

METALLICA FAQ'S - SLANE 2019

MCD Presents

Metallica

Live at Slane Castle – Saturday 8th June 2019



Frequently Asked Questions for this show may be found below

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In the interest of Health and Safety:

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 Siochana 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 email the promoter directly customercare@mcd.ie.

Music Questions

Q: Who is on the lineup

A: Metallica is the headline act for Slane Castle on Saturday 8th June 2019. Please check the MCD website (www.mcd.ie) for further updates nearer the show date.

Q: What time are Gates open at?

A: Gates open 2pm (14:00). Please note there is no queuing before this time. Please keep an eye on www.mcd.ie for all the latest event updates.

Q: Who are the support acts?

A: The announced support acts to perform on the day are as follows:

- Ghost
- Stiff Little Fingers
- Bokassa
- Fang Club

Q: Will stage times be made available before the event?

A: Yes. They will be posted on the website and mailed to subscribers closer to the event.

Q: How can I stay updated on artist additions to the event in the run up?

You could subscribe to www.mcd.ie updates for all updates on Slane 2019 or via Facebook at <https://www.facebook.com/mcd productions>

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Location and date questions

Q: Where and when is Slane Castle Concert site?

A: Slane is 40 miles north of Dublin. On show day, the village is closed and a comprehensive traffic plan will be in operation. Access for car traffic will be via M1 and M3 and N2. Allow travel time from Dublin of at least 90 minutes using Public Transport & please expect delays. Fans should allow themselves plenty of travel time when getting to the concert. See our Getting There section below here and you can download our concert app www.evntz.app for all information relating to the event.

Q: Can I leave the event and come back in again?

A: Please note there is NO readmission to the event.
Any request to do so must be approved in advance via the promoter MCD Productions. Please email access@mcd.ie for any such requests.

Q: Who can go?

A: The age restriction for this event is that under 16s must be accompanied by a parent / guardian who will sign for and take responsibility for the Minor for the duration of the event. An adult can take up to 4 minors with them to the event. We advise that Slane Castle is not suitable for those under 5 years old.

Parents / Guardians- if security members have any doubt regarding your age you will be requested to prove your age so please ensure to bring ID to the show as it is your responsibility to be able to prove it when requested.

MCD Productions deem large outdoor festivals and concerts not to be suitable environments for children under 5 years old, unless otherwise stated. This being so, we have no measures in place to facilitate babies or small children on site. MCD Productions feel obliged to stress the above to those considering bringing young children to such a show. With this, it must also be advised that all persons entering the venue must obtain a ticket for entry to the concert, and all prices are standard.

Ticket Questions

Q. I purchased a ticket online at www.ticketmaster.ie over 2 weeks ago and still haven't received it, who should I talk to?

A: Please contact Ticketmaster Customer Service directly on 0818 903 001 or if you are calling from Northern Ireland call 0844 277 9964 Monday to Saturday 9.30 to 6pm.

Q. Can I pay more to upgrade to a backstage ticket?

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A: It is not possible to buy backstage tickets; backstage is a busy working area of the site and is not an appropriate area for non-working people.

Q: Can I purchase a camping ticket?

A: The Slane Castle concert is a one-day, non-camping event. There is no official campsite operated by the Promoter in connection with this event. There may be unauthorized campsites in operation but MCD have no responsibility for or connection to these.

Q: What type of tickets are available?

A: Tickets are available through Ticketmaster in person: from 100 Ticketmaster outlets nationwide
By calling 24hr hotlines: Tel: (ROI) 0818 719 300 / (NI) 0844 277 4455
Buy online: www.ticketmaster.ie.

- Tickets are from €89.50 inclusive of booking fee, and may be purchased via Ticketmaster.

Please follow signage to relevant area upon arrival, where you will be directed accordingly.

A limited number of VIP packages are available via Ticketmaster:

- **The Dream No More Experience Package**
- **The All Nightmare Long Experience Package**
- **The Shortest Straw Package**

For further information please take a look at the link here : <https://www.ticketmaster.ie/metallica-enhanced-experience-package-co-meath-08-06-2019/event/180055349102171B>.

IMPORTANT TRANSPORT INFORMATION

Q: I'm travelling from the UK - can you tell me best way of getting to Slane?

