

## TICKETS

By now you should have received your tickets – please remember to have this ready to be scanned as you enter the venue! If you have not received your tickets, please contact the ticket agent you purchased your tickets from.

We cannot guarantee the validity of any tickets purchased via a resale site, and therefore you may be refused entry. For further information, click [here](#)

## FAST TRACK

Fast track entry allows you to beat the queues and get priority entrance into the event arena! Please ensure that the tickets are brought with you on the day, in addition to your concert ticket. Fast Track tickets available [here](#)

## PRIVATE BAR & TOILETS

Beat the queues and have access to our private bar and exclusive toilets. Please ensure your private bar & toilet passes are the same as your entry ticket i.e. Gold/Silver/Bronze of GA. Private Bar & Toilet ticket upgrades available [here](#)

## EMERALD/SHAPPIRE VIPS

When arriving at the venue, there will be a separate collection point at the box office for Emerald and Sapphire VIP ticket holders to collect their concert wristband and their laminate.

## TIMINGS (subject to change)

### What time are gates?

Gates will open at 4pm and will remain open for entry throughout the evening. Approximate finish time of 10.30pm. Timings are always subject to change.

### What time does the box office open?

Box office opens at 2pm and will close around 9pm. If any tickets remain on the day of the concert, these will be available to purchase from the box office – subject to availability and may be subject to a price increase.

### Do you have the set times?

We do not release set times as they are subject to change. There will be a number of support acts performing before the main act, with music playing from gates opening.

## TRAVEL & PARKING

**It is extremely important that you plan how you get to the concert in advance. There are a number of road closures and parking suspensions in place for the duration of the event day.**

## PARKING

### What are the parking facilities?

Parking is available on site for disabled customers which **MUST** be [pre-booked](#) and Hospitality guests **ONLY**. There is no other parking available at the venue.

Council Car Parks in the centre of Darlington will be free from 3pm on a first come first served basis.

Parking restrictions will be in place around the arena. A local residents parking scheme is in place on event days preventing parking on local and nearby streets.

Enforcement Officers will be on patrol on the day and cars parked in breach of parking regulations may be fined or removed.

## PARK & RIDE

### Teesside International Airport – DL2 1LU

£10 per car – [BOOK NOW](#).

The park and ride will run from the airport from 3pm on Saturday with buses leaving at regular 4 minute intervals. Return bus service will run from the pick-up point at The Darlington Arena from 10pm with a regular service back to the airport.



## SHUTTLE BUS

### Dolphin Centre – DL1 5RP

£5 per person – [BOOK NOW](#).

The Shuttle Buses will run from the Dolphin Centre from 3pm on Saturday with buses leaving at regular 4 minute intervals. Return bus service will run from the pick-up point at The Darlington Arena from 10pm with a regular service back to the Dolphin Centre.

## TAXIS

A taxi drop off point will be in operation at the stadium.

## EXITING

To allow everyone to exit smoothly, please follow any directional signage, and instructions from stewards. Please take your time, no rushing or pushing when leaving the venue. Please bear in mind exiting times when advising taxis and pickups.

## FOOD & DRINK

### Bar tokens

All bars will be operating a token system. Tokens will be available to purchase from Token booths situated around the concert arena, as well as from the box office. You will need to purchase tokens before heading to the bars. Each Token will have a value of £5.50 and will be redeemable at the concert bars, however if you purchase tokens in multiples of 5 or 10 the purchase price is reduced.

### Food Concessions

There will be a large selection of caterers and bars selling alcoholic and non-alcoholic drinks and food to suit most dietary requirements. A full list of vendors will be available closer to the date.

### Can I pay on card?

Card payment facilities will be in place across a number of food vendors; however, service may become unreliable with a large crowd. Bar tokens can be purchased using a card. Please ensure you bring ample cash.

## CORONAVIRUS/SOCIAL DISTANCING CONSIDERATIONS

Restrictions have now been lifted, and we do not require you to provide proof of a negative test or vaccination. That being said, we would like to encourage all attendees to take a covid test before attending the concert. All staff working at the event will have to provide a negative test result before they are allowed to enter the concert site.

We are strongly recommending the use of facemasks for both staff and customers, especially whilst in queues and in high footfall areas, such as toilets and bars.

There will be a covid compliance officer in place at the concert ensuring that best practises are maintained in all the bar, food and toilet areas.

All bar, concession areas will be cleaned regularly with additional sanitisation provided.

## ON THE DAY & SECURITY

### What can and can't I bring?

No food and drink can be brought in to the concert - (a doctor's note will permit food/drink required for medical conditions).

No glass containers (including perfume/aftershave) – empty plastic or reusable bottles sized 500ml or less are permitted for refilling.

No form of chair including camping chairs, folding chairs, gazebos, picnic blankets or tents are permitted.

Umbrellas are permitted, but must be taken down during the show.

No dogs are permitted, except assistance dogs.

No professional cameras, video cameras or audio recording devices.

Pyrotechnics, lasers, smoke machines, strobe lighting or other special effects may take place during the performance.

### Searches

Searches will be in operation at this event – all bags will be searched. **No bags over the size of A4 will be allowed into the arena.**

### Are there any age restrictions?

Children aged 16 and under must be accompanied by an adult at all times. All ticket holders may be asked to produce proof of age upon entry and at the bars.

### First Aid / Welfare Point

A medical team will be in attendance – should you or anyone in your party require first aid please notify the nearest steward or event official.

### What to do in an emergency?

Locate a member of staff for any emergencies. If you need to report a non-emergency crime whilst at the event, please call 101. If a serious or life-threatening crime is being committed, and you cannot find a member of staff, please call 999.

## VENUE INFORMATION

### Where is the venue?

The Darlington Arena, Neasham Rd, Darlington DL2 1DL.

### Is the event outdoors?

Yes. This is an outdoor concert, with minimal cover. Please be mindful of the weather and wear appropriate clothing and footwear!

### Can I get mobile phone coverage?

There may be limited mobile phone coverage across all networks and as is often the case in large crowds, 3G and 4G will be unreliable.

### Rubbish

Please help us to keep the venue tidy by either taking your rubbish home or using the bins located throughout.