

WESTLIFE AT CROKE PARK – JULY 2019

MCD Presents

WESTLIFE

Live at Croke Park – Friday 5th July & Saturday 6th July 2019



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THE ESSENTIALS

Dates and Times

Q: What are the opening times of the venue on the day of each show?

A: The gates for the Westlife concerts are scheduled to open at 5pm.

PLEASE NOTE: No queuing will be permitted prior to gates opening.

Q: Who are the support acts for Westlife at Croke Park?

A: No support acts have been announced as of yet for Westlife. Please keep an eye on the following websites for all the latest event updates:

- www.mcd.ie
- www.ticketmaster.ie
- www.crokepark.ie
- www.garda.ie

Please be advised that limited tickets remain for Westlife shows at Croke Park: <https://www.ticketmaster.ie/westlife-dublin-06-07-2019/event/18005556E5D96826> .

Age Restrictions

Q: Are there any age restrictions?

A: Yes.

All under 16's must be accompanied by a parent or guardian over the age of 18 who will remain with them and take full responsibility for them for the duration of the event.

IMPORTANT PLEASE NOTE: There will be age checks in operation. If there is doubt whether a minor qualifies for age restrictions set out, proof of age may be requested. It is the responsibility of the adult accompanying the minor to be able to satisfy staff that the minor is the age they say. *If in doubt, please bring a colour photocopy of the minor's passport* to prevent any unnecessary disappointment.

Q: How many children under 16 can I accompany?

A: One adult can accompany up to 4 children, however this is a matter you should pay careful attention to, depending on the age and needs of the children involved.

Q: Can I bring my baby/toddler to this event?

A: The Promoter deems that large stadium concerts are not suitable environments for all small children under 5 years old. This being so, we have no measures in place to facilitate babies or small children on site. It is important to note that high noise levels can damage your child's hearing.

Should you still choose to bring young children or babies please note you will be requested to sign a consent form before entering the venue. Everyone entering the stadium regardless of age requires a ticket.

In the interest of Health and Safety:

- Under 14's are NOT allowed on the standing area either accompanied or unaccompanied.
- Under 16's MUST be accompanied at all times by a parent or guardian.
- Guardian must remain with under 16's and take full responsibility for them throughout the duration of the event.
- No queuing is permitted prior to gates opening.

WARNING:

For the safety and enjoyment of all patrons, An Gardaí Síochana, Croke Park and Promoters MCD would again request that all Parents and Guardians undertake their responsibility to fully review and adhere to the age restrictions and conditions outlined here, before allowing any minors attend this event.

Strict age monitoring will be in place at all entrances and the promoter reserves the right to refuse admission without a refund to anyone who fails to comply.

Should you have any queries regarding the age policies or require any assistance please visit www.ticketmaster.ie.

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Valid ID

Croke Park operate a Challenge 21 Policy on site, and the following are accepted as ID for the bars and cigarettes.

- Drivers Licence
- Passport
- Garda Age Cards

Please note that ID checks will also be in place on entry to the Venue.

We reserve the right to refuse admission without a refund if you cannot prove your age.

TRAVEL

Q: Will there be parking available on the day of the concert at the Stadium for the public?

A: Croke Park is situated in a residential area that has limited parking. Local residents have the right to expect priority on this parking. The area is monitored by Dublin City Council Parking Enforcement and illegally parked cars may be clamped or towed away.

All event goers are encouraged to use public transport options - Bus, Rail, DART and LUAS, which all bring you to within 15 minutes' walk, or less, from the stadium. There will be no parking available in the areas in the immediate vicinity around the Stadium as the roads will be closed around the stadium.

There are several car parks in the vicinity of Croke Park:

- Clonliffe College
- Q-Park Clerys, Marlborough St., Dublin 1
- Mater Hospital Car Park
- Park Rite Parnell
- Park Rite Irish life
- Park Rite IFSC
- Park Rite Fleet Street
- Park Rite Arnott's

Q: I need to get past the traffic cordons on the day of the concert. What can I do?

A: You must contact Mountjoy Garda Station directly.

Q: Where can I get information on public transport to the venue?