A: The best airport to fly into is Dublin Airport. If arriving at Dublin or Dun Laoghaire ferry ports, take the M1 north out of Dublin and exit at the Slane exit and follow signs for designated car parking.
Marathon Travel <http://bit.ly/MarathonMetallica> and Dublin Bus <http://bit.ly/DublinBusMetallica> are providing concert transport from Dublin City Centre.

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

PLEASE NOTE: PROMOTER STRONGLY ADVISES USE PUBLIC TRANSPORT (Please book in advance to avoid disappointment)

<https://mcd.ie/metallica-fans-advised-to-book-return-travel-to-concert-in-advance/>

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For any urgent queries in relation to public / private transport to the venue, please contact transport@mcd.ie and we will endeavor to assist at earliest convenience.

Q: I am driving to the event, what is the best route?

A: PLEASE NOTE: PROMOTER STRONGLY ADVISES USE PUBLIC TRANSPORT.

If you are driving please booking your car parking via our app <https://www.evntz.app/>

From Dublin and the South take M50 to the M1 and exit at Slane exit. Follow signs for concert.

- From Drogheda take N51 to Slane & follow signs for concert parking.
- From Northern Ireland and Ulster Counties take M1 and exit at Dunleer / Collon exit. Follow signs for concert.
- From Navan & the West take N51 to Slane. Follow signs for concert.
- **IMPORTANT: People with impaired mobility should only approach from Navan via the N51 in order to access designated car parks beside concert site.**
- For details please see www.mcd.ie

Private coaches should book their coach parking online:

<http://www.eventcoachparking.com/metallica.html>

- Walk from concert site to Private coach parking will take time.
- Car Parking: Please use car parks provided. Please book your car park via our event app <https://www.evntz.app/>

Q: Can I purchase a car parking ticket?

A: There is a fee to use any car parking facility for the concert. We strongly advise you pre-book your carparking to help avoid delays. You can book and pay for your car park on our app <https://www.evntz.app/>. Please note that all car parks are operated independently of MCD.

Access Questions

Q: What is the earliest I can arrive to the event?

A: Gates will open at 2pm on show day. No queuing will be permitted prior to this so you should time your arrival accordingly. Please keep an eye on www.mcd.ie for all the latest time updates.

Q: Can I bring Garden Furniture or seats with me?

A: No. Neither garden furniture nor umbrellas will be permitted for Health and Safety reasons.

Q: Will there be Accessible Facilities?

A: Yes. We want everyone to be able to enjoy our events, participate, feel safe, as well as being part of the crowd. The following section aims to help you make an informed decision about attending. All accessible customers are welcome at MCD shows, but note that this event takes place on a sloping

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greenfield site. Parts of this site may have undulating sections of terrain, meaning that sometimes access is not that easy. Stewards however, will be at hand to assist.

Accessible facilities

There will be a purpose-built raised wheelchair platform on the side of the hill beneath the castle. Platform access ramps will have a gradient to lend itself to improved ease of access. All platforms have loose seating for attendants. Please bear in mind that priority in this area is given to wheelchair users and should the area become extremely busy attendants may be required to move back to make room for additional wheelchairs. In the summer months, our outdoor show platforms are not covered. Please Note that space in this area is limited and we operate a strict 1+ 1 policy for access to this area. Please contact us access@mcd.ie well in advance to allow us to plan for your arrival.

There may be use of laser and strobe lights at the event. Those persons affected by lighting should ensure they have sufficient time to leave the viewing platform/crowd before effects begin. Please bear in mind the audience may be very large and movement through the crowd slow. **Please note** accessible patrons may be requested to wait on the platform at the end of the show till the main crowd has left the site. This is for everyone's health, safety and security.

Additional accessible information

Please call **Ticketmaster Accessible Phone Number on 0818 903001** (Republic of Ireland), +353 1 648 6060 (International) and the Ticketmaster representatives will be happy to assist you in booking your tickets.

Car Parking: We can issue you a pass to the car park for accessible ticket holders – please avail of this should it be required via access@mcd.ie . ***The Accessible Car Park is the closet car park to the site*** – though please bear in mind that everywhere at Slane is a long walk! Please note accessible car passes **will not be issued until approx. 2 weeks prior to the event.** Ticketmaster will advise us of contact details for all accessible ticket holders and these will automatically be offered an option of availing of accessible parking. Please be advised that there will be a delay in exiting the car park after the show as An Garda Siochana give priority to pedestrians on the roads around the venue for a period after the show.

