



## Venue & Show Information

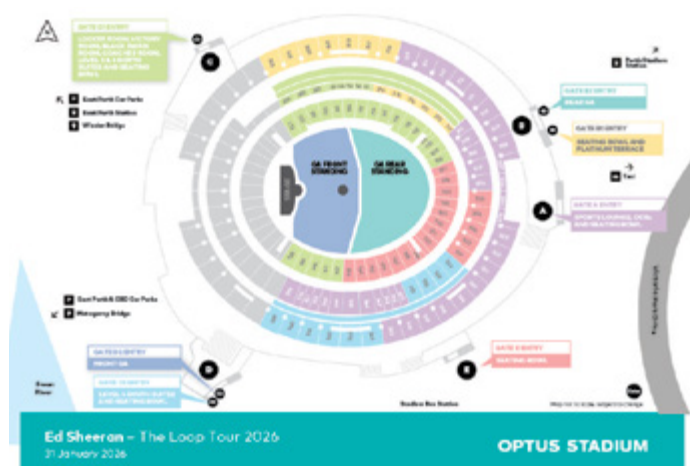
### Key Timings:

<b>3:00pm</b>	Box Offices Open
<b>4:00pm</b>	Gates Open
<b>5:15pm</b>	Support Acts Commence
<b>10:45pm</b>	Concert Concludes (approx.)

All times are approximate and subject to changes.

### Entry to Optus Stadium

**All patrons MUST enter the venue via the gate specified on their ticket.** Please refer to the Optus Stadium map below for Gate locations.



### Authorised Sellers

Ticketmaster is the only authorised ticketing agent for this event. Ticketmaster and Optus Stadium recommend that you do not buy tickets from non-authorised sellers. The Promoter and the venue have the right to refuse your entry.



### Ticketing Enquiries

Please contact Ticketmaster if you have any questions regarding your event ticket [www.ticketmaster.com.au](http://www.ticketmaster.com.au) or head to a Box Office on event day.



### Ticket Requirements

There are several things you must do **BEFORE** arriving at the Venue, to guarantee a smooth entry for you and your group. We ask that you read the below information and share it with all members of your group to ensure a smooth entry process into the Stadium.

- **ACCESS** to your tickets is available via the Ticketmaster App. Log in to the account you purchased your tickets with and go to the My Tickets tab.
- **ACCESS** to your tickets online is available via your Ticketmaster Account. Log in to the account you purchased your tickets with and go to 'Order History'.
- **SHARE** additional tickets to the other members of your group prior to arriving at the Venue, so they can download and access ahead of time on their mobile phones. [Click here](#) for information on how to use Ticket Transfer.
- **ADD** your ticket/s to your Apple or Google wallet before you get to the event.
  1. This will be the only way to guarantee you can access your tickets even if there is network congestion on the day. Remind your friends to do the same!
  2. Sign into your Ticketmaster account.
  3. Tap on 'My Tickets' in our Ticketmaster account.
  4. Tap your Ed Sheeran order to view your ticket/s.
  5. Tap on 'Add to Wallet'.
- **AT THE VENUE** turn your phone brightness up and have your ticket/s displayed on your phone and ready to scan at your ticketed entry gate.
- [CLICK HERE](#) for a comprehensive 'how to' guide to Ticketmaster mobile tickets.



### Entering Optus Stadium

Make sure you plan to arrive early and allow sufficient time to enter. Turn your phone brightness up and have your ticket/s displayed on your phone and ready to scan at your ticketed entry gate.

If your ticket has a barcode, hold it under the scanner at the turnstile.

If your ticket doesn't have a barcode tap it on the WiFi symbol at the front of the turnstile to enter.

More information on how to scan different ticket types at Optus Stadium can be found [here](#).

### Overnight Camping / Early Queuing

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



Queuing will be permitted on 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.

Please note any 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 all 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.

An Accessible Platform is located on the Arena Floor in the front General Admission (GA1) area. Capacity is limited and staff will be positioned at the platform to facilitate access to valid ticket holders.

An AUSLAN Interpreter will be placed at the front of Section 142 for hard of hearing patrons.

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](#).

The Optus Stadium Sensory Room located behind Section 149 will be available for patrons to use. There will also be an area of respite positioned on the North side of the Arena floor (between the two bars) for those that need a break.

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](#).

### Cloakroom Facilities

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





## Weather

It's going to be hot so make sure you are prepared and look after yourself. Wear sunscreen and bring a hat if you're arriving early. Water will be available throughout the venue. Please note the concert specific conditions of entry:

- Hard plastic / metal water bottles are not permitted on the Arena floor.
- Plastic PET Bottles are permitted on the Arena floor but must have the lids removed.
- Umbrellas are not permitted.



## 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.

First Aid Rooms are located on Level 1 behind Section 146 and on Level 5 at Section 548.

## Toilets

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

## 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. The Cash exchange outlet will be in operation behind Section 132.



## Tour Merchandise

Official tour merchandise can be purchased from authorised sellers located within the Stadium and Stadium Park. External merchandise outlets will open from 12:00pm.

## 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, cans are not permitted on the Arena floor. These must be poured in to and consumed from a paper cup. Soft plastic bottles are permitted throughout the venue however bottles on the Arena floor must have their lid removed.

Additional food and beverage options will be available for patrons ticketed to the Arena floor. Please follow the signage above each of the large Arena tunnels.

Access to the Level 1 Food and Beverage outlets and 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.



## Security

WA Police, Security and Customer Service staff will be on site throughout the event 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. You can also 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 wand. 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 Number 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.

## Getting To & From The Concert

### Public Transport

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

Direct rail will operate before and after the show. The Suburban bus network will operate before the show until 7:00pm and after the show for 45 minutes.



### Parking

There is no public parking available on site. Patrons are strongly encouraged to take advantage of the additional public transport running to and from Optus Stadium to avoid expected heavy congestion on the road network.

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



## What You Can and Can't Bring

### What You Can't Bring

- ✗ Hard metal or plastic and glass drinks bottles are not permitted entry into gates designated for Arena patrons (Gates B2 and D2). Soft plastic PET bottles only are permitted on the Arena floor with bottle tops removed.
- ✗ Signage, banners or flags larger than A4 in size are not permitted entry into the venue for this event.
- ✗ Cameras with a professional detachable lense, tripods, tablets or professional audio recording devices are not permitted entry into the venue
- ✗ Lasers and laser pens are not permitted entry into the venue.
- ✗ Bags larger than A3 in size
- ✗ Weapons of any kind
- ✗ Umbrellas
- ✗ Flares, fireworks or pyrotechnics of any kind
- ✗ Gas cannisters of any form
- ✗ Alcoholic beverages
- ✗ Drones
- ✗ Any other item(s) deemed to be offensive or of risk
- ✗ Other items determined by Optus Stadium that may cause damage, harm or public nuisance.

### What You Can Bring

- ✓ Concert tickets – hold onto your tickets if you are catching public transport
- ✓ Small bags are permitted however cannot be larger than A3 in size (297mm x 420mm) and no backpacks of any size. Please note: there is no cloakroom available for larger bags and all bags will be subject to a bag check
- ✓ Hats, sunscreen, personal water bottle (if ticketed to the seating bowl)
- ✓ Standard point-and-shoot cameras and camera phones

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](#).