Summer Events at the Etihad Stadium
Venue Information 2013

Information correct as of 21 November 2012

Welcome

This document has been produced to provide you with as much information as possible to ensure you have a great day at the Etihad Stadium. To ensure you get the very latest travel news, advice on routes to the stadium and updates on the Fanzone entertainment, we have also developed a dedicated website. For more details and information please visit: www.mcfc.co.uk/events.

If for any reason your question is not answered below or you require more detail, you can contact the Customer Services team on +44 161 444 1894 (option 5).

How can I purchase tickets and hospitality?

Tickets for Bon Jovi were available to purchase from 9am, Friday 2 November from:

seetickets.com / 0844 995 9577
ticketmaster.co.uk / 0844 847 2312
ticketline.co.uk / 0844 888 9991
theticketfactory.com / 0844 338 0338

For customers wanting to purchase Bon Jovi tickets for the Diamond Circle VIP, Hot Seat VIP and Golden Circle Fast Track you must contact the above ticket agents for further information. The venue does not have access to these tickets.

Tickets for Muse can be purchased from 9:30am, Friday 23 November from:

gidgsandtours.com / 0844 811 0051
ticketmaster.co.uk / 0844 847 2312
ticketline.co.uk / 0844 888 9991
theticketfactory.com / 0844 338 0338

A very limited number of general admission tickets (unreserved Level 1 and pitch access), along with the ambulant and wheelchair tickets are available for the Muse concert in-person from the Etihad Stadium from 9:30am on Friday 23 November. Tickets are priced at £49.50 (£4.95 per ticket is payable when you pay by credit/debit card). **Please note:** all tickets are subject to availability and if level 2 or 3 reserved seats are required, there are to be booked via the ticket agents above. The venue does not have access to these tickets.

Customers requiring wheelchair and ambulant tickets for any of the above concerts should contact the venue directly on +44 161 444 1894 (option 5). The decision to provide a free carer can vary for each concert and promoter. You will be advised at point of sale of the process applicable for each event. Please be advised numbers are limited. Car parking is not included within the ticket and must be paid for on the day. **Please note:** due to the configuration of the stadium, some carer seats are not directly adjacent to the wheelchair bays however they are located on the same row. We will endeavour to sell you additional seats where an ambulant or wheelchair customer is part of a group but this is subject to availability and we cannot guarantee that you will be able to secure a seat together. Ambulant tickets are located in a reserved area of Level 1 close to a disabled entrance. We must also highlight that as Level 1 is unreserved seating it is likely that some customers may stand and we cannot guarantee this will not impact your view of the stage. The venue accepts no liability for the impact this may have.

Proof of disability will be required and this can be any of the following:-

- A statement of high, medium or low mobility/living allowance as issued by the Department of Work & Pensions

Customers purchasing wheelchair or ambulant tickets will be able to purchase their tickets and a hold placed on the booking for 7-working days whilst the proof is provided, if the proof is not received after this time, the booking will be released. A copy of the relevant certification can be sent to disabledtickets@mcfc.co.uk or posted to Manchester City Football Club, Etihad Stadium, Etihad Campus, Manchester M11 3FF FAO: Customer Services Team.

Hospitality for both concerts is available from Manchester City Football Club by calling the Hospitality Sales team on +44 161 444 1894 (option 5) or email hospitality@mcfc.co.uk. We have an array of packages, with prices starting from just £140 per person plus vat for Bon Jovi and £120 per person plus vat for Muse.

Please note: all tickets and hospitality packages are sold subject to availability and issued subject to the terms and conditions of sale. Please refer to the ticket agent you purchased your tickets or hospitality packages from for further details. For tickets purchased from Manchester City Football Club, please refer to our concert terms and conditions of sale, which are available on request. This event is also subject to the Promoters terms and conditions of sale, available upon request.

