

**MCD Presents:**

**Bon Jovi: Saturday 15<sup>th</sup> & Sunday 16<sup>th</sup> June 2019**

**RDS Arena, Anglesea Road, Dublin**



### THE ESSENTIALS

#### Dates and Times

**What time will the RDS be open on Saturday 15<sup>th</sup> / Sunday 16<sup>th</sup> June?**

Gates open at 6pm. Please do not arrive before 6pm as queueing won't be allowed!

**Who are the support acts for Bon Jovi?**

Manic Street Preachers are the support act for Bon Jovi.

**Will stage times be made available before the event?**

Yes. We will post them here when they are available.

#### Age Restrictions

**Are there any age restrictions?**

Yes!

Under 14's aren't allowed in the standing area at all.

Under 16s must be accompanied by a parent / guardian to the event.

An adult can accompany up to 4 minors with them to the event.

Security may ask you to prove your age so please ensure to bring ID with you to the concert.

The accepted forms of ID are:

Passport

Drivers Licence

Garda Age Cards

**The promoter reserves the right to refuse admission without a refund if you cannot prove your age.**

We do not recommend this concert for young children and unfortunately we are unable to provide facilities for same. If you still choose to bring a child with you, please note you may be requested to sign a consent form before entering the venue. Everyone entering the event regardless of age needs a ticket.

### TRAVEL

**Where is the RDS?**

The RDS is located in Ballsbridge, close to the city centre. Fans should allow themselves plenty of travel time when getting to the concert.

**I'm trying to find out how I can get to the event?**

We recommend that you travel to the event via public transport and that you book in advance to avoid disappointment – you can book your transport in the PURCHASES section of this APP. Further information below:

- **BUS**

The RDS is serviced by several bus routes nationally (see Bus Éireann) and locally by Dublin Bus. The direct Dublin Bus routes to RDS Ballsbridge from Nassau Street outside Trinity College:

- 4 From Harristown To Monkstown Avenue via Ballsbridge (Anglesea Rd.)
- 7 From Mountjoy Sq. Towards Loughlinstown/ Cherrywood via Ballsbridge (Anglesea Rd.)
- 18 From Palmerstown (Old Lucan Rd.) Towards Sandymount via Ballsbridge (Anglesea Rd.)
- 7a From Mountjoy Sq. Towards Loughlinstown
- 27X From UCD Belfield To Clare Hall Via RDS Ballsbridge

There are also multiple routes serviced to and from the nearby Donnybrook Road, Bus Garage on the N11 which is only 10 minutes walking distance from the RDS. They are 46a, 145, 32x, 39a, 41x, 7b, 51x, 66x and 67x

If travelling by Dublin Bus to the event, it is strongly advised that you get off at the following Bus Stops:

- 415 Pembroke Road opposite Embassy of United States of America (routes serving this stop are 120, 18, 4, 7 and 7a)
- 483 Merrion Road opposite British Embassy (routes serving this stop are 4, 7 and 7A)

For further information visit <http://www.dublinbus.ie/>

- **LUAS**

There is no direct route from the LUAS to the RDS. However, the LUAS connects at Connolly Station to the DART system that passes by the RDS. The LUAS stop at Dawson Street would be approximately a 30 minute walk from the RDS. For further information visit [www.luas.ie](http://www.luas.ie)

- **TRAIN**

InterCity Rail services run from 2 different Dublin stations: Heuston Station and Connolly Station.

Heuston Station has trains to and from Ballina, Westport, Galway, Limerick, Tralee, Cork, Waterford, Portlaoise and Kildare.

Connolly Station has trains to/from Belfast, Sligo, Dundalk, Kildare, Longford and Rosslare Europort. The Luas Red Line links the two stations door to door.

For further information visit <http://www.irishrail.ie/>

- **DART**

The DART service operates from the City Centre to Ballsbridge. Lansdowne Station and Sandymount Station are approximately a 5 minute walk from the RDS.

