



STARS OF LONDON'S WEST END PERFORM AN EVENING OF UHUAY 20 AND SATUPDAY 21 SEPT

FRIDAY 20 AND SATURDAY 21 SEPT 2019 AT SOPHIA GARDENS CARDIFF

EVENT GUIDE

EVENT GUIDE

We hope you're excited for your evening of QUEEN at Sophia Gardens Cardiff! Please read through this information guide and we request all visitors abide by the guidelines to make the evening run as smoothly as possible.

DOs & DON'Ts

DO

- Enjoy yourself responsibly
- Arrive early to avoid queues
- Plan your travel to the event in advance
- Keep your ticket with you at all times, especially hospitality and seated tickets as you will need them for access off the pitch. No duplicate tickets will be processed. Sophia Gardens operate a no duplicate ticket policy
- Do bring appropriate clothing, this is an outdoor event
- Do put any rubbish in the bins provided
- Please be patient when queuing
- Do bring valid photographic ID (Passport or Driving License), we operate a strict 'Challenge 25 Policy'.
- Free water stations are available at the venue. Please bring empty bottles with you. Full bottles will need to be emptied before entering the stadium
- If you have any issues or concerns, please highlight to your nearest steward
- Do leave the event quietly and please respect our neighbours
- Anyone aged 17 and under must be accompanied by a ticket-holding adult (18+)

DON'T

- Do not bring a bag if possible. If you must, please don't bring one larger than an A4 piece of paper
- Do not bring anything that could be considered a weapon
 Do not bring any type of pyrotechnics such as fireworks, flares or smoke bombs. It is illegal for a person over 18 years to let off a firework, flare or smoke bomb in a public place.
- Do not bring aerosols, airhorns, megaphones, gas canisters, psychoactive substances aka 'legal' highs, paper lanterns or glass items. These will be confiscated upon entry and will not be returned.
- Do not arrive with any form of professional audio or visual recording equipment
- Do not bring animals to the event (with the exemption of registered hearing or guide dogs).
- Do not bring any valuables if it can be helped
- Do not bring any furniture of any kind with the exception of blankets.
- Do not bring any food or drink into the event. Food and drink will be available to purchase inside the venue.
- Please don't leave it to the last minute to enter the site or you may miss out on the performance
- Re-entry will not be permitted once leaving the venue

GETTING HERE

The concert takes place at Glamorgan Cricket, Sophia Gardens, Cardiff, CF11 9XR

ON FOOT

The most popular and picturesque means of reaching the Stadium from the city centre is on foot. The final part of the leisurely stroll takes you along the banks of the famous River Taff and the grounds of Cardiff Castle.

(Walking time approximately 20 minutes from the city centre).

BY BUS

- Cardiff Central bus station is being re-developed. Regular bus services run from Westgate Street to and from Cathedral Road (Sophia Gardens nearest bus stop).
- For further information, please visit www.cardiffbus.com Routes going via Cathedral Road include: Number 25/25A Circular Service (every 20 minutes) Number 62/63 services (every 20 minutes)

BY TRAIN

Cardiff Central Railway station is approximately one mile from Sophia Gardens (walking time approximately 20-minute walk). For further information, please visit one of the following rail provider websites:

www.GWR.com – www.arrivatrainswales.co.uk

PARKING

- There is limited parking available at the stadium on the night for £10 per car. No pre-event bookings available. Spaces will be allocated on a first come, first served basis. Parking will be via Gate 2
- Alternative parking is available in the Sophia Gardens pay and display - a short walk from the Stadium

SEATING

- Seating is only available for purchasers of stand tickets and hospitality guests. This will be indicated clearly on each ticket.
 No ticket upgrades are available on the day
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- You are NOT permitted to bring camping furniture/ deck chairs; however, we welcome picnic blankets.

ACCESSIBILITY

- The event takes place on grass. Friendly stewards will be around to assist. Accessibility toilets will be available
- The event arena is suitable for wheelchair users with assistance

SECURITY

- Comprehensive security measures will be in place for all those visiting Sophia Gardens and all bags will be searched upon entry
- Do not bring a bag if possible. If you must, please don't bring one larger than an A4 piece of paper
- On arrival at your specified gate, your event ticket will be checked by a steward. Please have your event ticket available as you enter the stadium. Our stewards will be happy to assist with any queries you may have. If you have any safety or security concerns on the day, please contact your nearest steward who would be happy to assist.

WEATHER

- The concert will not be cancelled in an event of adverse weather conditions. In an event of extreme weather conditions, the venue and promoter will rearrange to an alternative date.
- Please bring clothing appropriate to the expected weather conditions. In consideration of other concert goers, umbrellas should not be used in the crowd; respect other concert goers' space. Small umbrellas only.
- There will be no merchandise/ clothing sold at the event, so we strongly advise you prepare in advance

REFRESHMENTS

- You are not permitted to bring food and drink to the event
- A range of catering, offering a variety of street food and drink will be available within the event arena from the time the gates open. Vegetarian and vegan options will be available.
- Free water stations are available in the event to be used during the event

TOILETS

• Standard and accessible toilet facilities are located within the event arena.

SMOKING

- Smoking is prohibited on the pitch and in hospitality or seating areas.
- There is a designated smoking area available. Please see the event map. A steward will happily direct you on the day.

FIRST AID

• A fully-staffed First Aid station will be in operation throughout the duration of the event. Please note the First Aid point highlighted on the event guide

APPROX TIMINGS*

Box Office Opens 16:00 hrs

Hospitality Gates Open 18.00 hrs

General Admission Gates Open 18.00 hrs

> Act to Perform 19:45 hrs

> > Interval 20:30 hrs

Second Performance

20:50 hrs

22.00 hrs

Bar Closes 22.30 hrs

Guests Depart 23.00 hrs

*All times are approximate and subject to change.









WE LOOK FORWARD TO WELCOMING YOU!

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