

# LITTLE MIX

## SUMMER 2020



## FAQ's - THE AGEAS BOWL, SOUTHAMPTON

### **TICKETS**

#### HOW DO I BOOK TICKETS?

Tickets are available to be purchased through Ticketmaster <https://www.ticketmaster.co.uk> or 0844 844 0444

#### HOW DO I BOOK ACCESSIBILITY TICKETS?

Accessible viewing platform and allocated aisle seating for customers with requirements. Please contact Ticketmaster on 0800 988 4440

#### HOW DO I BOOK VIP NATION HOT TICKETS?

VIP Nation Hot Tickets are available to be purchased here [www.vipnation.eu/littlemix](http://www.vipnation.eu/littlemix)

#### HOW DO I BOOK HOSPITALITY TICKETS?

Hospitality tickets can be purchased through the venue on 02380 475619 or through Ticketmaster <https://www.ticketmaster.co.uk> or 0844 844 0444

#### I HAVE A QUERY REGARDING MY TICKETS, WHO SHOULD I SPEAK TO?

For any questions you may have with regards to your tickets, you'll need to contact your point of purchase and their customer services team will be able to help.

Ticketmaster Customer Services - 0333 321 9999  
VIP Nation customer services number - 0207 009 3484

#### CAN I PURCHASE TICKETS ON THE DAY OF THE CONCERT?

If there is availability, yes, tickets can be purchased on the day of the concert from the box office.

#### CAN I HAVE A REFUND OR EXCHANGE ON MY TICKETS?

We regret that we cannot exchange, refund or transfer tickets unless the event in question has been cancelled or rescheduled. This is part of the purchase policy you agree to when purchasing tickets.

#### KEY TIMES

(all subject to change)

#### WHAT TIME WILL THE GATES OPEN?

General admission gates will open at 5:00pm.  
Hospitality gates will open at 4:00pm.

#### WHAT ARE THE SHOW TIMINGS?

We do not share show times as they are subject to change. We expect entertainment to begin at 7:00pm and finish at 11:00pm or just before.

Please note timings are subject to change.

#### WHAT TIME IS THE BOX OFFICE OPEN?

Box office opening time: 3:00pm  
Box office closing time: estimate 9:30pm

Please note timings are subject to change.

### **TRAVEL AND PARKING**

The Ageas Bowl, Botley Rd, West End, Southampton SO30 3XH

#### TRAVELLING TO THE AGEAS BOWL...

##### CAR PARKING

There is parking available onsite, there is a fee for parking. Please be aware the parking surface may be grass and cars will be parked from the front. Some car parking may be located a short walk away from the gates.

Please note, this site is only available on a pre-booked basis. It will not be possible to pay on the day.

To book, please phone the Ticket and Membership Office on 02380 472 002 or visit <https://www.eticketing.co.uk/ageasbowl/EDP/Event/Index/1023>

##### ACCESSIBLE PARKING

A limited number of accessible parking spaces are available at the Ageas Bowl which are located near the entrance to the stadium.

Please note, this site is only available on a pre-booked basis. It will not be possible to pay on the day.

To book, please phone the Ticket and Membership Office on 02380 472 002

##### COACH PARKING

Please call 02380 472 002 for further information.

##### MOTORBIKES AND BICYCLES

The Ageas Bowl provides a FREE motorbike and bicycle storage facility. Please head towards the roundabout and follow directions from our traffic operatives. Please be aware motorbikes will be parked near the Hampshire Wellbeing Centre, located opposite the East Gate.

All parking is subject to availability and on a first come first served basis

##### BY BUS:

First Bus No. 8  
First Bus no.8 service connect the Ageas Bowl with Hedge End train station and Southampton City Centre. Please be aware these timings are approximate. For further timetable information please visit [www.firstgroup.com](http://www.firstgroup.com)

##### Xelabus X4

The Xelabus X4 service links the Ageas Bowl with Southampton Airport Parkway train station, Eastleigh, West End and Hedge End. Please be aware this service will drop off and pick up from Botley Road. For further timetable information please call 02380 644 715 or visit [www.xelabus.info](http://www.xelabus.info)

##### BY TAXI:

A taxi rank facility will be available after the game, operating in Car Park 2.  
Taxis can also be pre-booked via Radio Taxis, other local providers and Uber.  
All Taxis will drop off and pick up in Car Park 2 onsite.

