

## METALLICA WORLDWIRED TOUR FREQUENTLY ASKED QUESTIONS

### OPTUS STADIUM THURSDAY 17 OCTOBER 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.ticketmaster.com.au](http://www.ticketmaster.com.au), phone 136 100 or by visiting a Ticketmaster Outlet.

- WHAT IS THE TICKET LIMIT?**

Fan Club pre-sale is limited to two (2) tickets per customer.  
All other pre-sales are limited to four (4) tickets per customer.  
General Public is limited to four (4) tickets per customer.

- WHEN ARE TICKETS ON SALE?**

Optus Stadium Pre-sale commences **Friday 15 March at 2pm (AWST) – Monday 18 March at 12noon (AWST)**.

General Public tickets go on sale on **Monday 18 March at 2pm (AWST)**.

- WHAT ARE THE TICKET CATEGORIES AND PRICING?**

General Public Ticket Prices	
Golden Circle – GA Standing (Front)	\$261.97
General Admission – GA Standing (Rear)	\$190.51
A Reserve Seating	\$261.97
B Reserve Seating	\$190.51
C Reserve Seating	\$135.56

VIP Experiences	
The 'Dream No More' Experience	\$3,572.09
The 'All Nightmare Long' Experience	\$631.85
The 'Shortest Straw' Package	\$387.17

*Additional handling & delivery fees may apply.*

Further information can be found at [www.livenation.com.au](http://www.livenation.com.au).

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

The General Admission (GA) Areas are located on the Arena floor. There is the Golden Circle (GA Standing – Front), located closest to the stage, followed by General Admission (GA Standing – Rear). 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 Ticketmaster website works on a "best available" seating system. This means that at the time you make your ticket request, the best available seats will be offered to you. If you are booking via the Ticketmaster Call Centre or a Ticketmaster agency, subject to availability and demand, you can request a specific seating location. 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 ask for a best available ticket offer.

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

Please call Ticketmaster's Accessible Seating Line if you have Wheelchair, Companion Card or Special Needs booking requirements. **Telephone:** 1300 446 925 or **Email:** Email your Accessible Seating request to [mail.bookings@ticketmaster.com.au](mailto:mail.bookings@ticketmaster.com.au) and please ensure you include the Event Name, Venue, Date and Time along with your contact details.

**Service Hours:** Monday - Saturday 9am - 8pm; Sunday 9am - 5pm AEST (closed Christmas / Boxing Day)

*For the safety and enjoyment of all patrons in Golden Circle and General Admission zones, dedicated wheelchair accessible platforms will be provided at each stadium. These platforms will be located in positions affording an unimpeded view of the stage and are the only location(s) on the field of play that patrons requiring easy-access will be permitted due to the highly kinetic nature of General Admission zones at a Metallica show.*

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

All tickets for Metallica whether purchased online, via phone or at outlets, will be held back for delivery or collection until Monday 12 August 2019.

- **WHAT ARE THE AGE RESTRICTIONS?**

Metallica 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-authorised sellers is a breach of the conditions of sale of that ticket and those doing so are knowingly breaching this policy. Ticketmaster 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 Ticketmaster on 136 100 for information on lost or damaged tickets.

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

Please contact Ticketmaster on 136 100 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 security wandings 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.

- **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.

## **GETTING TO THE STADIUM**

- **HOW DO I GET TO THE EVENT?**

Public Transport is the most efficient way to arrive and depart an event at the Stadium.

With a large crowd expected, event goers should leave the car at home and take advantage of trains running to and from the Stadium.

- **IS PUBLIC TRANSPORT INCLUDED?**

Tickets for the Metallica concert include entry and return travel on Transperth rail and bus services. Patrons are urged to leave the car at home and take advantage of the special event public transport services. Patrons must have a valid event ticket when travelling to and from the Stadium on Transperth services.

- **WHERE CAN I PARK?**

Parking around the Stadium is extremely limited. Patrons are urged to leave the car at home and take advantage of the special event public transport services. It is strongly recommended you arrive early to find your seat to ensure you don't miss a minute of the match.

## **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.