All prices are per person/per box and plus vat. Table and seat configurations may differ to match days. All hospitality packages (excluding Platinum Boxes) may be situated on shared tables. Due to contractual rights, we cannot guarantee Manchester City Corporate Members will have access to their seasonal facility. You will be allocated the best seat and box available at the time of booking. No booking is confirmed until you have received written confirmation from MCFC. Payment is required at the time of booking.

I am a Member of Manchester City Football Club, am I entitled to priority ticket sales?

Where this option is available, qualifying members will be sent a direct communication (subject to the venue holding an up to date email address). The venue will only have a limited number of general admission tickets (unreserved level 1 and pitch access) available to sell in-person. All tickets are subject to availability and if Level 2 or 3 reserved seats are required, we advise all members to contact the ticket agents above.

When will my tickets be despatched?

Tickets purchased from Manchester City Football Club will be despatched no later than 2-weeks before the event, however every effort will be made to despatch the tickets as soon as they are received from the promoter. For tickets purchased through other providers, please contact the ticket agent you purchased your tickets from.

What if I move house?

Tickets purchased through Manchester City Football Club are despatched by first class post, to the address we hold on the system. If you move house, please contact a member of the Customer Services team on +44 161 444 1894 (option 5) who will be happy to assist and update your details. We would also advise that you set up a redirect with Royal Mail to cover the timescales above to ensure the tickets you ordered are received. The venue accepts no liability for the theft, damage or loss of your tickets. For tickets purchased through other providers, please contact the ticket agent you purchased your tickets from.

How do I get to the Stadium?

The Stadium address for satellite navigation is:
Manchester City Football Club, Etihad Stadium, Etihad Campus, Manchester M11 3FF

If you live locally or are staying in the city centre, you can walk to the stadium. There is a safe, well lit and signposted walking route available from Manchester Piccadilly Station. Signage will direct you along the route, please follow the 'City Link' signs. Our stadium map shows the designated safe walking route. It will take approximately 20-minutes to walk from Manchester city centre.

A number of frequent buses run from all directions to the Etihad Stadium. Direct services to the stadium are: 53, 54, 185, 186, 216, 217, 230, 231, 232, 233, 234, 235, 236, 237, X36 and X37.

At the end of the event buses will be available from Ashton New Road next to the South Stand, to take you back to Manchester city centre, where you can connect onwards or continue your evening. Stewards will be on hand to help manage the queues effectively at the end of the event. For more public transport and journey information visit: www.gmpte.com for a journey planner to assist you with bus and other local transport routes or www.transportdirect.info for regional and national travel information.

Manchester Piccadilly Train Station is only 5-minutes in a taxi or you can hop on one of the buses or walk, which will take you approximately 20-minutes. **Please note:** Due to the road closures it will not be possible for taxis to pick-up from the stadium at the end of the event, however we work closely with the local taxi companies and there is a taxi rank available on a first come basis. Signage will be in place at the venue to direct you.

The Metrolink runs from Piccadilly in the city centre directly to the Etihad Stadium and on towards Droylsden. The line is due to open in December 2012. On event days, post-concert, the service will operate every 6 minutes in both directions. The Etihad Campus stop drops you directly into City Square. Tickets can be purchased at all stations on the line. Please note that the Velopark stop will not be operational on event days.

Visit www.metrolink.co.uk for more information.

Check our dedicated website www.mcfc.co.uk/events closer to the time for more information on park and ride schemes.

Where can I park for the events?

Parking is available on-site at the stadium. Fans will be directed to the Blue Car Parks which can be accessed via gate 2 from Alan Turing Way. Parking costs £10 for cars, £15 for minibuses and £30 for coaches (per day). All car parks are pay on the day only, we do not accept advance bookings. All prices quoted here are subject to change and any changes to the pricing will be advertised on event day.

For **concerts,** parking will be available from 12noon. There are a number of satellite car parks around the stadium with prices displayed upon entry. The Club does not endorse these car parks. If using these car parks, please take note of your surroundings in order to easily find the car park when you return in the dark. Please allow plenty of time to park and get to the stadium. **Please note:** a road closure operates immediately after the event to allow pedestrians to leave safely. This will affect all local car parks and will cause delays.

