

HELLO FROM THE

ETIHAD STADIUM

Home to Manchester City Football Club. Here you'll find information to help you plan and enjoy your visit.

We'll be making announcements on our official service Twitter account, @ManCityHelp and on our website at www.mancity.com/events. Follow us or bookmark the page, to make sure you have the very latest information.

CONTACT US

If you have any specific questions about visiting the Etihad Stadium you can tweet us at @ManCityHelp or call 0161 444 1894 (option 4). We are open Monday to Friday 9am to 5pm, except Thursday where we open at 10am. We will open on event days until 15-minutes after the main act appears on stage.

In addition, we'll have lots of event staff on the day ready to help you.

ACCESS INFORMATION

We pride ourselves on being inclusive and providing access for all.

The stadium is located on the East Side of Manchester and is fully accessible. You can get to the stadium by foot, car, train, Metrolink and bus.

If required, there are accessible entrances and you can find these by following the signage located outside the stadium and also detailed on your ticket. There will be staff on hand to assist you into the stadium and to your seats.

Food and drink concessions are located around the stadium, and have lowered counters for easy access. There are accessible toilets on each level and there is a Changing Places facility on Level One. All are stewarded and accessed with a RADAR key.

- Any visitors wishing to attend the Etihad Stadium with an assistance dog must contact the Access Team in advance.
- Strobe lighting may be used by some artists during some performances for visual effect.

WHEELCHAIR USER

- Due to the design of the stadium, a number of personal assistant seats are not adjacent to the wheelchair positions. Please take this in to consideration ahead of attending the venue.

- It is important to note that the pitch is not accessible to wheelchair users.

For more information please contact the Access Team.

AMBULANT

- The stadium has a number of steps and there are handrails to support.
- The venue is unable to swap tickets in advance or on the night. If you have any concerns in relation to your ticket and its location in the stadium, contact your Ticket Agent in advance.

- There is an induction loop at the customer service points.

- There is a buggy service that runs from the Blue car park to the North side of the stadium at set times. Subject to the safety of pedestrians and weather permitting.

- For concerts, individuals will stand up to enjoy the show and whilst every effort will be made to support your needs, we cannot guarantee any impact this may have on your view.

TEMPORARY AND UNEXPECTED NEEDS

- The Access Team will endeavour to provide suitable support but you are advised that this may be limited dependant on the circumstances.
- If you have become pregnant and have a pitch/unreserved ticket, please be aware the Access Team will endeavour to provide suitable support but you are advised we will be unable to provide a reserved seat. Remember to drink plenty of water.

- The venue does not loan or provide wheelchairs.
- For issues or concerns on the night, always speak with a steward closest to your seat and/or location on the pitch so they are aware and can provide support if needed.
- A welfare tent is provided adjacent to the South Stand (outside) for additional support and respite.
- Should you need to bring medicines or have dietary requirements, contact the Access Team in advance.

ALCOHOL

The consumption of alcohol in the area around the Etihad Stadium is not allowed. This includes all streets, pavements and walking routes. You are not allowed to take alcohol onto the campus. Stewards will not allow any persons carrying alcohol to enter the area.

The stadium operates a rigorous Challenge 25 alcohol policy. ID will be required if you look under 25-years of age and you want to consume alcohol. Challenge 25 will be applied to those purchasing alcohol at stadium bars and those drinking alcohol in the stadium – if you don't go to the bar yourself but are drinking alcohol in the stadium and look under 25 you will still be asked to produce I.D. Passports and Driving Licences are the only forms of ID accepted.

We respectfully ask visitors to drink responsibly. Discretion and the ultimate decision lies with the stewards as to whether you are fit to enter the stadium and / or remain in the venue if intoxicated.

SMOKING

Smoking is not permitted anywhere on the Etihad Campus. The use of electronic cigarettes is also prohibited. Anyone caught smoking or using electronic cigarettes risks being ejected from the stadium.

CASH MACHINE

There is a cash machine on the Campus next to the City Store though please be aware that queues to use the machine are likely.