Directions from Sandymount Station:

Follow the exit signs and turn right onto Sandymount Avenue. Continue until you reach the traffic lights - the Clayton Hotel Ballsbridge will be directly in front of you. For the Main Complex, Halls 1-7, turn right onto Merrion Road and the entrance will be on your left. For the Simmonscourt Complex, Hall 8, continue straight ahead from the crossroads, passing the Clayton Hotel Ballsbridge on your left. The Simmonscourt Complex is on the left hand side of the road.

For further information visit <http://www.irishrail.ie/>

- **COACH**

Book your coach travel to Bon Jovi at the RDS in the PURCHASES section of this APP.

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

The RDS is in a residential area and therefore parking is very limited. Local residents 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.

We suggest that you use public transport to get to the event.

### **THINGS YOU CAN'T BRING**

#### What items are not allowed at the concert?

The below items are not allowed:

- Aerosols
- Air Horns
- Alcohol
- Animals (other than registered guide or hearing dogs)
- Any item which may be reasonably considered for use as a weapon
- Audio Recorders
- Backpacks or Waistpacks

- Bottles
- Cans
- Cameras with a detachable lens or recording equipment
- Camping Equipment
- Chains (of any kind including large chains, spiked bracelets or wallet chains)
- Chinese or Sky Lanterns
- Excessive amounts of cigarettes
- Food
- Fireworks and Flares
- Garden furniture, deckchairs, fold up chairs or shooting sticks.
- Glass of any kind
- Go-Pro Cameras, iPads or tablets
- Illegal substances
- Large umbrellas or flag poles
- Laser pens, laser pointers, portable laser equipment
- Lightsabers
- Megaphones
- Nitrous Oxide
- Professional/ Semi-Professional Cameras
- Recording Equipment, sound or video/ un-authorized professional film or video equipment
- Selfie sticks
- Smoke Canisters
- Sound Systems
- Spray Cans
- Tridents
- Unofficial tabards or reflective jackets

Unfortunately, if you bring any of the above items with you, they will be confiscated and will not be returned.

#### Will I be searched?

Due to increased security measures, **everyone** will be subject to search and so we advise you keep this in mind when travelling to the venue; leave yourself plenty of time to get in to see the show. Remember, the less you have with you, the quicker the searches will be.

#### Can I bring a camera with me?

Yes, you can bring a pocket sized camera. Cameras with detachable telephoto lenses and professional cameras and video/ audio equipment are not allowed.

#### Can I bring posters/ banners to the concert?

Only small banners (A4/ A3 in size) are allowed as anything larger can obstruct the views (and enjoyment) of other customers.

## **THE VENUE**

#### Which entrance do I take to enter the venue?

Where you should enter the venue and which route you should take to get there will be listed on your ticket. If you're unsure, ask security / Gardaí outside the venue on the day of the event to help you.

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

You can't bring alcoholic drinks or food with you. You will be subject to search on entry to the venue and any alcohol will be confiscated and not returned. However, if you suffer from a condition that may require specific dietary requirements, please contact us via this APP to talk to our customer service team to ensure there are no problems bringing in food products.

#### Will I be able to purchase food and drink at the venue during the concert?

Yes. There will be an array of onsite concessions selling food and beverages. Please don't bring food/ drinks with you.

#### Can I purchase official merchandise at the concert?

Yes, there will be a number of merchandise outlets located around the venue. We would advise against purchasing any unofficial merchandise outside the venue. To locate merchandise outlets, ask Event staff on the day for assistance if required.

#### Can I access cash facilities?

There is an ATM machine within the venue located in the Main Hall that will be accessible to concert goers. In addition to this, all the bars will have a pay by card facility.

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

Ask a steward or any official member of staff. They will do their best to help you and if they can't, they will direct you to the nearest Customer Care point. Or you can submit your query via this APP and you will be responded to in Real Time.

#### What if I lose something that belongs to me?

If you lose any personal items within the grounds of the concert, please email [customercare@mcd.ie](mailto: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).

#### Where will the stage be?

The positioning of the stage for Bon Jovi can be seen on the link below: <https://www.ticketmaster.ie/bon-jovi-this-house-is-not-for-sale-dublin-16-06-2019/event/1800555FAF283C30>.

#### What should I wear based on expected weather?

Check the weather forecast and dress appropriately, unfortunately umbrellas are not allowed at the concert so keep this in mind if it's looking like it's going to rain!