A residents parking scheme is in place in the streets around the Etihad Stadium and this is strictly enforced and identified through on-street signage. Please do not park in these areas as you will be fined and your vehicle may be clamped or removed. Please respect the needs of local residents. Parking at ASDA adjacent to the stadium is reserved for store customers only. Penalties will be imposed for misuse of this car park.

Do not leave valuables on display in your vehicle and any items left in vehicles are done so at your own risk. The venue accepts no liability for the theft, damage or loss to your vehicle or items within it.

You can pre-book coach parking up to a week before the event by calling the Customer Services team on +44 161 444 1894 (option 5). There will be no on the day sales for coaches, these must be pre-booked in advance.

Do you have disabled car parking available?

Yes. It is important to note that car parking is **not included** in the ticket price. For **concerts**: please contact the Manchester City Customer Services team on +44 161 444 1894 (option 5), who will be happy to help however it is important to note that all car parks are pay on the day only, we do not accept advance bookings.

Priority parking for blue badge holders is allocated nearest to the front of the car park, however this is not unlimited and is allocated on a first come, first served basis. Customers will be required to pay on the day.

We have a buggy service that transports customers unable to walk the short distance from the car park to City Square, where you can enjoy the entertainment and make your way to your respective entrance.

Can you recommend a hotel near to the stadium?

Visit the official destination website for Manchester, www.visitmanchester.com where you will be able to find a variety of hotels to suit your budget. You will also be able to discover what's on, where to eat and drink and other attractions in and around Manchester.

Do you have a Fanzone?

City Square at the Etihad Stadium is our fantastic outdoor fanzone. With a great atmosphere, food, drink and music, your event starts here. Free to enjoy, why not come down early to beat the traffic and get yourself in the party spirit.

City Square is all about extending the pre-event build-up and excitement outside of the stadium and onto the surrounding concourse to bring fans together in a fanzone specially designed for their entertainment. It's about meeting friends, having something to eat and drink and being entertained in a family friendly atmosphere. It is a vibrant and state-of-the-art fan experience, located at the top of Joe Mercer Way outside the City Store. Giant screens are in use to entertain you. The Blue Moon Cafe serves up a range of traditional northern favourites with a twist.

What time does City Square open?

Concerts: the fanzone will be open from 2pm*

**please note these timings are provisional as of October 2012 and we will update this information nearer event day, please check www.mcfc.co.uk/events for further information.*

The consumption of alcohol in the area around the Etihad Stadium is prohibited. This includes all streets, pavements and walking routes. It is not permissible to take alcohol onto the site. Stewards will prevent entry to any person carrying alcohol. Alcohol purchased inside the venue is allowed in the stadium bowl and on the pitch for the concerts.

Where is the ticketing and collections office located?

The Ticket Office is located within City Square, opposite the City Store where the team will be happy to assist you with any questions you may have. We advise all customers to collect their tickets as early as possible. We strongly advise you to collect your tickets at least 2-hours prior to the main act coming on stage. At this stage, we do not anticipate having any **concert** tickets available for sale, on the day of the event.

Please note: we strongly advise that you do not purchase tickets from touts or unofficial ticket agents. The venue accepts no liability for tickets purchased in this manner and where these tickets are invalid, we will not provide you with alternative tickets regardless of the price paid.

If you are collecting your tickets on the day, there will be a team available to assist including representative from the respective ticket agents. They will be located in the Ticket Office as detailed above. Opening hours for the concerts will be confirmed and updated nearer the event day.

Where can I get something to eat and drink?

There are many options available for you to purchase food and drink at the stadium. Outside the stadium, we have a number of City Concessions or alternatively you can visit City Square which boasts the Summerbee and Star bar and the Blue Moon Café, which serves up a range of traditional northern favourites with a twist.