Other cash machines can be found at Asda Supermarket, which is located opposite the stadium, on Alan Turing Way. We would advise that you arrive with any money that you require and also ask that you secure this safely on you.

TICKETS

Tickets must be purchased through authorised agents only. Tickets purchased through unauthorised agents may not be valid and the Club and Concert Promoter accept no liability – if your ticket is not valid you will not be allowed entry to the concert. We are unable to provide you with alternative tickets should you purchase from unauthorised ticket sellers, regardless of the price paid. All tickets are issued subject to the Terms and Conditions of Sale that are printed on the back of the ticket, along with associated Ground Regulations which can be found at www.mancity.com

Please note that we do not allow re-admission, so once you enter the stadium, you are not allowed to exit and re-enter.

Access into the Etihad Stadium is allowed with a valid concert ticket only.

FOOD AND DRINK

Food and drink is available to buy in and around the City Square Fanzone and inside the stadium. You cannot bring your own food and drink into the stadium.

MERCHANDISE

Official merchandise will be available from outlets on the stadium campus. We would advise that merchandise is only purchased from these official outlets and the venue is not liable for any items purchased through unofficial channels. Unlicensed street trading is prohibited in the streets surrounding the stadium.

AGE RESTRICTIONS

Age restrictions are in operation for concerts held at the Etihad Stadium. These restrictions were shared when you brought your ticket and are in place for your safety and comfort.

- A child aged under 14 may not enter the Stadium unless accompanied by an adult aged 18 or over.
- Children aged under 12 cannot enter the standing area and must have a valid ticket for one of the seated areas.
- All individuals must have a valid ticket, including babes in arms, though it is advised that children Under 5 do not attend these events.

Please carry ID and your ticket at all times, so that we can ensure you are able to access the area of the stadium that you have purchased.

If you have purchased a ticket that is unsuitable for the age of the concert goer, please contact the ticket agent you purchased from.

SECURITY NOTICE - SEARCHES AND BAG POLICY

We ask that you do not bring bags unless essential. Only small bags, no larger than 16.5"x12"x6.5" will be allowed, subject to the standard security checks prior to entering the stadium.

With safety and security measures of paramount importance we ask you to:

- Be vigilant at all times and if you see anything suspicious, tell a steward right away. If you see anything that could pose an immediate threat to safety, call 999.
- In an emergency, listen to the Public-Address instructions and follow them. If told to evacuate, do so immediately.
- Do not place yourself in danger by filming events on mobile devices. Move right away from the stadium as quickly as possible for your safety and to allow clear access for any emergency vehicles.
- Once you are safe, follow the local police force on Twitter for news updates on the situation.

PROHIBITED ITEMS

- Illegal substances
- Glass bottles including perfumes
- Airhorns
- Portable chargers
- Fireworks & flares
- Bottles & cans
- Professional cameras or recording devices
- Large/golf umbrellas
- Food & drink
- Cigarettes & E-cigarettes
- Selfie stick
- Flags, flag poles or banners
- Baby buggies & prams
- Computer tablets

TIMINGS

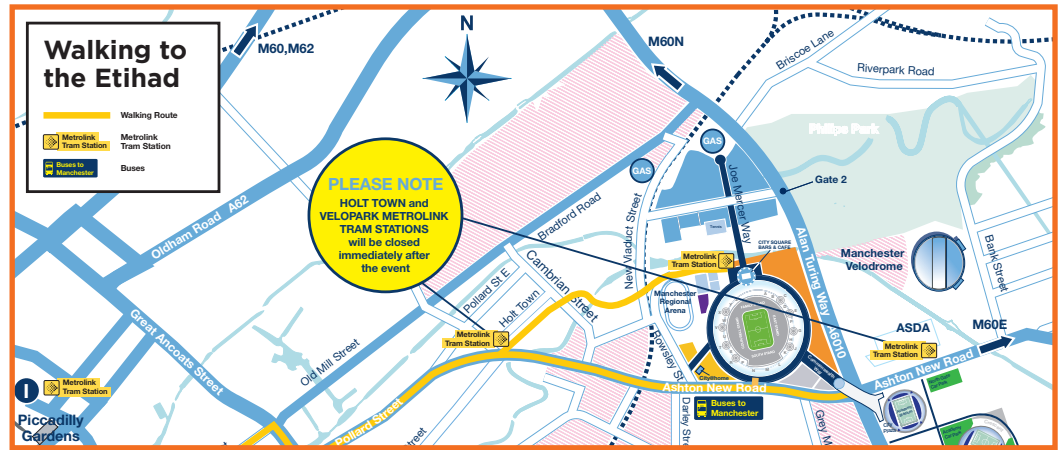
Timings for each concert will be communicated through our official Twitter account @ManCityHelp and www.mancity.com/events.