A: All event goers are encouraged to use public transport options - Bus, Rail, DART and LUAS - all bring you to within a 15 minute walk, or less, from the stadium. Further information is available from:

- [National Journey Planner](#)
- www.dublinbus.ie
- www.luas.ie
- www.irishrail.ie
- www.buseireann.ie

For all the latest transport updated information please keep an eye on the following websites:

- www.garda.ie
- www.mcd.ie
- www.ticketmaster.ie
- www.crokepark.ie

Q: I am a local resident living near Croke Park. I have a query about the concerts taking place in the stadium, who should I contact?

A: Please contact the Croke Park Community Officer Julianne Savage directly on 01 865 8607 or jsavage@crokepark.ie.

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DO NOT ATTEMPT TO PARK ILLEGALLY IN AREAS SURROUNDING CROKE PARK, IN LOCAL ESTATES OR OUTSIDE LOCAL RESIDENCES. PARKING ENFORCEMENT RULES WILL BE IN OPERATION AND YOUR VEHICLE WILL BE CLAMPED OR TOWED.

THINGS YOU CAN'T BRING

Q: What items are not allowed?

A: The below items are not allowed:

- Aerosols/ Air horns
- Animals (Other than registered guide or hearing dogs)
- Alcohol
- Any item which may reasonably be considered for use as a weapon
- Audio recorders
- Backpacks/ Large bags /Waist packs
- Banners with poles or poles of any kind
- Bottles
- Cans
- Cameras with detachable lens or recording equipment
- Camping equipment
- Chinese or sky lanterns
- Cooler boxes or large containers
- Crash helmets, or protective headwear, Body-Armor or protective clothing
- Deckchairs
- Drumsticks
- Excessive amounts of batteries, wire, cables or electrical component
- Fireworks and Flares
- Flagpoles
- Garden furniture, Fold up chairs or shooting sticks
- Glass
- Glow sticks
- Go Pros
- Illegal substances/ illegal merchandise of any description
- iPads
- Large umbrellas
- Large chains, Spiked bracelets or wallet chains
- Large flags, Placards or posters (Inc Sticks)
- Light-Sabres
- Lasers/Laser pens or torches
- Led headbands, wristbands, Glow sticks or light emitting objects of any kind (except mobile/cell phones)
- Liquids – No liquids are permitted other than sealed water less than 500ml I allowed (Caps will be removed)
- Nitrous Oxide
- Portable laser equipment and pens
- Selfie sticks
- Smoke canisters
- Sound systems
- Spray cans
- Tridents
- Un-Authorized professional film or video equipment
- Unofficial tabards or reflective jackets

Q: Will I be searched?

A: **Searching is a condition of entry to protect your safety and that of others.**

Due to increased security measures, everyone will be subject to a search and we strongly advise you allow sufficient time to get through security checks to gain entry to the venue in a safe and timely manner.

To ensure as smooth an access as possible and to avoid any unnecessary delays we strongly suggest that you bring as little as possible with you to the event and minimize jackets and additional layers when possible. To avoid disappointment **do not bring backpacks or larger handbags**, you may be refused admission to the venue without a refund.

DO NOT BRING BACKPACKS OR LARGE HANDBAGS

THERE WILL BE NO CLOAKROOM OR STORAGE FACILITIES ON SITE. BAGS MUST NOT BE LEFT AT ENTRANCES OR SURROUNDING AREAS. ANY ITEMS LEFT WILL BE REMOVED AND DISPOSED OF ACCORDINGLY.

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If you are bringing personal bags, purses or clutch bags, you should only bring those of smaller sizes **i.e. those measuring A5 (148 x 210mm/ 5.3x8.3in) or smaller will be allowed.** We will also conduct additional further security searches of clothing, bags and other items, as determined by us in our reasonable discretion, including on entry and exit.

Should you require somewhere to store a backpack, large handbag or any additional luggage during the event the following locations have Bag drop/locker storage facilities available (please note these are independently run facilities)

- Ned Kelly's, 3 O' Connell Street Upper
- Extreme Ireland, Tourism Office, 37 College Green
- Busáras Station, opposite Connolly train station

Q: Can I take photographs at the concert?

A: Yes, small digital cameras are permitted. Please note that any camera with a long or detachable lens will be classified as a professional camera and these are not permitted. Video cameras & iPads are also prohibited. If you have any concerns, please email customercare@mcd.ie to talk to our customer service team. Please note failure to abide by these rules will result in the prohibited item being confiscated and the Promoter will not be responsible for such items as there are no storage facilities available to accommodate same.

