

EMINEM RAPTURE 2019 STADIUM TOUR FREQUENTLY ASKED QUESTIONS

OPTUS STADIUM WEDNESDAY 27 FEBRUARY 2019

KEY TIMINGS

- **WHAT ARE THE KEY TIMINGS?**

Timings are to be confirmed. An update will be provided as soon as available.

TICKETING

- **HOW DO I PURCHASE TICKETS?**

Via www.ticketek.com.au, phone 132 849 or by visiting a Ticketek Agency.

- **WHAT IS THE TICKET LIMIT?**

Pre-sale is limited to eight (8) tickets per transaction.
General Public is limited to eight (8) tickets per transaction.

- **WHEN ARE TICKETS ON SALE?**

My Ticketek Pre-sale commences on **Friday 19 October at 2pm (AWST)**.
General Public tickets go on sale on **Monday 22 October at 2pm (AWST)**.

- **WHAT ARE THE TICKET CATEGORIES AND PRICING?**

Full pricing, seating category and event information can be found at www.ticketek.com.au.

- **WHERE ARE THE GENERAL ADMISSION AREAS?**

The General Admission (GA) Areas are located on the Arena floor. There is a GA Circle, located closest to the stage, followed by GA Pit 1 and GA Pit 2. Please note, there is no reserved seating on the Arena floor – all tickets are standing only.

- **WHERE ARE THE RESERVED SEATING AREAS?**

The Reserved Seating Areas are located within the Stadium seating bowl. All seats within the seating bowl are reserved seating.

- **WHAT ARE THE SEATING BOWL LEVELS?**

Level 1 is the lower seating bowl tier from Aisles 101 – 150.
Level 2 is the second seating bowl tier from Aisles 211 – 217.
Level 3 is the mid seating bowl tier from Aisles 301 – 354.
Level 5 is the upper seating bowl tier from Aisles 501 – 550.

- **CAN I SELECT MY SEATS?**

The Ticketek website allows for two options when booking a ticket – a "best available" seating system or enabling you to select your preferred seating. However, as demand for tickets is expected to be very high, it is unlikely that you will obtain the specific seating that you request. We recommend that you select a best available ticket offer.

- **HOW DO I PURCHASE ACCESSIBILITY SEATING TICKETS?**

Please call Ticketek's Accessible Seating Line if you have Wheelchair, Companion Card or Special Needs booking requirements. **Telephone:** 1300 665 915. Alternatively, you can fill out the Accessible Seating booking form online via <https://ticketek.zendesk.com/hc/en-us/articles/360001880427-How-do-I-book-an-accessible-seat->.

- **WHEN WILL MY TICKETS BE PRINTED / DELIVERED / AVAILABLE FOR COLLECTION?**

All tickets for EMINEM whether purchased online, via phone or at outlets, will be held back for delivery or collection until Monday 7 January 2019.

- **WHAT ARE THE AGE RESTRICTIONS?**

Rapture 2019 is a licensed all ages event. Access to General Admission areas on the Arena is recommended for patrons aged 15 years and over.

Optus Stadium is a licensed venue, children 12 years and under will not be admitted without a parent or guardian (16 years or older), and must remain with them at all times.

- **IS IT SAFE TO BUY TICKETS FROM SCALPERS OR NON AUTHORISED TICKETING SELLERS? WILL MY TICKET BE VALID FOR THE SHOW?**

The selling of tickets via non-authorized sellers is a breach of the conditions of sale of that ticket and those doing so are knowingly breaching this policy. Ticketek and Optus Stadium recommend that you do not buy tickets from unauthorised sellers. The promoter and the venue have the right to refuse your entry.

- **I'VE LOST MY TICKET – CAN I REPLACE IT?**

Yes, please contact Ticketek on 132 849 for information on lost or damaged tickets.

- **MY TICKET HAS BEEN STOLEN, WHAT CAN I DO?**

Please contact Ticketek on 132 849 for information on stolen tickets.

VENUE & EVENT INFORMATION

- **WILL MY BAG BE CHECKED?**

Yes. Security checks will be carried out on bags. To help avoid delays, it's best to leave your bag at home if you can.

- **WILL OTHER PATRON SECURITY CHECKS BE CONDUCTED?**

Security staff may ask patrons to submit to a pat-down search and wandling to ensure illegal or prohibited items are not brought into the venue. Refusal by a patron to comply with a search request may result in the patron not being admitted into the Stadium for the concert.

- **WILL THE CONCERT PROCEED WITH WET WEATHER?**

Yes. We play rain, hail or shine! This would only change if artist or public safety becomes an issue.

- **WILL THERE BE FOOD AND DRINK AVAILABLE TO PURCHASE?**

Yes, food and beverage facilities will be available throughout the Stadium.

- **WHERE ARE THE MEETING POINT LOCATIONS?**

There are no designated meeting point locations. Please use the Gate number printed on your ticket as a meeting point.

- **ARE CLOAKING FACILITIES AVAILABLE?**

A limited cloaking service will be available for small items only. We recommend you leave bags and other large items at home so you don't get held up coming into the Stadium. Please monitor www.optusstadium.com.au for further information.

- **FIRST AID & MEDICAL ASSISTANCE**

Medical crews will be present inside the Stadium to attend to any problems, no matter how big or small. Please see Stadium staff for assistance.

- **IS THE STADIUM A SMOKE FREE VENUE?**

Yes. Smoking internal to the Stadium is not permitted. Designated smoking areas are available. For directions to these designated smoking areas, please see an Optus Stadium staff member.

CONDITIONS OF ENTRY

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[Click here](#) for further information on the Optus Stadium Conditions of Entry.

- **PROHIBITED ITEMS**

Further information will be provided closer to the event.

- **PERMITTED ITEMS**

Further information will be provided closer to the event.