

**Frequently Asked Questions
Muse – Tuesday 20 June 2023
Will of the People Tour**

Where can I buy tickets from?

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

Accessible Tickets & Parking

All tickets in accessible areas are now sold out. If you wish to book Accessible Car Parking, please call Helen on 01484 484124.

Can I buy a hospitality ticket for the concert?

Yes. Hospitality packages are detailed on <https://www.johnsmithsstadium.com/muse-2023/> . Please contact Sarah on 01484 484115 to book your tickets.

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

Yes, there will be pyrotechnics, and possibly fireworks, lasers and strobe lighting during this show.

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 - 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.

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, how do I check if my tickets are valid?

We strongly 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.

What time with 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?

The gates will open at 4.30pm and our Catering Village will open at 2.30pm (this is accessed through GATE A and only available for people with GATE A tickets).

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.

Is there parking available for the Concert?

Parking in the Gasworks Car Park, which is a five minute walk from the Stadium, can be booked by [CLICKING HERE](#). There will be road closures in place around this Car Park at the end of the Show so please expect a delay before you will be able to exit.

Pre-Bookable event parking is also available by visiting www.johnsmithsparking.co.uk, car parking is charged at £15.00 per car. This Car Park is a 15–20-minute walk from the Stadium.

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/>

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.

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

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 attendees are advised to check Transpennine Express or National Rail Enquiries on the day of travel for updates.

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 for timetable and journey planner details.

Shuttle Bus: First Group will be providing a Shuttle Bus Service from Huddersfield Town Centre. Visit <https://www.firstbus.co.uk/halifax-calder-valley-huddersfield/plan-journey/live-local-spend-local-travel-local/muse-john> for more information.

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:

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 2.00pm 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 & drink into the Stadium?

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

One bottle of water (500ml or smaller) in transparent plastic will be permitted, but this must be sealed on entry.

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 include e-cigarettes.

Are Seated/Standing Areas Covered?

Seats for this performance may be covered or uncovered.

Standing on the pitch is not covered.

The concert will not be cancelled in the event of inclement weather.

Please bring clothing appropriate to the expected weather conditions, e.g., poncho for rain.

Umbrellas will **not be** permitted inside the venue.

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.

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
- Merchandise
- First Aid Welfare
- Toilets

Will there be First Aid at the Concert?

Yes. First Aid points will be clearly signed throughout the Stadium.

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 Muse 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 the 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 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.

Updated 16 May 2023