Q: Can I bring posters/banners to the concert

A: Flag poles or sticks for banners are prohibited. Only small banners (A4 or A3 size) will be permitted into the event as anything larger can obstruct the views of other customers.

THE VENUE

Q: Which entrance do I take to enter the venue?

A: Please follow instructions on your ticket regarding venue entry. Your ticket will closely outline which route / entry to take to the venue. There will also be security / Gardaí outside the venue on the day of the event to assist with any queries regarding entry to the venue.

Q: Will I be able to purchase food and drink in the stadium during the concert?

A: Yes, there will be a wide range of food and beverages available to buy.

Please note: Alcohol will only be available to purchase for adults aged 18 and over, you will be required to provide photo ID as proof of age.

Q: Can I bring my own food and drinks into the Venue?

A: No, but if any customers suffer from a condition that may require specific dietary requirements, please email customercare@mcd.ie to talk to our customer service team to ensure there are no problems bringing those products in as otherwise they will be confiscated on entry.

Q: Can I purchase official merchandise at the concert?

A: Yes, there will be a number of merchandise outlets located around the venue. We would advise against purchasing any unofficial merchandise outside the venue.

Q: Can I access cash facilities?

A: There will be limited access to an ATM(s) in the concert grounds. ATM facilities are available in the Inner Cusack concourse, on the Premium level & at the GAA Museum.

Q: What if I have a query that I would like to speak to someone in person about?

A: We hope that fans will have a very enjoyable time at the concert. Should you require an assistance or have any queries or feedback when on site at the concert, please contact the customer care team and they will endeavour to assist as soon as possible. Customer Care staff can be identified as they will be wearing pink hi-vis jackets. Alternatively, visit EvntzApp for detailed information on the event and you can even log your query in the App: <https://itunes.apple.com/us/app/evntz-app/id1234480327>

Q: What if I lose personal property?

A: If you lose any personal items within the grounds of the concert, please email customercare@mcd.ie with a detailed description of your lost item(s) and the team will do everything that they can to reunite you with your item(s).

Q: What if I or one of my guests feel unwell or have an accident?

A: There will be trained medical staff on duty. Please approach a steward who will direct you to the nearest first aid/medic point, these will be clearly signposted.

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Q: Where will the stage be located?

A: Please refer to the map, located on the Ticketmaster website. The stage will be located at to the north of the stadium

Q: What should I wear based on expected weather?

A: Please consult weather forecast and dress appropriately. In the case of rain being forecast please be advised that umbrellas are not allowed as they are prohibited items. These are open air events and will take place rain or shine.

TICKET INFO

If you have any Ticket related queries, please be sure to contact Ticketmaster in advance of the event and allow sufficient time to assist you with your query.

Please be advised that both Westlife shows at Croke Park are now **Sold Out**.

Q: How much are the tickets?

A: Please see www.ticketmaster.ie for pricing enquires.

Q: How many tickets could I buy?

A: 8 per person. Please visit <https://www.ticketmaster.ie/groups/about> to contact Ticketmaster Group Bookings for bookings of 8+ tickets:

Q: I have a Ticket query. What should I do?

A: Ticketmaster are the Ticketing agent for this event, please contact Ticketmaster directly via the ask a question tab on www.ticketmaster.ie

Q: I've seen tickets advertised on other sites - can I still order from there?

A: We would ***strongly advise against*** using any sites other than www.ticketmaster.ie who is the authorised seller of tickets for these events. Purchasing on Ticketmaster.ie is the only way you can be guaranteed that you have purchased 100% genuine tickets.

Wheelchair and Accessible Bookings

Q: I have a wheelchair accessible ticket and have a question regarding my tickets. Who can I talk to?

A: Please contact Ticketmaster directly and they will be happy to assist:

- Republic of Ireland: 0818 903001
- Northern Ireland & UK: 0844 277 9964
- International Customers: 00 353 818 903001

Alternatively, please contact Ticketmaster via the Customer Service tab on their website www.ticketmaster.ie and an agent will be happy to assist you.

Q: I am a wheelchair user and would like to attend but do not have a wheelchair accessible ticket. Will there be a designated area for wheelchair users at the concert?

A: Yes, there will be purpose built raised wheelchair platforms in the venue for these events.

Please contact **Ticketmaster Accessible Phone Number on 0818 903001** to enquire regarding wheelchair accessible tickets in advance of attending these events. Please note there is a capacity limit in this area so Wheelchair Accessible Tickets are required to access the wheelchair platform and the platform operates a strict 1+1 Policy.

