single Ticket £2.50 & Return Ticket £4.00.

Please see timetable below:

#### **Saturday 14th June**

Huddersfield, Railway Street (Stop S2)	1500	1525	1550	1615	1630	1645	1700	1715	1730	1745	1800	1815	1840	1905	1930
Bradley Mills Road (Leeds Road/Canal Street)	1512	1537	1602	1627	1642	1657	1712	1727	1742	1757	1812	1827	1852	1917	1942

Bradley Mills Road (Leeds Road/Canal Street)	2130	2150	2210	2230	2240	2250	2300	2310
Huddersfield, Railway Street (Stop S2)	2140	2200	2220	2240	2250	2300	2310	2320

**Bus:** Metro 0113 245 7676. Bus numbers 202 & 203 depart from Huddersfield Bus Station, Stand Y and stop on Leeds Road (5 minutes from the Stadium). Visit [www.wymetro.com](http://www.wymetro.com) for timetable and journey planner details.

### **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 12 noon 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 (parking is payable and must be pre-booked for the Concert).

Please keep visiting our website or follow us on Facebook @johnsmithstadium or Twitter [@JS Stadium](#) for updates on traffic, travel and car parking information.

### **What time will the Concert finish?**

All times are subject to change, but we expect the Concert to finish around 10.30pm.

### **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.

### **What time do gates open?**

Gates open at 5.00pm. We encourage everyone to arrive early to ensure a swift entry into the Concert. The Catering Village which is only accessible to people with Gate A tickets will be open from 2.30pm.

### **Can I bring a portable/foldable chair into the Concert?**

No. We are not able to accommodate portable/foldable chairs in the pitch standing area.

### **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.

### **Will there be any pyros, lasers and/or strobes at the event I'm attending?**

It is very likely, pyrotechnics, fireworks, lasers and strobe lighting will be used in this performance.

### **Can I take food & drink into the Stadium?**

No, we don't allow food purchased outside The John Smith' Stadium into the venue but there will be a wide range of refreshments that are available inside the venue.

Free drinking water will be available across the site at numerous points, you are encouraged to bring your own reusable water bottles or if you prefer you can bring in 1 x 500ml bottle of water which must be sealed on entry to the Stadium.

If any specific food is needed for special dietary requirements a Doctor's note will be required on entry.

### **Are there smoking areas inside the Stadium?**

The John Smith's Stadium is a no smoking venue, however, for this event, a Catering Village on our St Andrew's Upper-Level Car Park 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 includes e-cigarettes.

### **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 this 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.)
- Laser pens/pointers
- Laptops, iPad, professional cameras/video equipment
- 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. Children aged 5 and under are not permitted to attend the concert.

### **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 is accessed through GATE A and only available for people with GATE A tickets). Note for pitch standing customers – access to and from the catering village is via steps only, there is no level access.

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 following facilities will be available in the Catering Village:

- Food and Drink outlets
- Merchandise Unit
- First Aid Welfare Unit

Toilets

**Are there cash machines at the Stadium?**

No. The John Smith's Stadium is cashless, all payments will be taken by Credit/Debit Cards.

**Where can I buy programmes and other Stereophonics merchandise?**

There will be merchandise units situated on the outside of the Ground and in the Catering Village.

Please avoid buying unofficial merchandise off the Stadium site.

**What should I do if I have a problem at an event?**

Whatever the issue, talk to one of our Stewards. We want you to have a great time at the event, so come and see us. We may be able to resolve your problem. It's hard for us to do so after the event.

**Do you have an information/lost/found child point?**

Yes, there will be an Information / Welfare Point located around the Centre Tunnel in the Riverside Stand.

**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 [concerts@ksdl.org.uk](mailto:concerts@ksdl.org.uk)

Updated 13 June 2025