

Garda Concert Management Arrangements for Croke Park



Re: Michael Bublé in Concert at Croke Park Stadium. Saturday 7th July 2018

Stiles Opening		: 18.00hrs.
Emile Sandé	Start Time	: 19.15hrs.
Michael Bublé	Start Time	: 20.45hrs.
Event Finish		: 23.00hrs.

Public Transport:



In conjunction with the Transport Agencies attached Gardai have developed a transport plan to assist patrons attending the Michael Bublé Concerts at Croke Park Stadium.

For full details of all public transport please see :

- [National Journey Planner](#)
- www.dublinbus.ie
- www.luas.ie
- www.irishrail.ie
- www.buseireann.ie
- www.crokepark.ie

Persons attending are advised:

The advice from all agencies involved in the management of the concerts is to utilise public transport for travelling to and from the concerts and use park and ride facilities.

Public Transport Information

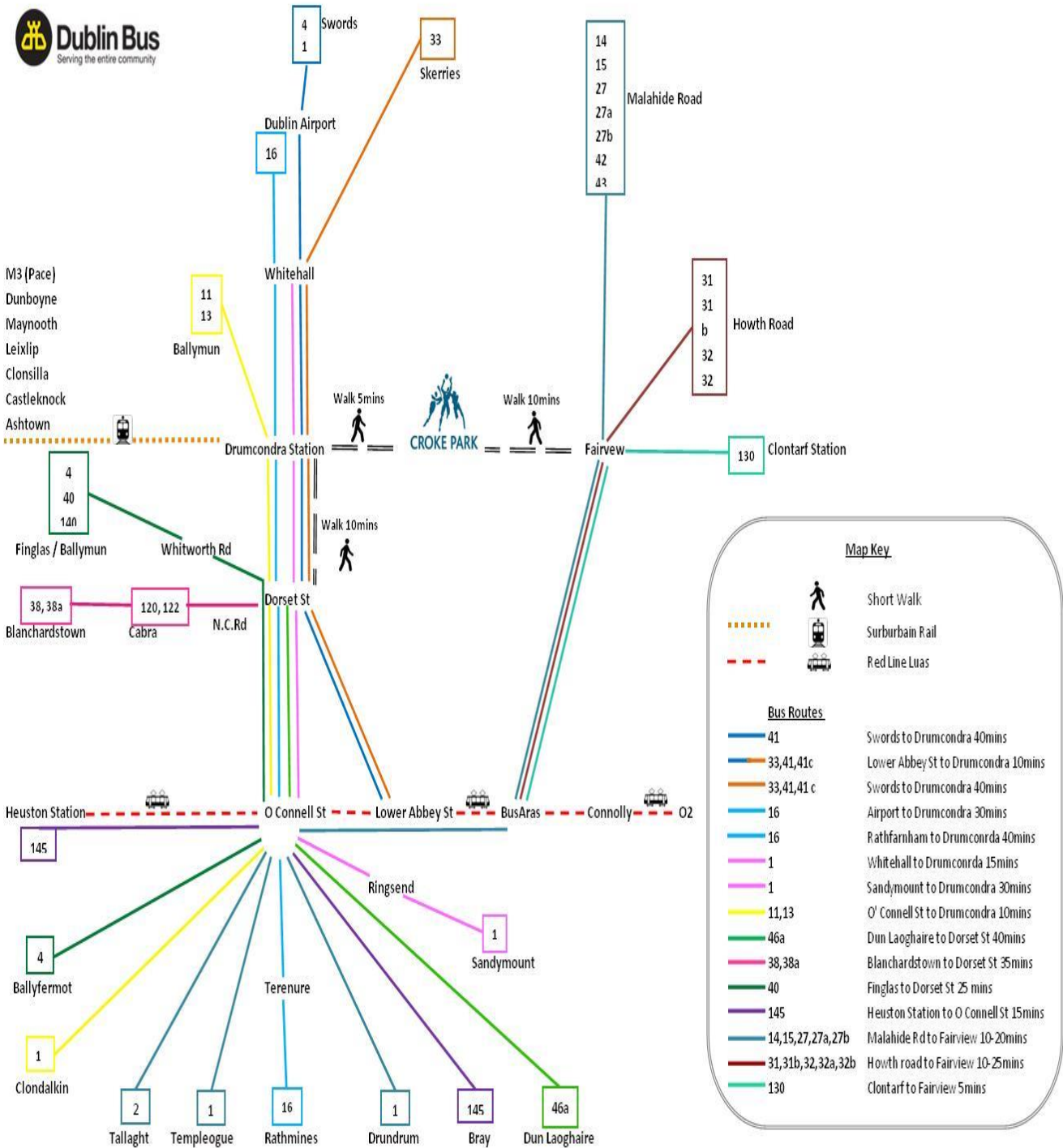


On Saturday 7th July 2018 , Iarnród Éireann will provide additional capacity on DART and Commuter routes for fans attending Michael Bubl  concert in Croke Park Stadium.

Additional Late Night DART & Commuter Services :

- Additional services will operate to Greystones, Howth and Maynooth* after the concert.
- These additional services along with all regular services can be viewed through the journey planner.

Additional Late Night Intercity Services : Please check www.irishrail.ie for up to date information .



Dublin Bus routes servicing Croke Park Stadium and its immediate environs.
For more information contact Dublin bus at www.dublinbus.ie



Michael Bubl  / Croke Park

- Concert Parking -

- Concert Parking at selected Park Rite car parks
- Bring your concert ticket to the car park office to avail of the Park Rite Croke Park event offer or pre-book online at www.parkrite.com
- Offer does not include overnight parking
- All car park locations are 10 – 15 minute walk to Croke Park
- Enquiries to 01-5425600.

Park Rite Parnell Street Car Park, Parnell St, Dublin 1 **Spaces: 500**