Q: I am not in a wheelchair but have access needs and would like to attend. Will there be a designated area for customers with access needs at the concert?

A: Yes, there will be a designated viewing area and accessible facilities for your use. For all non-wheelchair related accessible ticket enquiries we will have a limited number of designated seats in the tiered seating area. Please note these can only be booked by calling Ticketmaster special needs Hotline directly on:

- 0818 903 001 (Republic of Ireland),
- 0333 321 9996 (Northern Ireland & UK)
- 00 353 818 903001 (International Customers)

Ticketmaster representatives will be happy to assist you in booking your tickets.

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Please Note that space in this area is limited and we operate a strict 1+ 1 policy for access to this area. Please be advised that relevant official documentation will be requested for approval for these tickets. *Should you have any further non-ticket related accessible queries please contact the promoter directly access@mcd.ie.*

Q: My circumstances have changed since I purchased my ticket and I am now a wheelchair user. What should I do?

A: Please contact Ticketmaster Customer Services and they will be happy to assist:

- Republic of Ireland: 0818 903001
- Northern Ireland & UK: 0333 321 9996
- International Customers: 00 353 818 903001

PLEASE NOTE: There are fixed capacities in all areas but we will always endeavour to facilitate.

Q: I am a wheelchair user /accessible patron. Where can I park?

A: There is no parking for any customers including accessible patrons in Croke Park itself. There are no on-street accessible parking spaces on streets within the Garda cordon. There is, however, parking in Clonliffe college car park in a reserved area for accessible patrons. Entry is off Drumcondra Road and the charge is €10. However please note space is limited in the accessible area **so please contact the promoter in advance** at access@mcd.ie to apply for a pass to the allocated accessible area of Clonliffe car park. Please note this pass will be emailed to you in advance and you must print it out and bring it with you to gain access on the day. The €10 charge is to be paid upon arrival at the car park. The pass just grants access to the special needs parking area

Q: I am pregnant and have a standing ticket, will I be able to have a seat?

A: Please do not bring any type of seating with you as these are prohibited items and you will not be allowed enter the venue with them. Please contact the **Ticketmaster Accessible Phone Number on 0818 903001** prior to arriving to find out if there are seats available in the accessible area and if it is possible to relocate. All reserved seating may be sold out.

Q: My circumstances have changed since I purchased my ticket and I am now pregnant, what should I do?

A: Whilst agents may try to exchange your ticket for a seated area, please note this may not be possible if all reserved seating has sold out. Please contact the **Ticketmaster Accessible Phone Number on 0818 903001** prior to arriving to find out if there are seats still available and if it's possible to relocate.

FAMILY INFO

Q: Will there be any facilities for me/my child to queue early at the venue?

A: Early queuing is STRICTLY not permitted at the venue. Please note if you arrive early you will be turned away it is a residential area and fans are requested to please respect the local residents and to not make any early queuing plans

Q: Where can I drop off and pick up my child from?

A: **All Under 16s MUST be accompanied by an adult** who will be in attendance at the event and also holds a valid ticket for the event. Please see IMPORTANT AGE RESTRICTIONS INFORMATION.

Q: Will my child be safe on his/her own?

A: All children under 16 must be accompanied by an adult who will be in attendance at the event and also holds a valid ticket for the event.

Standing tickets are only available to persons aged 14 and over. Under 14's will not be permitted on the pitch standing either accompanied or unaccompanied.

No 14 - 16year olds will be allowed on the pitch unless accompanied by an adult.

Q: What can I do if I become separated from a member of my party at the event, especially one who is a minor?

A: There will be several customer care points around the venue designated by signs reading 'Customer Care / Ticketing'. Please speak to your nearest steward / Customer Care Volunteer who will assist you and point you in the right direction. Please ensure to make all members in your party familiar with the nearest of these points to your particular area upon

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arrival at the venue so that they will know where to go should you become separated/have any issues that requires assistance during the event.

Please also load the EvntzApp from www.evntzapp.ie which provides all relevant useful event information and also provides reporting facility direct to event management team so you can get assistance live at the event if required. This can be found in iTunes here: <https://itunes.apple.com/us/app/evntz-app/id1234480327>

Android users can find the App here: <https://play.google.com/store/apps/details?id=com.dexels.festivalapp>