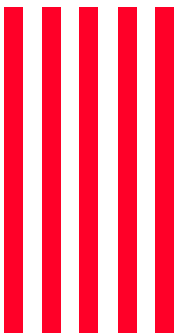




# THE KILLERS FAQ'S



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### WHAT IS THE DATE OF THE CONCERT?

Wednesday 3rd June 2020

### WHAT TIME TO GATES OPEN?

The gates to the stadium bowl will open at 17:30 and the food village/ concourses at an earlier time.

### CAN WE CAMP OVERNIGHT?

We would discourage overnight camping on or near the Stadium site. There will be no facilities available for anyone arriving at the Stadium before the food village/ concourses open. Customers will not be permitted to bring into the Stadium ruck sacks, holdalls or similar items.

### WHO ARE THE SUPPORT ACTS?

Blossoms

### ARE CAMERAS ALLOWED?

No professional cameras or recording equipment will be allowed into the stadium.

### CAN I PURCHASE OFFICIAL MERCHANDISE AT THE CONCERT?

Yes, you will be able to purchase official merchandise on the day of the concert. Please avoid buying unofficial merchandise outside the stadium.

### WILL I BE ABLE TO PURCHASE FOOD AND DRINK IN THE STADIUM DURING THE CONCERT?

Yes, there will be a wide range of food and beverages available to buy. Alcohol will be available to buy for adults aged 18, however you will be required to provide photo identification as proof of age. We operate a strict challenge 25 policy.

### HOW DO I GET TO ST MARY'S STADIUM?

ADDRESS OF THE STADIUM  
Southampton Football Club  
St Mary's Stadium  
Britannia Road  
Southampton  
S014 5FP

### IS THERE PARKING AVAILABLE AT THE STADIUM?

Parking is not available on site but is offered by several outlets in the surrounding areas. Due to parking restrictions operating on an event day we recommend that all visitors use local City Council car parks or City Centre car parks: <https://en.parkopedia.com>

### CAN I GET DROPPED OFF AND PICKED UP AT THE STADIUM?

For the concert to take place, road closures will be enforced & the details will be published nearer the time. Please note that no parking will be available within these roads.

## DISABLED VISITORS

### WHO DO I CONTACT IF I HAVE ANY ACCESSIBILITY QUESTIONS?

Please contact our helpful Accessibility Team on 02380 711 980 or email [sfc@saintsfc.co.uk](mailto:sfc@saintsfc.co.uk)

### WHERE SHOULD I SIT?

If you are unfamiliar with our stadium, we would highly recommend speaking to our Accessibility Team BEFORE purchasing tickets so we can assess your individual needs and advise of the best option for you or your family member/friend. If you purchase an unsuitable ticket we will not be able to change this at a later date so please call 02380 711 980 or email [sfc@saintsfc.co.uk](mailto:sfc@saintsfc.co.uk) before making a purchase.

### ARE THERE DISABLED VISITORS' CAR PARKING SPACES?

Please contact the venue direct to discuss disabled visitors car parking by e mailing [events@saintsevents.co.uk](mailto:events@saintsevents.co.uk) or phoning 02380 727768.

### CAN I BRING MY ASSISTANCE DOG?

We can accommodate assistance dogs, but ask that you contact us prior to ticket purchase in order for us to assess your individual needs and provide the best possible position for the comfort and safety of you and your dog – please call 02380 711 980 or email [sfc@saintsfc.co.uk](mailto:sfc@saintsfc.co.uk)

### IS ST MARY'S ACCESSIBLE FOR ALL?

## THE KILLERS FAQ'S

The approach to St Mary's is accessible from all directions. The journey from outside the stadium to pitchside has no steps or ramps to negotiate. There are clear signs and pictures indicating accessible toilets, access to the stadium bowl via a flat surface, lowered counters and hearing loops at the internal food and beverage units, first aid provision and so on. Lifts are available for supporters to access hospitality or raised decks if required.

We have a Changing Places Toilet at the stadium, although we ask that you contact us prior to your visit so that we can ensure quick and easy access to the facility on the day. 02380 711 980 or [sfc@saintsfc.co.uk](mailto:sfc@saintsfc.co.uk)

### WHAT CAN I BRING WITH ME?

If it is necessary to bring a bag, ensure it is as small as possible. Nothing larger than size A4 will be permitted.

Suitable clothing in case of inclement weather. Umbrellas will not be permitted inside the venue.

One bottle of water (500ml or smaller) in sealed transparent plastic will be permitted, but these must be sealed on entry.