Opening Hours: Monday to Thursday 6.30am to 00.30am, Friday 6.30am to 1.30am, Saturday 7.00am to 1.30am, and Sunday 9.30am to 00.30am.

Park Rite Irish Life Car Park, Lower Abbey St, Dublin 1 **Spaces: 340**

Opening Hours: Saturday 8th July 8.00am to Midnight.

Park Rite IFSC Car Park, Commons St (rear of Jury's Inn) , Dublin 1. **Spaces: 370**

Opening Hours: Saturday 8th July 8.00am to Midnight.

Park Rite Fleet Street Car Park, Temple Bar, Dublin 2 **Spaces: 393**

Opening Hours: 24 Hours a day seven / days a week.

Park Rite Drury Street Multi-Storey Car Park, 36-37 Drury St, Dublin 2 **Spaces: 465**

Opening Hours: Monday to Saturday only 05:30 to 02:00.

Park Rite Smithfield Car Park, Queen St, Dublin 7 **Spaces: 348**
(ONLINE PRE BOOK ONLY at this car park)

Opening Hours: Monday to Friday 7.00am to 1.30am, Saturday 8.00am to 1.30am, Sunday/Bank Holidays 10.00am to Midnight.



Luas

P&R Red Line:

- Red Cow – 727 spaces (24 hr access)
- Cheeverstown (312) (24 hr access)
- Last Luas 00:30hrs

P&R Green Line:

- Balally 421 spaces(24 hr access)* price subject to change
- Stillorgan 341 spaces (24 hr access)
- Sandyford 47 spaces (24 hr access)
- Carrickmines 352 spaces (24 hr access) * price subject to change
- Last Luas 00:30hrs

Operating hours: Green Line

>> FROM **Broombridge to Brides Glen**

Monday - Friday	5:30am to 0:30am
Saturday	6:30am to 0:30am
Sunday & Bk Hol.	7:00am to 11:30pm

>> FROM **Brides Glen to Broombridge**

Monday - Friday	5:30am to Midnight
Saturday	6:30am to Midnight
Sunday & Bk Hol.	7:00am to 11:00pm

Operating hours: Red Line

>> FROM The Point TO Tallaght

Monday - Friday	5:30am to 0:30am
Saturday	6:30am to 0:30am
Sunday & Bk Hol.	7:00am to 11:30pm

>> FROM Tallaght TO The Point

Monday - Friday	5:30am to Midnight
Saturday	6:30am to Midnight
Sunday & Bk Hol.	7:00am to 11:00pm

>> FROM Saggart TO Belgard

Monday - Friday	5:40am to 11:50pm
Saturday	6:40am to 11:50pm
Sunday & Bk Hol.	7:10am to 10:50pm

