



# ROD STEWART

## FAQ'S - MOLINEUX STADIUM, WOLVERHAMPTON

### **TICKETS**

**PLEASE NOTE THIS CONCERT IS FULLY SEATED**

#### **HOW DO I BOOK TICKETS?**

**Ticketmaster:** Phone: 0844 844 0444

Web: <https://www.ticketmaster.co.uk>

**Ticketmaster Accessible**

Phone: 0800 988 4440

**Ticketline:** Phone: 0844 888 9991

Web: <https://www.ticketline.co.uk>

**The Ticket Factory:**

Phone: 0844 33 88 000

Web: <https://www.theticketfactory.com>

See Tickets: Phone: 0871 220 02060

(10p per minute plus your network access charge)

Web: <https://www.seetickets.com>

**Gigantic:** Phone: 01155 8077 900

Web: <https://www.gigantic.com>

**AXS:** Phone: 0844 824 4824

Web: <https://www.axs.com>

#### **HOW DO I BOOK VIP TICKETS?**

**VIP Nation:** 0844 844 0444

Web: <https://vipnation.eu>

Front Row and Hot Tickets will be available at the concert for an extra special treat. These tickets will be sold exclusively by VIP Nation.

#### **HOW DO I BOOK HOSPITALITY TICKETS?**

Please contact the venue for more information on 0371 222 2220 Option 4.

#### **HOW DO I BOOK DISABLED ACCESS TICKETS?**

Both wheelchair accessible seating and allocated aisle seating for customers who are registered disabled are available. Disabled customers will be able to book tickets from 10:00am on Friday 21st September. Please purchase tickets through the venue on 0371 222 1877 or through Ticketmaster on 0800 988 4440.

#### **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 Service is 0333 321 9999 or

<https://help.ticketmaster.co.uk/contact-us/>

**Ticketmaster:** Accessible customer services is 0800 988 4440

**VIP Nation:** Customer Service is 0207 009 3484

**Ticketline:** Customer Service is 0161 813 22 22 or [customerservices@ticketline.co.uk](mailto:customerservices@ticketline.co.uk)

**The Ticket Factory:** Customer Service is 0844 33 88 000

or [www.theticketfactory.com](http://www.theticketfactory.com)

See Tickets: Customer Service is

0871 220 02060 (10p per minute plus your network access charge) or

<https://www.seetickets.com/customer-service>

**Gigantic:** Customer Service is 01155 8077 900 and [customerservices@gigantic.com](mailto:customerservices@gigantic.com)

**AXS:** Customer Service is 0844 824 4824

#### **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.

Box office opening time: 3:00pm

Box office closing time: estimate 9:30pm

(all times subject to change)

#### **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.

#### **WHAT IS THE CHILD POLICY?**

All customers under 16 must be accompanied by an adult aged 18+

### **KEY TIMES**

**(ALL SUBJECT TO CHANGE)**

#### **WHAT TIME WILL THE GATES OPEN?**

Gates will open at 5:00pm

#### **WHAT TIME WILL THE SHOW START?**

Entertainment should be expected to begin from 7:00pm.

#### **WHAT TIME WILL THE SHOW FINISH?**

The concert will end at approximately 11:00pm.

### **VENUE AND FACILITIES**

#### **HOW DO I GET THERE?**

**ADDRESS:** Wolverhampton Wanderers FC, Molineux Stadium, Waterloo Road Wolverhampton WV1 4QR

#### **BY ROAD FROM THE NORTH:**

Exit M6 at junction 12. At island take third exit onto A5 for Wolverhampton.

At the next island turn left onto A449. After six miles the A449 passes under the M54.

Carry straight on and at the sixth island (Five Ways) take the third exit onto Waterloo Road.

Molineux is one mile straight on.

#### **BY ROAD FROM THE SOUTH WEST:**

Exit M5 at junction 2. Follow the signs for Wolverhampton on the A4123 for eight miles to the Ring Road.

Turn left on Ring Road, following signs for Molineux. Take second exit at next two islands, pass Banks's Brewery and swimming baths on left and then turn left at next set of traffic lights. Molineux is 500 yards on the right.

#### **BY ROAD FROM THE SOUTH EAST:**

Exit M6 at junction 10. Take A454 via Willenhall to Wolverhampton Ring Road.

At first Ring Road island, take the fourth exit (A449 to Stafford).

Straight on at next two sets of traffic lights. Filter right at third set of lights into Waterloo Road. Molineux is 500 yards on right.

#### **BY RAIL/BUS:**

From Wolverhampton railway/ bus stations, follow the Ring Road, walking down the side of the Chubb buildings. Then at the major crossroads you will see Molineux to the left.

#### **PARK & RIDE**

<http://www.parkandride.net/wolverhampton/index.shtml>

#### **IS THERE CAR PARKING?**

Nearer the concert date, ticketholders will be contacted with further details.

#### **CAN I BRING MY OWN FOOD AND DRINK?**

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

You may bring 1 sealed bottled water per person max 500ml.

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

#### **WHAT ARE THE TOILET FACILITIES?**

All customers will have easy access to toilet facilities and there will also be wheelchair accessible toilets.

#### **IS THE CONCERT SEATED?**

Yes, the concert is fully seated however please be aware that people may stand up around you. Please note the pitch/floor seating is not tiered.

#### **IS THE CONCERT OUTDOORS?**

Yes

#### **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.

#### **CAN I BUY OFFICIAL MERCHANDISE?**

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

#### **IS THERE A CASH MACHINE?**

None within the stadium. Please bring sufficient cash. There is a cash machine located at ASDA across the road from the Stan Cullis Stand.

### **SECURITY**

#### **CAN I BRING A BAG?**

Yes, but please try to bring a bag no larger than an A4 piece of paper. 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.

#### **CAN I BRING MY PROFESSIONAL CAMERA?**

Any cameras that are deemed 'professional' will be confiscated until the end of the concert.

#### **CAN I BRING AN UMBRELLA?**

Umbrellas are not permitted.

#### **ARE THERE ANY OTHER RESTRICTED ITEMS?**

Yes, it is an offence to bring in flares, fireworks and smoke bombs or similar to an outdoor event. All items will be confiscated and passed on to the police to deal with further.