Inside the stadium, we have a multitude of kiosks that are fully staffed to provide food and drink throughout the event. **Please note**: you are unable to bring food and drink in to the stadium so you must ensure any items you do have with you are consumed prior to entering the stadium. Appropriate checks will be carried out. If you need to bring specific food and drink for medical or dietary requirements, please make the stewards aware and subject to appropriate checks this will be allowed.

We respectfully ask all visitors to the Etihad Stadium to drink responsibility. Discretion and the ultimate decision lies with the stewards as to whether you are fit to enter the stadium and/or remain in the venue if intoxicated.

Please note: From November 2012, there will be a cash machine on-site at the Etihad Stadium, this is located adjacent to the City Store, in City Square. There are also cash machines at Asda Supermarket, which can be found opposite the stadium, on Alan Turing Way.

What time does the stadium open and the event finish?

Concerts: the turnstiles will open at 5pm*, with the concerts scheduled to finish at approximately 10.45pm. **Please note:** once you have entered the stadium, you may not leave and re-enter.

**please note these timings are provisional as of October 2012 and is subject to change. Some areas may also be able to open earlier than others, subject to approval by the production team and stadium safety.*

If you have tickets for the hospitality areas at the stadium for any of the events; for the **concerts** these areas will open at 5pm*. The bar closes one-hour after the event. Any relevant dress codes for these areas will have been communicated with your tickets.

**please note these timings are provisional as of October 2012 and is subject to change. Some areas may also be able to open earlier than others, subject to approval by the production team and stadium safety.*

How do I know which entrance to use?

The stand and entrance are clearly printed on your ticket. However the stadium map will also be of use to you. There will also be stewards on hand to assist you. For the **concerts**; if you have a general admission ticket, you must look for the General Admission turnstiles which will be clearly identified. General admission tickets allow you access to unreserved seating on level 1 and standing on the pitch.

If I am in a wheelchair or need to use the lift, how do I access the stadium?

We have 4 entrances located around the Stadium, 2 either side of the Colin Bell Stand Entrance (S and W door) and 2 either side of the East Reception entrance (D and H door). **Please note**: Your carer will be required to have their own ticket, if you have purchased wheelchair tickets you will automatically be issued with a carer ticket. If you have any concerns please contact the ticket agent you purchased your tickets from.

Manchester City Football Club has a Disabled Liaison Officer who would also be happy to assist with any enquiries. You can call +44 161 444 1894 (option 5) or email disabledtickets@mcfc.co.uk.

How do I arrange lift access?

On the day, there will be a number of staff available who will be happy to assist you and direct you to the appropriate entrance. For these events, no prior notification is needed to access the lifts. Those in possession of

Level 2 or Level 3 reserved seating, who are unable to use their allocated turnstiles on the day, can speak to a steward who will be happy to assist.

My circumstances have changed since I purchased my ticket (pregnancy or injury resulting in the use of crutches and/or a wheelchair), what can I do?

We have a limited number of seats available for such issues and would recommend you contact a member of the Customer Services team to discuss this further; they can be contacted on +44 161 444 1894 (option 5). Whilst we cannot guarantee that we can provide alternative seats, we will endeavour to do everything we can to assist.

I am deaf and/or blind, what facilities are available at the Etihad Stadium to allow me to enjoy the concert?

With advance notice, we can endeavour to work with the safety and security team to allow you to be within close proximity to the speakers or provide you with early access in to the stadium bowl, to allow you to enjoy the experience. Please contact a member of the Customer Service team to discuss your personal circumstances on +44 161 444 1894 (option 5).

What happens if my ticket does not work?

We have a number of staff located at each turnstile that will be happy to help. They can quickly assist and ensure you are able to enter the stadium. If for any reason the ticket is not valid, they will direct you to the Stadium Ticket Office (located in City Square), where the team will assist as quickly as they can.

I have a general admission ticket for the concerts, does that give me access to a seat?