### WHAT SHOULD I NOT BRING WITH ME?

All bags will be searched on entry and anything larger than A4 size will not be permitted. The following is a list of prohibited items:

- Exceptions will be made for medically necessary items after a pre-approved declaration and inspection – please call Supporter Relations to declare medically necessary items: 02380 711 980
- No alcohol
- No glass – This will include perfume and aftershave bottles
- No flares
- No cans
- No food or drink
- Air horns
- No laser pointers
- No fireworks, pyrotechnics

- No professional cameras or cameras with detachable lenses
- No umbrellas – small, medium, golfing or foldable
- No selfie sticks
- No drugs, illegal substances, legal highs, nitrous oxide, psycho active substances
- Any item deemed to be inappropriate or offensive including clothing
- No Weapons of any kind or anything that could be considered a weapon including
- Studded jewellery

### CAN I BRING MEDICATION OR MEDICAL EQUIPMENT INTO THE STADIUM?

If you have a medical condition that requires you to carry medication and/or equipment with you, we ask that you contact us BEFORE the concert to request a medical exemption letter 02380 711 980 or [sfc@saintsfc.co.uk](mailto:sfc@saintsfc.co.uk)

### IS THERE AN OPPORTUNITY TO DO SPECIAL ANNOUNCEMENTS?

No. It will not be possible to request special announcements or displays on screens.

### WHERE ARE THE BARS AND TOILETS?

There will be plenty of bars, food outlets & toilets within the stadium footprint and these will be clearly signed on the Concert day.

### WHAT IS IN THE FAN VILLAGE?

The Fan Village is located in the North car park & hosts food units & bars for guests to enjoy prior to the concert commencing.

### ARE THERE SMOKING AREAS INSIDE THE STADIUM?

St Mary's Stadium is a no smoking venue & does not permit cigarettes or vaping on site.

## TICKETING FAQ'S

### WHERE CAN I BUY TICKETS FROM?

Tickets are available from:

[www.ticketmaster.co.uk](http://www.ticketmaster.co.uk)

### CAN I BUY A HOSPITALITY TICKET FOR THE CONCERT?

Hospitality tickets can be purchased from:

<https://www.southamptonfc.com/news/2019-11-22/hospitality-tickets-the-killers-st-marys-concert-june-2020>

### HOW MANY TICKETS CAN I BUY?

Each person can buy up to 4 tickets

### WHAT ARE THE AGE RESTRICTIONS?

General Restrictions	U16s accompanied by 18+, No children 5 and under
Pitch Standing	No U14s, U16s accompanied by 18+
Reserved Seats	U16s accompanied by 18+, No children 5 and under

### CAN I BUY TICKETS ON THE DAY?

We expect the concert to sell out in advance meaning no tickets would be available on the day.

### CAN CHILDREN AND BABIES GET IN FREE WITH A PARENT?

No, everyone entering the stadium must have a ticket. No under 5's will be permitted to attend the concert.

### WHEN WILL I RECEIVE MY TICKETS?

Tickets or E tickets will be sent closer to the show date.

### I HAVE LOST MY TICKET, WHAT SHOULD I DO?

Please contact your point of purchase.

### I BOUGHT TICKETS FROM AN UNAUTHORIZED SECONDARY TICKET

### RESELLER AND NEED TO CHECK THE VALIDITY?

We advise purchasing from partnered ticket sellers only. In this instance we would advise that you need to contact the secondary site as we have no control over tickets being sold by unauthorized sites.

### I LIVE OUTSIDE OF THE UK; WILL YOU MAIL MY TICKETS TO ME?

Please contact your point of purchase and advise them of your details

### WHAT IF I HAVE A GENERAL ADMISSION TICKET, WHERE DO I SIT/STAND?

Standing tickets are for standing space on the pitch.

### IF I HAVE PITCH STANDING DO I HAVE ACCESS TO ANY SEATS?

No, there are no seats on the pitch. Anyone who has purchased pitch standing tickets, will not have access to any seats in the Stands as these have all been sold and are, therefore, reserved.

Please note, for your own safety the pitch is not appropriate for guests with mobility difficulties, walking aids or wheelchairs. Guests are not permitted to bring any seats or stools into the venue. The pitch is also not suitable for guide dogs or assistance dogs.

### IF I HAVE PURCHASED A RESERVED SEAT IN A STAND, DO I HAVE ACCESS TO THE PITCH?

No. We have a strict capacity for the number of people on the pitch for safety reasons, therefore, we are unable to permit those customers with reserved seats in the stands to have access onto the pitch.

### I HAVE PURCHASED TICKETS FOR THE PITCH THAT ARE UNSUITABLE FOR MY NEEDS, WHAT CAN I DO?

Please contact your ticket provider.

### WHO DO I CONTACT FOR LOST PROPERTY?

Southampton Football Club directly on 02380 727700.