If you have not purchased an accessible ticket but still feel you might be entitled to accessible parking, please email access@mcd.ie with relevant official documentation supporting your request and a member of staff will contact you accordingly. If you are an accessible customer and are not driving, please contact access@mcd.ie so that we can best assist.

Q: Will there be toilet facilities for accessible customers?

A: Yes, where possible, an accessible toilet should be located nearby the raised platform and the accessible seated area and its use restricted to accessible patrons. Please note this will be strictly regulated.

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Food & Drink Questions

Q: Can I bring Alcohol into the venue?

A: No alcohol is permitted onto the event site and searches will be in place at the entrances. MCD are committed to responsible alcohol policies and work with www.drinkaware.ie in relation to this.

Please note: We also have a 4 drink per person limit on all onsite bars. ID will be checked rigorously on event day. Please be aware of advertised bar closing times.

Q: Will there be food/drinks available to purchase at the event?

A: Yes. There will be an array of onsite concessions selling food and beverages. Please note patrons are **NOT permitted to bring Alcohol/ Food/beverages into this event. Strictly NO GLASS.**

Q: I am Coeliac, gluten intolerant, will there be food suitable to cater for my needs?

A: Yes-there will be a limited selection of foods available to cater for such dietary requirements. Should you have any additional queries on this please email access@mcd.ie in advance and we will be happy to advise accordingly.

Q: Will there be ATM facilities on site?

A: There will be limited ATM facilities available. ***We strongly advise all patrons to bring requested cash with them to the event.***

Medical Facilities

Please note there are medical and welfare facilities on site, which are open to all customers.

Q: I am diabetic and need someone to go to take/to store my insulin

A: Please notify security at the gates in advance of being searched that you are carrying such items. Please bring official supporting medical documentation to avoid any issues on the day. Please approach the medical tent at the event and a member of medical staff will be happy to assist you accordingly in relation to your requirements.

Trader Queries

Q: How can I find out information about having a stall at the event?_

A: Please contact us at contact@mcd.ie .

Camera Queries

Q: What type of camera is permitted?

A: Point and shoot compact cameras and cameras with fixed (non-zoom) lenses under 6 inches ARE PERMITTED. Lenses over 6 inches and video recording cameras are NOT PERMITTED.

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Please note: If you are a professional photographer and wish to take photos with a professional camera at this event you must apply in advance for permission by emailing contact@mcd.ie. If you have not been approved in advance you will not be permitted access to this event with your professional camera.

Prohibited Items

- Aerosols
- Air Horns
- Alcohol
- Animals (other than registered guide or hearing dogs)
- Any item which may reasonably be considered for use as a weapon
- Audio Recorders
- Backpacks or Waistpacks
- Bottles
- Cans
- Cameras with a detachable lense or recording equipment
- Camping Equipment
- Chains (of any kind)
- Chinese or Sky Lanterns
- Excessive amounts cigarettes may be refused entry to the site
- Food
- Fireworks and Flares
- Garden furniture, deckchairs, fold up chairs or shooting sticks.
- Glass / Glass Containers
- Go Pro Cameras, iPads or Tablets

- Illegal substances
- iPads
- Large Umbrellas or Flag Poles
- Large chains, spiked bracelet's or wallet chains
- Laser Pens or laser pointers
- Light Sabers
- Megaphones
- Nitrous Oxide
- Portable Laser Equipment and Pens
- Professional nor Semi Professional Cameras, STILL OR DIGITAL
- Recording Equipment, SOUND or VIDEO
- Selfie Sticks
- Smoke Canisters
- Sound systems
- Spray Cans
- Tridents
- Un-authorized Professional Film or Video Equipment*

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- Unofficial tabards or reflective jackets
- Weapons

Notes:

All the above items will be confiscated. Confiscated Items will not be returned. Anyone resisting confiscation of restricted items may be evicted.

Pocket Sized Cameras are permitted for personal use only. Cameras with detachable telephoto lenses will not be allowed through arena entrances. Professional cameras & video / audio equipment are strictly prohibited.

Glass is strictly not allowed.

Ticketmaster act as our Ticketing Agent. MCD strongly advises that you do not buy tickets from unofficial sources. Do not rush to the exits after the concerts.

Do not crowd surf / mosh, as you will be removed from the venue without a refund.