##### BY TRAIN:

Hedge End train station is less than 2 miles away, approximately a 35 minute walk from the Ageas Bowl and Hilton at The Ageas Bowl.

If you don't fancy walking or jumping in a taxi from the station you can catch the First Bus No. 8 (see below) or via Rail Shuttle (see below). Hedge End station is located on the Portsmouth Solent Line.

Southampton Airport Parkway train station is approximately 3.5 miles from the Ageas Bowl and Hilton at The Ageas Bowl and services the Waterloo to Weymouth South West Main Line.

For all National Rail Enquiries please visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk) or call 03457 484 950.

##### BY AIR:

Southampton Airport is the closest airport to the Ageas Bowl and Hilton at The Ageas Bowl, situated just 3.5 miles away. Upon arrival you can take the short trip on the First Bus No. 8 or catch a taxi.

Gatwick Airport is situated 90 miles from the Ageas Bowl and Hilton at The Ageas Bowl and is the closest airport for long haul flights. Once landed there are a number of ways to travel to the venue, please visit [www.gatwickairport.com/to-and-from](http://www.gatwickairport.com/to-and-from) for more information.

### **VENUE**

#### IS THE CONCERT SEATED?

The pitch is standing and there are seats available to purchase within the bowl.

Please note in the seated areas people may stand around you.

#### IS THE CONCERT OUTDOORS?

Yes. Please ensure you bring clothing appropriate to the expected weather conditions.

#### IF IT RAINS, WILL THE CONCERT STILL GO AHEAD?

Yes, the concert will go ahead in the rain so please come prepared. Concerts are only ever cancelled if the weather conditions make it dangerous.

#### WHAT ARE THE TOILET FACILITIES?

All customers will have easy access to toilet facilities. There will be accessible toilets located at the venue.

#### CAN I BUY OFFICIAL MERCHANDISE?

Yes, if available, official merchandise will be available to purchase within the venue.

#### IS THERE A CASH MACHINE?

There is no cash machine on site. However, the majority of food and drink concessions accept card payment.

#### I REQUIRE A BSL INTERPRETER?

If you require a BSL interpreter, please contact [events@cuffeandtaylor.com](mailto:events@cuffeandtaylor.com) or [hello@cuffeandtaylor.com](mailto:hello@cuffeandtaylor.com)

### **SECURITY**

#### BAG POLICY

Bags larger than an A4 piece of paper are not permitted. All bags are subject to a search so please avoid bringing one where you can as this would speed up your entry to the concert.

#### FOOD AND DRINK

Food and drink are not permitted however there are food and drink concessions within the event.

1 sealed bottled water per person max 500ml is permitted.

1 empty reusable bottle is permitted.

There will be free water re-fill stations at the venue.

If you have a medical condition, then a doctor's note will permit diet-specific food and drink only.

#### CAN I BRING AN UMBRELLA?

Umbrellas are not permitted.

#### CAN I BRING A CAMERA?

Any cameras that are deemed as "Professional" will be confiscated until the end of the concert.

#### Allowed:

Non-Professional Recording Equipment (Point & Shoot Cameras, Flip Video Cameras, etc.)

#### Not Allowed:

Professional Recording (Photo, Video, Audio) Equipment (NO Detachable Zoom Lens, Tripods or Other Commercial Equipment)

#### CHILD POLICY

16 and under must be accompanied by an adult over 18. No Under 5's allowed on the pitch.

#### TICKET LIMIT

A max of 8 tickets per person applies for seated tickets, and a max of 8 tickets apply for Gold Circle and General Admission Standing tickets. Tickets in excess of this will be cancelled.

Resale only permitted on Ticketmaster.

Tickets purchased by businesses or traders will be cancelled.

#### RE ADMITTANCE POLICY

Once you leave the venue you will not be allowed back in.

#### PROHIBITED ITEMS

<http://www.cuffeandtaylor.com/prohibited-items/>