

Frequently Asked Questions Green Day – 27th June 2020 The Hella Mega Tour

Where can I buy tickets from?

Please visit www.ticketmaster.co.uk where any remaining tickets will be available to purchase.

No tickets will be available to purchase on the day of the Concert.

Accessible Tickets & Parking

All Accessible Tickets have now sold out, but if you wish to book any Accessible Car Parking please call 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

<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.

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 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.

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 aged 5 and under.

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.

What time do gates open?

The gates will open at 4.00pm and our Catering Village will open at 2.00pm.

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.

Is there parking available for the Concert?

Pre-Bookable event parking is available by visiting www.johnsmithsparking.co.uk, car parking is charged at £10 per car.

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 484188

Can I Purchase Return Coach Travel for the Concert?

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

BIRMINGHAM

HULL

LEEDS

LIVERPOOL

MANCHESTER

MIDDLESBROUGH

NEWCASTLE

NOTTINGHAM

SHEFFIELD

SUNDERLAND

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

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 [@JS Stadium](#) for updates on traffic, travel and car 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 if you need to bring food or drink with you for medical or religious reasons.

Please contact michaela@ksdl.org.uk / marketing@ksdl.org.uk for hospitality special dietary requests.

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.

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.

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
- St John Ambulance Welfare Unit
- Toilets

Are there cash machines at the Stadium?

Credit card and cashless pay facilities will be available at most catering kiosks. ATMs will not be available in the ground.

Where can I buy programmes and other Green Day merchandise?

There will be merchandise units situated around the ground, final locations will be available nearer the date of the Concert.

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 child point?

Yes, there will be an Information / Welfare Point located around the Centre Tunnel in the Core 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 reception@ksdl.org.uk.