>> Last tram FROM The Point TO Saggart

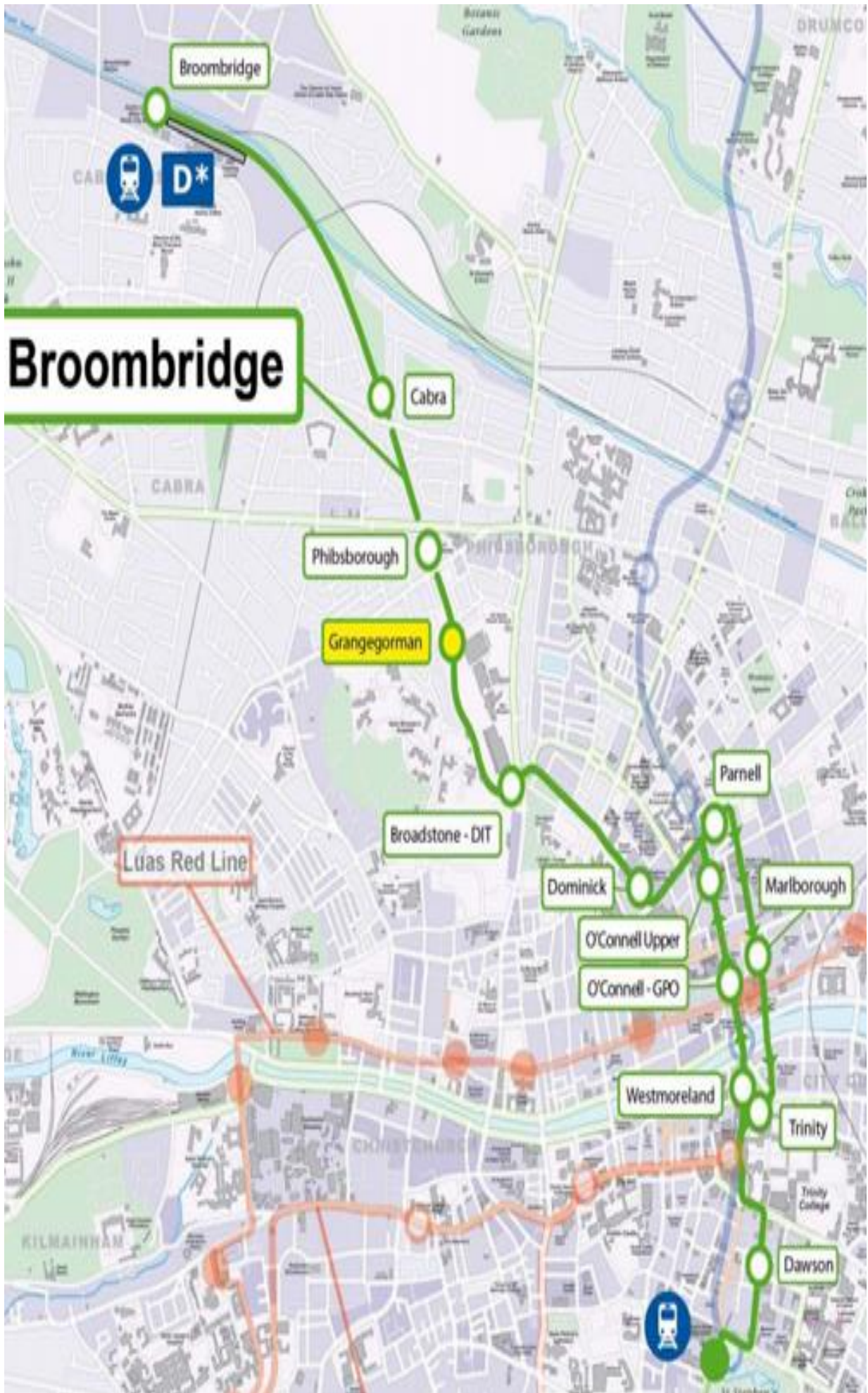
Monday - Saturday	Midnight
Sunday	11:00pm

>> Connolly Luas Stop

Monday - Friday	7:10am to 7:30pm
Saturday	9:05am to 6:45pm
Sunday & Bk Hol.	3:10pm to 7:00pm

For further information contact Luas at www.transdevireland.ie

Broombridge



General Concert Information.

Ticket Collections :

There are ticket sales for this concert. Please refer to www.Ticketmaster.ie for same. Please refer to www.mcd.ie for details of ticket collections for this concert.