Yes but you must note this seat is unreserved on Level 1 and will also allow you access on to the pitch. We are not able to reserve any seats on this level and they are allocated upon arrival, on a first come basis. **Please note:** we do not allow stools or chairs in to the stadium. We must also highlight that as Level 1 is unreserved seating, it is likely that some customers may stand and we cannot guarantee this will not impact on your view of the stage. The venue accepts no liability for the impact this may have.

I have purchased concert seat(s) on Level 2/3 of the stadium, can I access the pitch?

Unfortunately not. The seat you have purchased has been allocated to you and you will not be able to access the pitch. The capacity on the pitch has been determined by the promoter in advance of the tickets going on sale and this must not be exceeded for safety reasons.

I need to exchange and/or refund my ticket(s), can I do this?

Please contact the agent you purchased your tickets from as this depends on their ticket policy, terms and conditions and availability. For tickets and hospitality purchased from Manchester City Football Club, please refer to our concert terms and conditions, available on request.

I have lost my ticket, can I arrange a duplicate?

It is standard practise for venues not to offer this service. That said, as a venue we will endeavour to work with you, however you must note that the final decision lies with the promoter and/or the ticket agent you purchased your tickets from, and as the venue we must abide by and respect this.

The ticket I have appears to have been used, and I cannot access the stadium, what can I do?

Please visit the Stadium Ticket Office in City Square, where a member of the ticket agency you purchased your ticket from will be able to assist. If the system shows that the ticket has already been used, you will not be allowed to re-use this ticket and it will be retained by the venue.

Are there any age restrictions for attending these events?

Yes. For the **concerts**, children under 14-years of age must be accompanied by an adult aged 18-years and over. Children 5-years and under are not permitted in to the stadium for these events.

Are baby-changing facilities available within the stadium?

Yes. We have facilities located on each level of the stadium. However please note the age restrictions above.

What facilities are made available for disabled customers?

There are 30 disabled toilets within the stadium; ten toilets on Level 1, eight toilets on Level 2, eight toilets on Box Level 2 and four toilets on Level 3. All toilets are fitted with radar locks and keys are available from nearby stewards or you can use your own radar key.

Can I smoke at the stadium?

No. The Etihad Campus, including roadways, car parks, concourses and hospitality areas are smoke free. The use of electronic cigarettes is also prohibited. Manchester City Football Club has a zero tolerance policy in regards to this matter.

Does the venue have a roof?

No. Levels 2 and 3 are protected by an overhang, but this is not weather proof and you will be affected by adverse weather conditions. Please ensure you dress appropriately for the weather conditions at an outside venue and it is recommended you bring some warm outdoor clothing in case of inclement weather.

What if it is raining on the night, will the concert be cancelled?

The performers are on a covered stage and the concert will go ahead. Only in extreme conditions, and a question of health and safety is involved, would the concert be cancelled. This would be announced on our website and any associated promoter and performer websites.

Can I bring an umbrella in to the stadium?

You may bring a small pocket sized telescopic umbrella in to the stadium but we ask that you do not put this up during the events. Larger or golf umbrellas are not permitted in to the stadium and you will be asked to leave them outside. The venue is not liable for any loss, theft or damage to items left at your own risk. For customers in the hospitality areas, umbrellas can be left in the cloakrooms for collection after the event.

Can I bring a camera in to the stadium?

Pocket sized personal cameras are allowed however professional equipment (or those interpreted to be so), will not be allowed. Do not bring with you any sort of audio or visual recording equipment as again, this will not be allowed in to the stadium. All pictures taken must be for personal use only and the promoter and venue are not liable for any loss, theft or damage to confiscated items.

Can I bring bags and luggage in to the stadium?

Luggage items (larger than A4 size) are not permitted in to the stadium for security reasons. Appropriate discretion will be used for ladies handbags, baby changing bags, etc. which will be subject to the standard security checks. We have a secure storage area located within the City@Home building where your baggage can be left safely and collected after the event. **Please note:** the space within this facility is limited and we strongly advise that you leave any luggage at your hotel, in your car or on the coach.

I have lost/left an item at the stadium after the event, what can I do?