#### Can I leave the event and come back in again?

Sorry, there is no re-admission unless pre-approved. For pre-approval, please contact the promoter, MCD Productions at [access@mcd.ie](mailto:access@mcd.ie)

#### What if I or one of my friends feels unwell or has an accident?

There will be trained medical and welfare staff at the concert who will be available to all customers. Ask your nearest steward for directions to the nearest medical/ welfare area.

#### What if I am diabetic and need somewhere to go to take/to store my insulin?

First of all, when you enter the venue, let security know that you have insulin/ medication with you.

If you bring medical documentation with you, it will speed up our assisting you on the day.

Once inside the venue, head to your nearest medical post and a member of the medical staff will be happy to assist you with your requirements.

#### Can I smoke at the concert?

The stadium and internal areas are designated no smoking areas. Smoking can take place in the outlying areas such as outdoor catering areas.

### **TICKET INFO**

#### How much are tickets for this event?

Tickets for Bon Jovi can be found here: <https://www.ticketmaster.ie/bon-jovi-this-house-is-not-for-sale-dublin-16-06-2019/event/1800555FAF283C30>.

Please be advised that tickets for Bon Jovi at The RDS on Saturday 15<sup>th</sup> June 2019 are now **Sold Out**. Limited availability remains for Sunday 16<sup>th</sup> June 2019.

#### If I have a ticket query, what should I do?

Before the day of the Concert - Ticketmaster are the ticketing agent for this event, please contact Ticketmaster directly via the ask a question tab on [www.ticketmaster.ie](http://www.ticketmaster.ie).

On the day of the concert, follow signage and head to the nearest Ticketmaster location for help with a ticketing issue, if you're still unsure where to go, ask a member of staff/ security/ Gardaí.

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

We would **strongly advise against** using any sites other than [www.ticketmaster.ie](http://www.ticketmaster.ie). Purchasing on Ticketmaster.ie is the only way you can be guaranteed that you have purchased 100% genuine tickets.

#### Can I pay more to upgrade to a backstage ticket?

Sorry, there are no backstage tickets for this event.

### **Wheelchair and Accessible Bookings**

#### What is the earliest I can arrive to the event?

Gates open 6pm. Please do not arrive before 6pm as queueing won't be allowed!

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

Ticketmaster are the ticketing agent for this event, please contact Ticketmaster directly via the ask a question tab on [www.ticketmaster.ie](http://www.ticketmaster.ie).

**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?**

Yes, there will be purpose built raised wheelchair platforms in the venue for these events. These are located at the ANGLESEA STAND BLOCKS A & B (Accessible Area 2) and D & E (Accessible Area 1).

As outlined above, Bon Jovi is now completely sold out on Saturday 15<sup>th</sup> June, with limited availability on Sunday 16<sup>th</sup> June. For any accessible queries you may have in relation to this show, please contact [access@mcd.ie](mailto:access@mcd.ie) and they will endeavour to assist.

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

For accessibility parking and further information please contact [access@mcd.ie](mailto:access@mcd.ie).

**Please note that Accessible Parking must be booked in advance of the event.**

**I am pregnant and have a standing ticket, is there anywhere I can sit down?**

Please contact Ticketmaster on 0818 903001 before you arrive at the Stadium to find out if there are seats available in the accessible area, Ticketmaster will organise a ticket swap, if at all possible.

## **FAMILY INFO**

**Can we queue to get in?**

Sorry, no. As the RDS is in a residential area, we ask that fans do not queue early out of respect to the local residents.

**Can I drop off my child and then pick them up after the concert and will they be safe at the concert on their own?**

All under 16s must be accompanied by an adult (with a valid ticket) to the concert so please ensure you are attending the concert with your child.

Standing tickets are for those aged 14 and over and under 14's will not be allowed on the pitch standing at all. 14 – 16 year olds will only be allowed on the pitch with an adult who is over 18.

**What do I do if I lose my friends/ family?**

If you lose the rest of your group and you're not sure where you are sitting, head to your nearest Customer Care point for help. There will be several customer care points around the venue. If you aren't sure where your nearest Customer Care point is, then ask a member of staff to direct you.