Residents :

Patrons are requested to be aware that Croke Park is located in a residential area. Patrons attending Croke Park are requested to respect residents by behaving in an appropriate manner when going to and departing the stadium. Issues such as illegal parking, anti social behaviour, drinking and urinating in public cause difficulties and will not be tolerated by Gardai. Patrons are asked to desist from such behaviour.

Jones Road :

Jones Road will remain sterile throughout the concert. This restriction will be strictly enforced. All non ticket holders are requested not to congregate on the streets around the stadium.

Banned Items in Stadium

A: The below items are **not** allowed:

- Aerosols/ Air Horns
- Animals (Other than registered guide or hearing dogs)
- Alcohol
- Any item which may reasonably be considered for use as a weapon
- Audio recorders
- Backpacks /large bags /Waist packs/ Briefcases
- Banners with poles or poles of any kind
- Bicycles, scooters, skateboards, skates, Segways, or other unauthorized means of transportation
- Bottles
- Cans
- Cameras with detachable lens or recording equipment
- Camping equipment
- Chinese or sky lanterns
- Cooler Boxes / Large containers / Thermoses / Ice Chests
- Crash helmets or protective headwear, body-armor or protective clothing
- Deckchairs
- Distribution of unauthorized promotional or commercial material
- Drones
- Drumsticks
- Excessive amounts of batteries, wire, cables or electrical components
- Fireworks, road flares, emergency flares, explosives or other incendiary devices
- Flagpoles
- Food and Beverages
- Garden furniture, fold up chairs or shooting sticks
- Glass or metal containers of any kind
- Glow sticks
- Go Pros
- Illegal substances/ illegal merchandise of any description

- iPads
- Items that may be deemed a safety hazard or annoyance to participants or guests (balls, frisbees, balloons, projectiles, radios, bells, whistles, musical instruments, etc.)
- Large umbrellas
- Large chains, spiked bracelets or wallet chains
- Large Flags, Placards or Posters inc sticks
- Light sabers
- Lights or battery packs
- Lasers/Laser pens, portable laser equipment or torches
- LED Headbands, wristbands, Glow sticks or Light emitting objects of any kind (except mobile/cell phones)
- Liquids -No liquids are permitted other than sealed water less than 500ml is allowed (Caps will be removed)
- Long Wallet Chains
- Nitrous oxide
- Political Signage
- Professional Cameras/ Un – authorized professional film or video equipment
- Purses larger than a clutch bag
- Selfie sticks
- Signs larger than 11 X 17 inches
- Smoke canisters
- Sound systems
- Spray cans
- Spurs
- Studded Jewelry
- Tridents
- Unofficial tabards or reflective jackets
- Video cameras, GoPros, audio recording devices and tripods; no video or audio recording will be allowed
- Weapons of any kind, including guns, knives, pepper spray or mace, handcuffs, nightsticks or other items

DO NOT BRING BACKPACKS OR LARGE HANDBAGS

THERE WILL BE NO CLOAKROOM OR STORAGE FACILITIES ON SITE. BAGS MUST NOT BE LEFT AT ENTRANCES OR SURROUNDING AREAS. ANY ITEMS LEFT WILL BE REMOVED AND DISPOSED OF ACCORDINGLY.

Should you require somewhere to store a backpack, large handbag or any additional luggage during the event the following locations have Bag drop/locker storage facilities available (please note these are independently run facilities)

- Ned Kelly's, 3 O' Connell Street Upper
- Extreme Ireland, Tourism Office, 37 College Green
- Busáras Station, opposite Connolly train station

Searching is a condition of entry to protect your safety and that of others.

Due to increased security measures, we strongly advise you allow sufficient time to get through security checks to gain entry to the venue in a safe and timely manner.

To ensure as smooth an access as possible and to avoid any unnecessary delays we strongly suggest that you bring as little as possible with you to the event and minimize jackets and additional layers when possible. To avoid disappointment **do not bring backpacks or larger handbags**, you may be refused admission to the venue without a refund.