CAMPING

The stadium does not have facilities for overnight camping. Camping is not permitted. Do not arrive before the concerts to camp out. The campus gates will open at 6am and you can enter from this point onwards, however facilities such as food and drink will not be available until City Square opens at 2pm.

The stadium is a very large place and it can be easy to lose your bearings. To minimise the risk of getting lost within the stadium, we advise you:

- Take note of the entrance you used to enter the stadium.
- Pay attention to your surroundings as you make your way to your seat or the pitch.
- Once you're on the pitch or in your seat take a look around and



orientate yourself – this will help you find your way back to your friends or family if you leave your designated area to use the facilities.

- Changes in sight-lines that may impact your view are beyond the control of the venue.
- Whilst you may have purchased a seated ticket, you are advised that some people will stand in these areas to enjoy the concert.

If you know where you are seated or standing, it will be easier for our stewards to help you find your way back if you get lost.

The stewards are easily identifiable, so please do not panic if you get lost - simply ask a member of the team to help and we'll have you back with your friends and family in no time.

Food, drinks, toilets (including accessible toilets), first aid, lost children and welfare facilities are all available both inside and outside the stadium. Please ask any of the stewards if you are unsure of where to find any of these facilities.

PROMOTING EQUALITY AND DIVERSITY

All staff value and respect all visitors and will not tolerate discriminatory behaviour of any kind. Actions including, but not limited to, racism, sectarianism, homophobia, sexism are unacceptable. You are asked to conduct yourself in accordance with the highest ethical standards.

FIRST AID AND LOST PERSONS

We have a number of first aid and lost children locations around the stadium. If you require first aid or want to report a lost or found child, please speak to the nearest stadium steward.

Providing a safe and positive environment is a vital aspect of our operation. We take its responsibilities very seriously, and in particular when children or other vulnerable people are present at any events.

Club staff will be constantly vigilant to help prevent all visitors being exposed to risk, abuse, harassment or harm. We ask that you help with this by reporting any concerns you may have.

The Etihad Stadium is easy to reach using all modes of transport and is in easy walking distance from Manchester city centre. To plan your journey visit tfgm.com

WALKING

There is a safe, well lit and signposted walking route available from Manchester Piccadilly Station. Signage will direct you along the route to the Etihad Stadium. It will take approximately 20-minutes to walk from Manchester city centre. The same route will be operational at the end of the event. Stewards will be on hand to direct you.

METROLINK (TRAMS)

The Etihad Stadium is directly adjacent to the Metrolink's Etihad Campus stop

which is fully accessible with lifts and ramps on both platforms.

Please note that both Holt Town and Velopark Metrolink stops, located on either side of the Etihad Campus stop, will not be open for at least an hour after an event at the Stadium so we strongly advise you to use the Etihad Campus stop for your return journey.

For tram services and up to date service information please visit www.metrolink.co.uk or follow @MCRMetrolink on Twitter.