We cannot guarantee that any items left or lost at the stadium will be found. Any items found in the stadium after the event will be collected and delivered to the Customer Services team within 48-hours. Please contact them on +44 161 444 1894 (option 5).

Will you have any first aid at the concert?

Yes, there will be first aid for all events at the stadium. Please ensure you bring with you any medication that you may need for the night and if assistance is needed, please alert one of the stewards who will be happy to help.

What is the venues complaints procedure?

We will acknowledge receipt of all written correspondence and seek to respond to any communication within 10 working days, though this may increase during peak periods. You can email supporterservices@mcfc.co.uk or post to: Customer Services, Manchester City Football Club, Etihad Stadium, Etihad Campus, Manchester M11 3FF

Should you be dissatisfied with the response you receive or feel your complaint was not resolved and refers to a venue specific issue, you can escalate your complaint for final resolution to the club's Service & Fulfilment Manager at the above address.

It is important to note that the Etihad Stadium is the venue. Events held at the stadium are subject to Manchester City Football Clubs Ground Regulations. Any decisions relating to the artist and the performance are subject to the Promoters terms and conditions of sale and any complaints should be directed to them. If your complaint refers to the ticket or hospitality package you purchased, you must send your correspondence to the ticket agent you purchased from. Manchester City Football Club will only resolve customer complaints where the tickets or hospitality packages were purchased directly from them.

If you do have reason to complain on an event day, please speak to a steward or a uniformed member of staff. We find that most complaints can be resolved at the time of the initial problem. If your complaint cannot be resolved on the day or is concerning another matter, please contact Customer Services on: +44 161 444 1894 (option 5) or email supporterservices@mcfc.co.uk.

What are the Stadiums Ground Regulations?

All events at the stadium are subject to the Ground Regulations. These can be found on our website however the important points to note are:

- Fireworks, smoke canisters, knives, bottles, glasses, cans or other articles which might be used as a weapon and/or compromise public safety or used to cause annoyance are not permitted within the Ground and will be confiscated. Any person in possession of such items will be refused entry to the Ground.
- The use of foul and abusive language, obscene chanting, racial or discriminatory abuse towards any person is strictly forbidden and will result in arrest/ejection from the Stadium.
- Unauthorised persons are strictly forbidden from entering the field of play. Anyone doing so will be removed from the ground and arrested.
- Collapsible viewing aids (steps/boxes etc.) are not allowed to be taken into the stadium.
- The use of air horns, klaxons, whistles, vuvuzalas and any other item likely to cause confusion, annoyance or nuisance of any kind are not permitted in any part of the ground.
- Alcohol purchased externally is not allowed to be brought onto the stadium premises.
- All persons seeking entrance to the Ground acknowledge the Stadium's right to search any person entering the Ground and to refuse entry to or eject from the Ground any person refusing to submit to such a search.
- With the exception of authorised press representatives holding official passes, the taking of photographs or cine/video photography inside the ground is prohibited.

- The stadium operates a rigorous Challenge 25 alcohol policy. ID will be required if the purchaser looks under 25.
- Notwithstanding possession of any ticket the Club, any police officer or authorised steward may refuse entry to (or eject from) the Ground any person whose presence within the Ground is, or could (in the Stadium's reasonable opinion), constitute a source of danger, nuisance or annoyance to any other person.
- The following are offences for which a person can be arrested by a police officer and conviction could result in a Banning Order being made:
    - Attempting to enter the Ground or being inside the Ground whilst drunk;
    - Being in possession of any intoxicating liquor, or bottle, can or other portable container and which could cause damage or personal injury, when entering the Ground or in a public area of the Ground from which the event can be directly viewed.
- CCTV cameras are in use both internally and externally and the Stadium may use or pass to the police or any authority any recordings for use in any proceedings.
- At all times whilst present in the Ground, persons must comply with any and all instructions of any steward or officer of the Club and/or any police officer. Failure to comply with any instruction may lead to immediate ejection from the Ground.