Bags that will be allowed in the venue are as follows:

1. Bags that are clear plastic, vinyl, or PVC and do not exceed 12"x6"x12"/30.5cm x 15.2cm

- x 30.5cm
2. One-gallon clear plastic freezer bag (Ziploc or similar)
 3. If bringing a personal bag, purse or clutch bag, you should only bring those of smaller sizes **i.e. those measuring 4.5in/11.4cm x 6.5in/16.51cm or smaller will be allowed.**

Crowd Management and Crowd Dispersal Plan

Pre Concert Crowd Management Plan :

In the interest of safety patrons are advised as follows :

1. Not to enter the Jones Road / Russell Street unless they hold a Hogan Stand or Premium ticket.
2. Not to congregate in vicinity of Croke Park Hotel as this causes a serious obstruction to crowd movement in that area. Gardai will move waiting persons in this area.
3. Use coloured routes outlined on Croke Park / MCD websites to access the stadium.
4. Arrange meeting points at a distance away from Jones Road.

Post Concert Crowd Management Plan:

In the interest of safety patrons are advised as follows :

1. Patrons exiting the Hogan Stand will be directed to exit by a planned route as they leave these stands onto Jones Road.
2. Patrons are further requested not to congregate in vicinity of Croke Park Hotel as this causes a serious obstruction to crowd movement in that area. Gardai will move waiting persons in this area.
3. Patrons exiting via Clonliffe Road and via North Circular Road are asked by Gardai not enter onto Jones Road or Russell Street.
4. Please arrange to meet friends at a place a distance away from Jones Road.

Patrons should comply with the directions issued by Gardaí and stewards as they depart the stadium. The measures are being implemented to prevent crowd congestion on the street outside the Croke Park Hotel which has become a meeting point for patrons attending Croke Park concerts.

The result of patron active participation and compliance will result in a safer entry and exit from the stadium for all patrons and children and make the stadium environs a safer place for all people.

General Traffic Advice :

Coach Parking :

There is one designated coach drop / collection / parking area being provided for these concerts. It is located at Alfie Byrne Road, East Wall, Dublin 1.

The two designated routes for travelling to and from Alfie Byrne Road are :

1. M.50 and via the Port Tunnel.
2. M11 and via East Link Bridge.

Coach driver are requested to travel directly to the coach parking area where concert patrons can then disembark and park or return to collect passengers after the concert finishes.

There is a second coach parking at Western Way and access is by way of Constitution Hill. Drivers using this facility are also requested to comply with the above requirements.

Coach drivers should note that MOUNTJOY SQUARE IS CLOSED for the entire concert and coach parking or drop off / pick up will not be permitted in that area.

In addition coaches will not be permitted to drop off / pick up passengers on any of the arterial routes around Croke Park Stadium. This will be strictly enforced by the Garda Traffic Corps.

Vehicle Access Routes :

All patrons attending the concerts by vehicle are advised to allow time for traffic delays.

Patrons who have tickets for the Hogan and Davin Stands should approach from the west and north side of the stadium by using the M50 motorway to Navan Road, Finglas Road and Drumcondra Road.

Patrons who have tickets for the Cusack Stand and Pitch should approach from the east and south side of the stadium by using the Port Tunnel and East Link Bridge. Dublin Port Tunnel will be open to all vehicles.

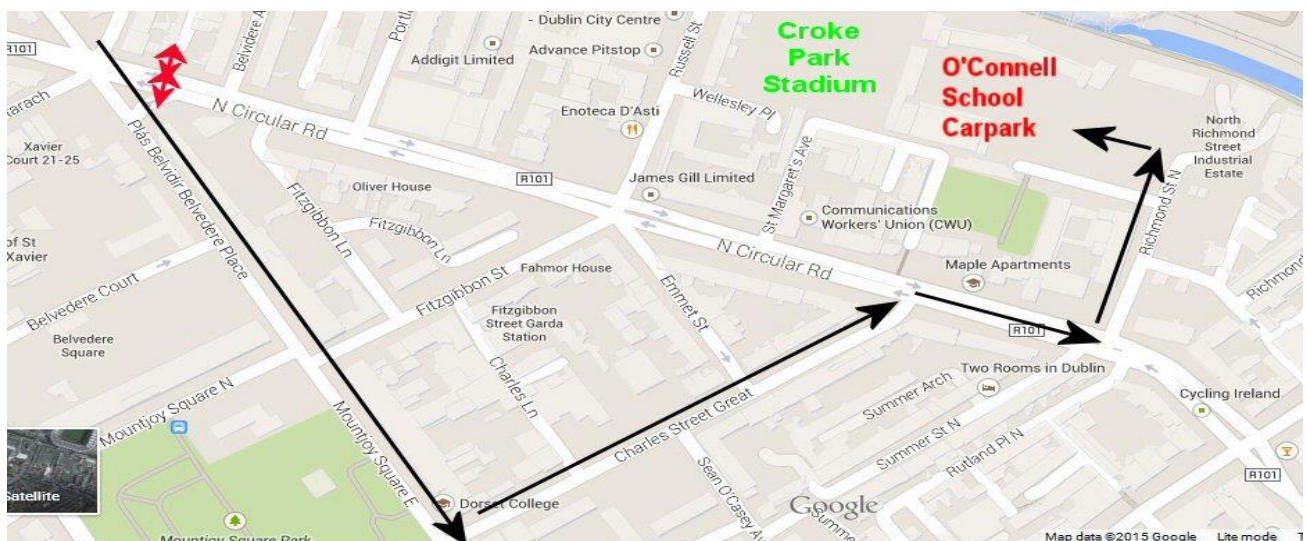
On street parking is very limited due to Croke Park being situated in residential area. Patrons should be aware that illegally parked vehicles cause traffic disruption, and obstruction to movement of emergency vehicles.