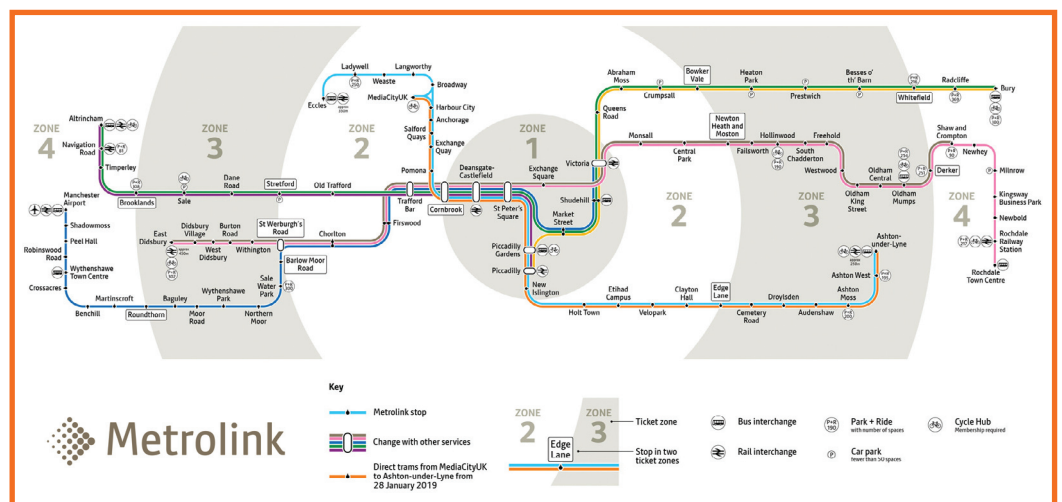
Tickets must be purchased before boarding the tram and can be bought from ticket machines on the platform or on the **get me there app**. Etihad Campus is located in zone 2 and you must have a ticket for all zones you pass through, e.g. Piccadilly - Etihad Campus Zones 1+2. Further information is available at tfgm.com

METROLINK PARK AND RIDE

If travelling via the M60, why not use the Metrolink Park & Ride car parks at either Ashton Moss or Ashton West stops, both on A6140 Lord Sheldon Way, Ashton. Both car parks are free to use for passengers travelling on Metrolink to the Etihad Stadium.

At Ashton Moss you can pick and drop off anyone going to the concerts and travelling by Metrolink.

Please remember that the consumption of alcohol is not permitted on Metrolink; anyone in possession of alcohol will have it confiscated.



For more information visit www.metrolink.co.uk, and you can also keep up-to-date with the latest Metrolink travel news on twitter @MCRMetrolink.

BUSES

Frequent bus services serve the Etihad Stadium. After the concert, a fleet of dedicated buses to Manchester city centre will be also available on Ashton New Road which is located to the south end of the stadium. To plan your journey to the Stadium please visit; <https://my.tfgm.com/#/planner/>

MORE INFORMATION

For more information about all public transport links to the Etihad Stadium, visit www.traveline-northwest.co.uk or telephone: 0871 200 22 33 for journey planning information (calls cost 10p a minute from BT landlines other networks may charge more). For more information on public transport links within Manchester visit www.tfgm.com/travel-updates and for the latest travel news for Greater Manchester keep up to date on Twitter via @OfficialTGM.

TAXIS

There will be a limited number of taxis available after the concert. Please be aware that because of demand there will be a significant waiting time for taxis. If you are travelling to the city centre you should consider using the official walking route with a group, or catching a bus or Metrolink tram.

AFTER THE CONCERT – ONWARD JOURNEYS

Please be aware that there will be queues for public transport and taxis after the concert, as well as a significant amount of traffic on the roads around the stadium. If you are planning an onward journey after the concert – for example, a train from Manchester Piccadilly or Victoria Train Station, or a bus / coach from the city centre – please make sure you allow plenty of time for your journey from the stadium.

PICK UP AND DROP OFF

There will be dedicated 'pick up and drop off' points in operation before and after the concert. Locations will be confirmed closer to the event. Please check @ManCityHelp or visit www.mancity.com/events for information.

Please note: road closures will be in operation after the concerts – you may not be able to pick up concert goers from the same place they were dropped off. With this in mind, we strongly advise that you use the dedicated 'pick up and drop off' points directed.

PARKING

Parking is available on-site at the stadium. Signs will direct fans to car parks they can use.

