

## PAUL KELLY MAKING GRAVY FREQUENTLY ASKED QUESTIONS

### STADIUM PARK, OPTUS STADIUM SATURDAY 7 DECEMBER 2019

#### KEY TIMINGS

- **WHAT ARE THE KEY TIMINGS?**

Gates Open – 4:00pm.

All playing times are to be confirmed. We will keep the Optus Stadium Website updated with all the latest information.

#### TICKETING

- **HOW DO I PURCHASE TICKETS?**

Visit [www.ticketmaster.com.au](http://www.ticketmaster.com.au) or phone 136 100

- **WHAT IS THE TICKET LIMIT?**

4 ticket limit for all Presales

6 ticket limit for General Public On Sale in Gravy Train Premium General Admission

8 ticket limit for General Public On Sale in General Admission

- **WHEN ARE TICKETS ON SALE?**

General Public tickets go on sale on **Friday 23 August at 10:00am (AWST)**.

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

Ticket prices and further information can be found at [www.ticketmaster.com.au](http://www.ticketmaster.com.au)

All patrons, including minors & babies must have a valid ticket for entry.

- **WHAT TYPES OF TICKETS ARE AVAILABLE TO PURCHASE?**

There are two ticketed General Admission (GA) areas on the oval in The Stadium Park.

The Premium Gravy Train GA, is the front area located closest to the stage.

The second General Admission area is located behind Premium Gravy Train GA.

*Please note, there is no reserved seating on the oval in The Stadium Park – all tickets are standing only.*

- **WHAT DOES THE GRAVY TRAIN PREMIUM GA TICKET INCLUDE?**

Separate entrance lanes to main event

Exclusive limited capacity area directly in front of stage

Access to separate bar and food vendors

Access to separate toilets

Access to separate merchandise tent

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

There are no reserved seating areas – all tickets are standing only

- **HOW DO I PURCHASE ACCESSIBILITY 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)

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

All tickets for Paul Kelly whether purchased online, via phone or at outlets, will be held back for delivery or collection until Tuesday 1<sup>st</sup> October 2019. All tickets will be issues as hard tickets only.

- **WHAT ARE THE AGE RESTRICTIONS?**

Paul Kelly Making Gravy 2019 is a licenced 18+ event. Patrons under 18 years who have purchase a ticket must be accompanied by a parent, step-parent, legal guardian or responsible adult. If a minor is not accompanied by a responsible adult, they will be refused entry to the event and will not be able to receive a ticket refund.

- **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 the Stadium Park venue recommend that you do not buy tickets from non-authorised 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 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 Park 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 site.

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

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

- **ARE CLOAKING FACILITIES AVAILABLE?**

Cloaking facilities will not be available.

- **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 VENUE A SMOKE FREE VENUE?**

Yes. Smoking internal to the Oval is not permitted. Designated smoking areas are available outside the Oval in The Stadium Park.

- **PUBLIC TRANSPORT**

Travel via public transport is included in your event ticket, and is valid on all Transperth services for three hours either side of the event. Please show your event ticket when using Transperth services to gain access. Please use the [Journey Planner](#) to plan your travel arrangements.

- **PARKING**

There is very limited parking in The Stadium Park and the surrounding areas. We highly recommend all patrons use Public Transport.

- **CAN WE GET DROPPED OFF AND PICKED UP?**

There is a designated Taxi Rank for drop offs and pickups using Taxi services.

- **WHAT YOU CAN BRING**

Picnic rug

Picnic/Hamper with food, no metal cutlery

Low back camping/deck chair – please ensure the legs sit no higher than 23cm. No special considerations will be made for any chairs that are higher.



- **IS THERE SHADE AVAILABLE?**

There is limited shade available. Please bring a hat and sunscreen.

- **WHAT YOU CANNOT BRING**

Strictly NO BYO alcohol and NO glass items. This is a fully licenced event.

No tables or umbrellas, professional SLR cameras, video or recording equipment, metal cutlery, wine spikes, bean bags, bean chairs, tents or sun shelters, high back chairs.

- **DRESS STANDARDS**

Please wear footwear, and appropriate clothing for the event.

## CONDITIONS OF ENTRY

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