There will be strict enforcement of all illegal parking in the area by Gardai and Dublin City Parking Services and such vehicles will be impounded or clamped and will be liable to a substantial fine.

Car Parks :

There are two confirmed supervised **car parks** available in the vicinity of Croke Park.

1. O'Connell's School, North Richmond Street. Entry via North Circular Road.



2. Clonliffe College car park, Entry via Drumcondra Road.
This car park has parking and provides special needs parking spaces.

Traffic will not be permitted to leave the car park for a period after the concerts in order to allow pedestrians leave the area safely.

Garda Cordon :

As with all concerts at Croke Park, a Garda Cordon will be in effect on the streets that lead to Croke Park. Only accredited vehicles will be permitted to pass by this cordon. All vehicles will be checked for accreditation.

All patrons entering the Garda cordon will be the subject of a ticket check by Stewards and search by Gardaí. Persons not in possession of a concert ticket will not be permitted through the Garda cordon. Any articles that may cause harm or discomfort to other patrons will be seized. Patrons are advised not to bring any unnecessary baggage with them as they may be refused entry to the stadium. Patrons are advised to travel early to the stadium to avoid any unnecessary delays.

Local residents, their immediate families, local business community are in possession of passes and will be facilitated at the barriers. Passes however do not guarantee entry through the cordon where pedestrian volumes exist.

As a guideline the Garda cordon will be in place two hours prior to stiles opening time and two hours post concert to enable concert patrons to arrive and depart safely.

It is also necessary to temporarily extend the Garda cordon at the end of the event in order to allow the safe exit of concert patrons. This extended cordon will be in place for approximately one hour after the concerts end.

The extended cordon will result in the closure of Lower Drumcondra Road from Whitworth Road to Botanic Avenue.

The extended cordon will result in the closure of Ballybough Road from Poplar Row to North Circular Road.

Special Needs Parking :

There are no special needs parking facilities on the public streets within the Croke Park cordon area or within the stadium. Special needs parking is provided at the supervised car parks as outlined above.

Where persons have special needs requirements they should contact the concert organisers directly at www.crokepark.ie or www.mcd.ie for advice and assistance.

Public Order :

Patrons are advised that the Gardaí will not permit the consumption of alcohol outside public houses, while walking along the street or in any other public place. Patrons are asked to have consideration for local residents and refrain from anti-social behaviour such as on street drinking and urinating etc.

Crime :

Patrons are advised to be aware of their own personal safety and security while attending the concert. They should ensure the security of personal belongings while on route to and from the stadium i.e. purses/ wallets/ tickets / mobile phones.

Patrons who arrive by vehicle should also ensure that property is not left exposed in parked vehicles. They should ensure that car windows, sunroofs are correctly closed.

Croke Park Hotel Car Park :

All residents of the Croke Park Hotel will be permitted entry subject to pedestrian presence at the time and are requested to access the hotel via North Circular Road / Russell Street junction where there will be a register of all guest vehicles.

Age Restrictions :

- In the interest of safety Under 14's will not be allowed on the pitch either accompanied or unaccompanied.
- All under 16's must be accompanied by a parent or guardian attending the event who will remain with them and take full responsibility for them throughout the duration of the event.

