



# ROD STEWART

## FAQ's - PORTMAN ROAD STADIUM, IPSWICH

### TICKETS

**PLEASE NOTE THIS CONCERT IS FULLY SEATED**

#### HOW DO I BOOK TICKETS?

Ticketmaster: Phone: 0844 844 0444

Web: <https://www.ticketmaster.co.uk>

Ticketline: Phone: 0844 888 9991

Web: <https://www.ticketline.co.uk>

The Ticket Factory:

Phone: 0844 33 88 000

Web: <https://www.theticketfactory.com>

See Tickets: Phone: 0871 220 02060

(10p per minute plus your network access charge)

Web: <https://www.seetickets.com>

Gigantic: Phone: 01155 8077 900

Web: <https://www.gigantic.com>

AXS: Phone: 0844 824 4824

Web: <https://www.axs.com>

#### HOW DO I BOOK VIP TICKETS?

Front Row and Hot Tickets will be available at the concert for an extra special treat. These tickets will be sold exclusively by VIP Nation.

VIP Nation: Phone: 0844 844 0444

Web: <https://vipnation.eu>

#### HOW DO I BOOK HOSPITALITY TICKETS?

Please contact the venue for more information hospitality packages on 01473 400594 or [sales@itfc.co.uk](mailto:sales@itfc.co.uk)

#### HOW DO I BOOK DISABLED ACCESS TICKETS?

Both wheelchair accessible seating and allocated aisle seating for customers who are registered disabled are available. Disabled customers will be able to book tickets from 9am on Friday 21st September. Please purchase tickets through the venue on 01473 400556.

#### I HAVE A QUERY REGARDING MY TICKETS, WHO SHOULD I SPEAK TO?

For any questions you may have with regards to your tickets, you'll need to contact your point of purchase and their customer services team will be able to help.

Ticketmaster: Customer Service is 0333 321 9999 or

<https://help.ticketmaster.co.uk/contact-us/>

VIP Nation: Customer Service is 0207 009 3484

Ticketline: Customer Service is 0161 813 22 22 or

[customerservices@ticketline.co.uk](mailto:customerservices@ticketline.co.uk)

The Ticket Factory: Customer Service is 0844 33 88 000 or

[www.theticketfactory.com](http://www.theticketfactory.com)

See Tickets: Customer Service is 0871 220 02060 (10p per minute plus your network access charge) or

<https://www.seetickets.com/customer-service>

Gigantic: Customer Service is 01155 8077 900 and [customerservices@gigantic.com](mailto:customerservices@gigantic.com)

AXS: Customer Service is 0844 824 4824

#### CAN I PURCHASE TICKETS ON THE DAY OF THE CONCERT?

If there is availability, yes, tickets can be purchased on the day of the concert from the box office.

Box office opening time: 3:00pm

Box office closing time: estimate 9:30pm (all times subject to change)

#### CAN I HAVE A REFUND OR EXCHANGE ON MY TICKETS?

We regret that we cannot exchange, refund or transfer tickets unless the event in question has been cancelled or rescheduled. This is part of the purchase policy you agree to when purchasing tickets.

#### WHAT IS THE CHILD POLICY?

All customers under 16 must be accompanied by an adult aged 18+

#### KEY TIMES (ALL SUBJECT TO CHANGE)

##### WHAT TIME WILL THE GATES OPEN?

Gates will open at 5:00pm

##### WHAT TIME WILL THE SHOW START?

Entertainment should be expected to begin from 7:00pm.

##### WHAT TIME WILL THE SHOW FINISH?

The concert will end approximately at 10:30pm.

### VENUE AND FACILITIES

**ADDRESS:** Ipswich Town Football Club, Portman Road, Ipswich, Suffolk, IP1 2DA

**BY CAR** - From London - Take the A1214 from the A12 or the A14, by Tesco, into Ipswich and follow signs to the stadium. After approx. 2 miles go over the major junction next to Sainsbury's. Turn right at next traffic lights into West End Road and continue to follow signs to the ground.

**BY TRAIN** - Portman Road stadium is about a 5-minute walk from Ipswich railway station. Ipswich is on the main Intercity line from Liverpool St to Norwich.

From the station: Walk over the bridge and past two further sets of traffic lights, then turn left into Portman Road and continue to follow signs to the ground.

For more information visit:

[greateranglia.co.uk](http://greateranglia.co.uk). Please plan ahead and allow plenty of time for your journey.

**BY BUS** - To plan your journey by bus visit [ipswichbuses.co.uk](http://ipswichbuses.co.uk) or [firstgroup.com/ukbus](http://firstgroup.com/ukbus).

#### IS THERE CAR PARKING?

For more information, please visit [www.ipswich.gov.uk/parking](http://www.ipswich.gov.uk/parking)

#### CAN I BRING MY OWN FOOD AND DRINK?

Food and drink is not permitted however there are food and drink concessions within the event.

You may bring 1 sealed bottled water per person max 500ml.

If you have a medical condition such as diabetes, then a doctor's note will permit diet-specific food and drink only.

#### WHAT ARE THE TOILET FACILITIES?

All customers will have easy access to toilet facilities and there will also be wheelchair accessible toilets.

#### IS THE CONCERT SEATED?

Yes, the concert is fully seated however please be aware that people may stand up around you. Please note the pitch/floor seating is not tiered.

#### IS THE CONCERT OUTDOORS?

Yes

#### IF IT RAINS, WILL THE CONCERT STILL GO AHEAD?

Yes, the concert will go ahead in the rain so please come prepared. Concerts are only ever cancelled if the weather conditions make it dangerous.

#### CAN I BUY OFFICIAL MERCHANDISE?

Yes, if available, official merchandise will be available to purchase within the venue

#### ARE THERE ANY CASH MACHINES ON SITE?

No. Please ensure you bring sufficient cash

### SECURITY

#### CAN I BRING A BAG?

Yes, but please try to bring a bag no larger than an A4 piece of paper. All bags are subject to a search so please avoid bringing one where you can as this would speed up your entry to the concert.

#### CAN I BRING MY PROFESSIONAL CAMERA?

Any cameras that are deemed 'professional' will be confiscated until the end of the concert.

#### CAN I BRING AN UMBRELLA?

Umbrellas are not permitted.

#### ARE THERE ANY OTHER RESTRICTED ITEMS?

Yes, it is an offence to bring in flares, fireworks and smoke bombs or similar to an outdoor event. All items will be confiscated and passed on to the police to deal with further.