



Venue & Show Information

Key Timings

| Saturday 18 November | | Sunday 19 November | |
|----------------------|--------------------|--------------------|--------------------|
| 12.00pm | Merch outlets open | 12.00pm | Merch outlets open |
| 4.00pm | Box office opens | 4.00pm | Box office opens |
| 5.00pm | Gates open | 5.00pm | Gates open |
| 5.45pm | Adrian Dzvuke | 5.45pm | King Ibis |
| 6.25pm | Thelma Plum | 6.25pm | Thelma Plum |
| 7.15pm | Amy Shark | 7.15pm | Tash Sultan |
| 8.15pm | Coldplay | 8.15pm | Coldplay |

All times are approximate and subject to changes.

Authorised Sellers

Only tickets purchased via Ticketmaster are valid for entry to the show. Tickets purchased via third party on-seller sites may not be valid for entry.



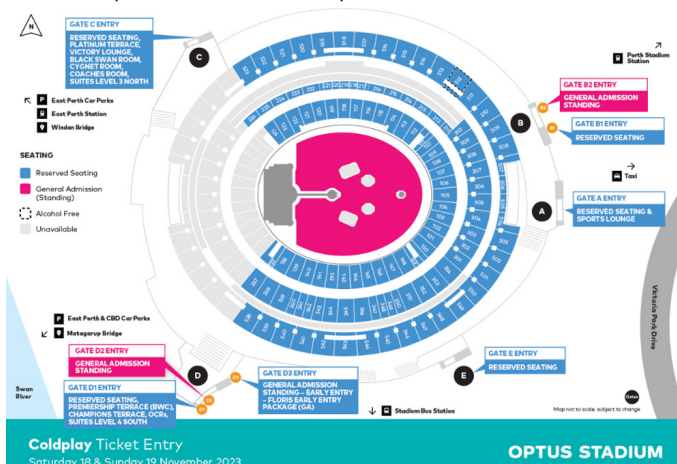
Ticketing Enquiries

Please contact Ticketmaster if you have any questions regarding your Event ticket. Ticketmaster can be contacted via 136 100 or via www.ticketmaster.com.au



Entry to Optus Stadium

It's important to enter the venue via the gate listed on your ticket. Please refer to the Optus Stadium map below.



Entry and Ticket Requirements

Check you have received the Ticketmaster email with important event information.

Download the latest version of the Ticketmaster App. Download your tickets and add to your mobile phone wallet before arriving at the venue, this will assist with possible network congestion issues that may be impacted due to the large number of patrons attending the concert.

Ensure you have access on your phone, or a printed copy, of your booking confirmation.

Please have your tickets ready for scanning prior to arriving at the gate, and phone brightness turned up.

If you are arriving in a group please enter together, alternatively use the [Ticket Forward](#) option so each person in your group has their own ticket on their phone. Please ensure they have accepted and downloaded their tickets to avoid denied entry at the venue.

Enter via the gate listed on your ticket.

Overnight Camping / Early Queuing

For the wellbeing and safety of our patrons, camping for entry is strictly prohibited at Optus Stadium. We will be working closely with the relevant stakeholders and will have security dedicated to policing this.

Queuing will be permitted on each show day from 9:00am, at the gate noted on your ticket. Any patrons queuing or camping prior to this will be asked to move on and refused entry as per our [Conditions of Entry](#).

Please note that fan implemented early line systems will not be honoured. Any bags left unattended will be disposed of.



Children's Policy

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.

All patrons must hold a valid ticket for entry, regardless of age.

Access to General Admission areas on the Arena is recommended for patrons aged 15 years and over.

Accessibility

Optus Stadium is a fully accessible venue. Accessible and Enhanced Amenity seats are located across every level of the Stadium including premium hospitality areas, accommodating accessible patrons, their carers and guests.

There is a Sensory Room by KultureCity available for patron use, located at Aisle 149.

Patrons who are ticketed to the Accessible Platform on the Arena Floor can access it via Gate B2.

An AUSLAN Interpreter will be placed at Section 113 for patrons with hearing impairments. The Subpac collection location will also be in this location for patrons who have pre-booked.

There are a number of facilities available for patrons with accessible needs. Please see stadium staff for assistance on event day. An overview of the Stadiums accessibility features can be found [here](#).

Some disabilities, conditions or chronic illnesses are not immediately obvious to others and the Hidden Disabilities Sunflower initiative is encouraging inclusivity, acceptance and understanding, more information can be found [here](#).

Cloakroom Facilities

There are no cloakroom facilities available. Please leave large bags and other restricted / prohibited items at home.

First Aid

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 or look for the green medical cross icon.

Toilets

Located across all levels of the Stadium and in Stadium Park. Please ask Staff if you require directions.

Food and Beverage

Experience the best the Stadium has to offer! Food and beverage facilities will be available for patrons to purchase throughout the Stadium and Stadium Park.

If you're looking for a bite to eat inside the Stadium, visit the orange and red outlets. Thirsty and looking for something to drink? Visit the yellow and orange outlets. Free water stations will also be in place throughout the Stadium and Stadium Park.

