

**Frequently Asked Questions**  
**Take That Greatest Hits Concert – 4<sup>th</sup> June 2019**  
**Supported by Rick Astley**

**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.

**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.

**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 an adult aged 18 or over.

**How many tickets can I buy?**

Each person can buy up to 6 tickets.

**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. 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.

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

The gates will open at 5.30pm and our Catering Village will open from 4.00pm.

### **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, 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?**

There is very limited on-site parking at the Stadium. All Customers wanting to book parking via the Stadium should call the Ticket Office on 01484 484102 to secure a car parking space.

Information regarding official parking areas around the Stadium are available on our website <https://www.johnsmithsstadium.com/take-that-2019/> and then Traffic & Parking Information.

### **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.

### **Where can I find information on Traffic & Parking for the Concert?**

Please see the document on our website <https://www.johnsmithsstadium.com/take-that-2019/> called Traffic & Parking Information.

### **Can I take food into the arena?**

No, we don't allow food purchased outside The John Smith's Stadium to be taken into the event. Please email us at [louise@ksdl.org.uk](mailto:louise@ksdl.org.uk) if you need to bring food or drink with you for medical or religious reasons.

Please contact [michaela@ksdl.org.uk](mailto:michaela@ksdl.org.uk) / [marketing@ksdl.org.uk](mailto:marketing@ksdl.org.uk) for hospitality special dietary requests.

### **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, Ipads, 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.

### **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 following facilities will be available in the Catering Village:

- Food and Drink outlets
- Merchandise Unit
- ATMs
- St John Ambulance Welfare Unit
- 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, any official merchandise units will accept card payments, but there will be ATM machines (a fee will be charged for using these 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 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 include e-cigarettes.

## **Where can I buy programmes and other Take That merchandise?**

There will be merchandise units situated in the Catering Village, outside the main Revell Ward Stand, inside the Revell Ward Stand Lower Tier and on the pitch.

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 that after the event.

## **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](mailto:reception@ksdl.org.uk).

Updated 10 May 2019