Parking Costs:
 Car - £15, Minibus 8-16 seater - £15, Minibus 24-32 seater - £30
 Coach - £50

There will be no on the day sales for coaches, these must be booked in advance by calling the Customer Service

team on 0161 444 1894 (option 4). There are a number of satellite car parks around the stadium with prices displayed upon entry. The Club does not endorse these car parks. If using these car parks, please take note of your surroundings in order to easily find the car park when you return in the dark. Please allow plenty of time to park and get to the stadium.

Details of the best car parks to use depending on your driving route will be available closer to the time – check www.mancity.com/events for updates. Parking at the Supermarket, opposite the stadium, is for store customers only. Penalties will be imposed for misuse of this car park.

RESIDENTS PARKING SCHEME

A resident parking scheme is in place in the streets around the stadium and this is strictly enforced and identified through on-street signage. If you park in these areas you will be fined and your vehicle may be clamped or removed. Additionally, pedestrian gates to estates opposite the Etihad Stadium, along Ashton New Road between Darley Street and Grey Mare Lane, are in operation and locked at the end of the event to minimize noise and disruption to local residents. In addition to a fine, if you park in these areas your vehicle is at risk of being locked within the area you cannot access after the event. Please respect the needs of the local residents and park in authorised car parks only.

The Etihad Stadium is committed to being a good neighbour to the residents of East Manchester. Please respect their homes and property by carefully disposing of your rubbish, using the toilets provided on the stadium grounds, adhering to the Residents Parking Scheme in operation and being mindful of minimising noise and disruption as you leave.

Concert welfare hubs (toilet facilities and rubbish bins) will be located along the official walking route back to the city centre.

Make sure you plan your journey home before the day of the concert. If you need directions to trams, buses, coaches, car parks, taxis or walking directions to the city centre on the day please ask one of our stewards.

MORE INFORMATION

For more venue information, including advice from Greater Manchester Police on how to avoid crime and help make sure you have an enjoyable day, visit www.mancity.com/events and keep up to date at @ManCityHelp

Full terms and conditions of entry to events are printed on the back of your ticket. Please read these before you set off to the Etihad Stadium.

All information and timings subject to change.



DO

- Keep your ticket with you at all times.
- Bring waterproof clothing in case of rain – the stadium has a partial roof over the stands which does not fully close.
- Arrange a meeting place within the stadium in case you get separated from your friends or family.
- Make sure you know the phone number of someone responsible that you can call if there is a change of plans. Remember that your phone can run out of charge so have this number written down somewhere safe as well as stored in your phone.
- Bring a small bag to keep your phone, purse/wallet and ticket safe. There will be searches so please keep all bags to an absolute minimum.
- Bring sunscreen and a hat in case of very hot weather.
- Ensure all food and drink is consumed prior to entering the stadium, as you are not able to bring food and drink into the stadium. Concessions are available inside should you need anything.
- Make sure you have planned your journey to and from the stadium, allowing extra time to take into account queues for public transport and extra traffic around the stadium.
- Check www.mancity.com/events in advance of the shows.
- Follow @ManCityHelp to keep track of live information.

DON'T

- Come to the stadium with the intention to camp overnight. Camping is not permitted.
- Put umbrellas up during performances. Large/golf umbrellas are not permitted in the stadium.
- Arrive with any sort of audio or visual recording equipment. Handheld cameras are fine, but professional equipment is not.
- Leave valuables on display in your parked vehicle.
- Bring flags or banners; these obstruct the view of others. Flagpoles and sticks are not allowed and any banners that are deemed inappropriate or offensive may be retained by the stewards.
- Bring small seats or stools for using on the pitch, this is not allowed.

TOP 5 THINGS TO REMEMBER

- Age restrictions do apply - these restrictions were shared when you brought your ticket. If you have a concern please speak to your ticket agent.
- You can't take your own food and drink into the stadium.
- Allow extra time and plan for your journey home as transport networks from the stadium will be extremely busy.
- When you're inside the stadium, take time to find your bearings and agree a meeting point in case you are separated from your friends.
- Camping outside the stadium is not allowed.

SPICE GIRLS

- Wednesday 29th May
- Friday 31st May
- Saturday 1st June

Doors open - 5.00pm
 Jess Glynne - 7.15pm
 Main Act - 8.30pm
 Ends - 10.30pm

Except for the curfew time, all other timings are not fixed and subject to change.