In the interest of artist and patron safety;

- all beverages must be poured in paper cups on the Arena Floor, and
- personal drink bottles are not permitted on the Arena Floor.

Additional food and beverage options will be available for patrons seated on the arena floor. Please follow the signage above each of the large arena tunnels. Access to the Level 1 food & beverage outlets & toilets is available via the stairs in each corner of the arena. Please ask staff and security if you require directions.

Optus Stadium is a licensed premises. Please assist us by being a responsible consumer. Penalties apply for the supply of alcohol to minors or intoxicated persons. Persons deemed to be intoxicated will be removed from the venue.

Smoking

Smoking or vaping is prohibited internal to the Stadium and Stadium gates. Smoking is only permitted 5m external to the Stadium entries. This includes electronic cigarettes (e-cig or e-cigarettes), personal vaporisers, electronic nicotine delivery systems, or other battery powered vaporisers.

Please exit the venue if you wish to smoke – you will need to scan your ticket out at the Exit Gates.



EFTPOS / Cashless Venue

Optus Stadium is a cashless venue so please bring your card. Exchange outlets will be in operation.

Tour Merchandise

Official tour merchandise can be purchased from authorised sellers located within the Stadium and Stadium Park. External merchandise outlets open from 12.00pm.

Security

WA Police, Security and Customer Service staff will be on-site throughout the day to assist you.

IF YOU SEE SOMETHING / SAY SOMETHING!

Please report any unusual or suspicious behaviour, unattended items and anti-social behaviour to Stadium staff or Police immediately or text 0409 317 771 for assistance.

Patrons are recommended to arrive early and leave additional time for the security screening process when entering the Stadium. All patrons will be subject to security checks including the inspection of bags / packages and metal detector wandling. Patrons refusing the above will not be permitted entry into the venue.

Thank you for helping us provide a safe environment for everyone attending the concert.

Note: By entering the venue, patrons also agree to be photographed and videotaped.

Patron Safety

Public safety is our No.1 priority. Everyone is encouraged to enjoy themselves. It is expected that patrons will want to stand and dance during the show, but please keep aisle and walkways clear.



Standing on seats and sitting on the shoulders of others is not permitted.

Please be considerate of fellow patrons around you when enjoying the show.

Weather

The show will play rain or shine. The only exception would be severe weather which could impact the safety of Artists and patrons.

It is expected to be hot weather. Please be **SunSmart** and bring a hat, sunscreen and an empty water bottle.

Umbrellas are not permitted in the venue.

Getting To & From The Concert

Public Transport

Public Transport to and from the event is included in your ticket. We suggest planning your journey ahead by using the Transperth [Journey Planner](#).



The suburban bus network will operate **both before and after the event.**

Getting To: The first bus will arrive at the Stadium at approx. 5.00pm. The last bus will arrive at approx. 8.00pm.

Leaving From: Last buses will depart 45 minutes post-show.

Parking

Please note that there is no public parking available onsite. Patrons are strongly encouraged to take advantage of the additional public transport running to and from Optus Stadium to avoid expected heavy congestion and traffic on roads in and around the precinct.

Further information regarding visiting Optus Stadium can be found [here](#).



What You Can and Can't Bring

What You Can't Bring

- ✗ Drink bottles of any kind are not permitted entry via Gates B2, D2 or D3 (Arena Floor General Admission), and all beverages must be decanted into paper cups.
- ✗ Spiked/studded belts or bracelets
- ✗ Motorcycle/bike crash helmets
- ✗ Signage, message boards or banners attached to poles or sticks
- ✗ Signage, message boards or banners with political messaging
- ✗ Audio recording equipment
- ✗ Cameras and other audio-visual recording devices for commercial purposes, including tripods or selfie sticks
- ✗ Balloons or other inflatable items, including beach balls, football, etc.
- ✗ Bags larger than A3 size
- ✗ Weapons
- ✗ Glow sticks
- ✗ Air horns, blow horns, Woofer horn, Vuvuzela, stadium horn, supporter horns
- ✗ Umbrellas
- ✗ Cans
- ✗ Metal cannisters
- ✗ Flares, fireworks, pyrotechnics
- ✗ Gas cannisters of any form

- ✗ Alcoholic beverages
- ✗ Laser pens or laser pointers
- ✗ Drones
- ✗ No gifts will be accepted on behalf of Artists or Promoter.
- ✗ Any other item/s deemed to be offensive or of risk
- ✗ Other items as determined by Optus Stadium that may cause damage, harm, or public nuisance.

What You Can Bring

- ✓ Concert tickets - Hold on to your tickets if you are catching public transport home
- ✓ Small bags are permitted however, cannot be larger than A3 in size (297mm x 420mm). Please Note: There is no cloaking available for larger bags and all bags will be subject to a bag check;
- ✓ Hats, sunscreen, personal water bottles (bottles are not permitted if you are ticketed to the Arena Floor)

Please note Restricted and/or Prohibited Items may vary between events and reference should also be made to any Specific Conditions, Event Conditions and Ticket Conditions.

Optus Stadium's full Conditions of Entry and other special conditions for the show can be found [here](#).

For all venue and event information, please visit the [Optus Stadium](#) website.