To gain admission remember to bring the following:

- The ticket(s)
- If you have selected Print@Home ticket(s), you will need to print your ticket(s) on clean, white, A4 paper so the barcode is clearly visible.

The venue does not have mobile ticketing. Your Print@Home barcode will not scan at the turnstile, using your mobile phone.

For travel information please visit www.tfgm.com/travel-updates/spice-girls

**ZEELO**

We are working with Zeelo to provide you with the perfect transport to this Summers concerts, including Spice Girls, the Muse and Metalica.

Zeelo is operating pick-ups in Liverpool and Birkenhead which you can see here <https://zeelo.co/rides/etihad-stadium>

Zeelo is also offering private transfers for everyone who would rather have a minibus or coach for their own group travel <https://zeelo.co/coach-hire/concerts>

REUSABLE PLASTIC CUPS

Please help us divert 1,000's of single use plastic cups going into the bin. Thank you for supporting use of our reusable cups. Please don't dispose of it or put it in the bin. Why not take it home as a memento, and use it over and again yourself. Or redeem your deposit at any open food & drink kiosk, and we will make sure we re-use it again for you.

**MUSE**

- Saturday 8th June 2019

Doors open - 5.00pm
 Pale Waves - 6.05pm
 Tom Morello - 7.05pm
 Muse - 8.30pm
 Ends - 10.30pm

Except for the curfew time, all other timings are not fixed and subject to change.

To gain admission remember to bring the following:

- The ticket(s)
- If you have selected Print@Home ticket(s), you will need to print your ticket(s) on clean, white, A4 paper so the barcode is clearly visible.

The venue does not have mobile ticketing. Your Print@Home barcode will not scan at the turnstile, using your mobile phone.

For travel information please visit www.tfgm.com/travel-updates/muse

**METALLICA**

- Tuesday 18th June 2019

Doors open - 4.00pm
 Bokassa - 5.20pm
 Ghost - 6.20pm
 Main Act - 7.50pm
 Ends - 10.20pm

Except for the curfew time, all other timings are not fixed and subject to change.

To gain admission remember to bring the following:

- The ticket(s)
- If you have selected Print@Home ticket(s), you will need to print your ticket(s) on clean, white, A4 paper so the barcode is clearly visible.

The venue does not have mobile ticketing. Your Print@Home barcode will not scan at the turnstile, using your mobile phone.

For travel information please visit www.tfgm.com/travel-updates/metallica



ALL YOU NEED TO KNOW ABOUT CATERING AT THE ETIHAD STADIUM

OPENING TIMES

City Square Fan zone is open from **2pm**
 The Stadium will open throughout the event, closing at **10pm**

FOOD AND BEVERAGE

City Square fan zone is the perfect place to meet pre concert offering an array of products, including:

- **BBQ's** - Beercan Chicken - sticky MPA and maple glaze, soft flour wrap, spicy jalepeno deli slaw
- **Pizza's** - Smokey BBQ chicken & peppers, cheese & BBQ sauce
- **Fish and Chip's** - Crispy battered haddock & chips
- **Grills** - Merguez, spicy lamb sausage, spicy red cabbage deli slaw, soft flour wrap
- **Burgers** - ¼ burger, mature cheddar cheese, lettuce & onion, Sheldons soft flour bun,
- **Pastys** - a selection of pastys
- **Hog roast sandwiches**
- **Laurent Perrier Champagne cart**
- **Gin and cocktail Bars** - Classic G&T, Elderflower G&T, Pimms, Fizz
- **Draught beer bars** with Amstel, Strongbow Dark Fruit and a selection of spirits

Whilst the 55 dedicated catering outlets within the stadium will be providing items such as;

- **Draught and bottled lager and cider**
- **Burgers, hotdogs, chicken, chips**
- **Soft drinks**
- **Vodka and coke and Gin and tonics**
- **Wines**
- **Gin & cocktails**

Additionally our on pitch hawking teams will be providing Heineken, Bulmers cider and water