IMPORTANT PLEASE NOTE: There will be age checks in operation. If there is doubt whether a minor qualifies for age restrictions set out, proof of age may be requested. It is the responsibility of the adult accompanying the minor to be able to satisfy staff that the minor is the age they say. We recommend if in doubt please bring colour photocopy of the minor's passport to prevent any unnecessary disappointment.

General Information :

In order to access full general information relating to Croke Park Concerts please see :

www.mcd.ie

www.evntzapp.ie

www.ticketmaster.ie

www.crokepark.ie

www.garda.ie

Frequently Asked Questions

PATRON FAMILIARISATION AND PARTICIPATION IN THE FOLLOWING INITIATIVES WILL GREATLY ASSIST IN PROMOTING A SAFER DAY OUT IN CROKE PARK STADIUM.

Q. I wish to meet people at Croke Park Hotel BEFORE the concert, is this possible?

A. Unless you have a Hogan or Premium Stand ticket for the concert you will not be allowed access to Jones Road. You should arrange to meet your friend at a location away from Jones Road.

Q. I want to meet my friend AFTER the concert on the street outside the Croke Park Hotel. Can I go and wait for them there?

A. No. Where this area is being used as a meeting point, it causes unnecessary crowd congestion and affects pedestrian exits from the Hogan and Premium Stands. For safety reasons Jones Road must be kept exclusively for Hogan and Premium exits. You should arrange to meet your friend at a location away from Jones Road.

Q. I will be leaving the stadium by Clonliffe Road. Can I go to the city centre direction by Jones Road?

A. No. You will be directed to go to your destination by Lower Drumcondra Road.

Q. I will be leaving the stadium by North Circular Road. I want to go to my car in Clonliffe College car park. Can I go to the car park by Jones Road?

A. No. You will be directed to go to the car park by Lower Drumcondra Road.

Q. Why can I not go by Jones Road?

A. In large attendance or full stadium concerts, Jones Road is needed to facilitate crowds leaving the Hogan and Premium Stands and Pitch exits. For safety reasons it must be kept exclusively for this reason. When other patrons enter this area it results in crowd congestion and affects pedestrian safety.

Patrons leaving from all other areas of the stadium are asked not to enter Jones Road after the concert.

Q. How long will the Jones Road closure remain in place.

A. The restriction will remain for approx 30 minutes after the concert ends. Where you have a definite need to access Jones Road then our advice is to remain in the stadium for a period after the concert and allow this time to lapse before approaching Jones Road.

Q. After the concert I will be leaving by Nally Square. Can I turn left and go past the Croke Park Hotel?

A. No. Patrons leaving by Nally Square will be directed to leave by way of Fitzroy Avenue and Clonliffe Road. This is for safety reasons to prevent too many patrons gathering on the street near the Croke Park Hotel.

Q. After the concert I will be leaving the Hogan Stand by Russell Street Bridge. Can I turn right and go past the Croke Park Hotel?

A. No. Patrons leaving the Hogan Stand at Russell Street Bridge will be directed to turn left and leave by way of Gills Corner. This is for safety reasons, to prevent too many patrons gathering on the street near the Croke Park Hotel.

Q. My seat is in the Davin Stand. After the concert can I walk around the stadium inside and exit onto Jones Road?

A. No. Where patrons from stands other than the Hogan Stand want to exit by Jones Road, it causes unnecessary crowd congestion and affects pedestrian exits from the Hogan Stand. For safety reasons, you should leave the stadium by the closest exit to where you are seated.

Q. My seat is in the Cusack Stand. After the concert can I walk around the stadium inside and exit onto Jones Road?

A. No. Where patrons from stands other than the Hogan Stand want to exit by Jones Road, it causes unnecessary crowd congestion and affects pedestrian exits from the Hogan Stand. For safety reasons, you should leave the stadium by the closest exit to where you are seated

End.

MCD Presents



Michael Bublé

Live at Croke Park –Saturday 7th July 2018

Stadium Facilities

Q: Will I be able to purchase food and drink in the stadium during the concert?

A: Yes, there will be a wide range of food and beverages available to buy.

Please note: Alcohol will only be available to purchase for adults aged 18 and over, you will be required to provide photo id as proof of age.

Q: I have Tickets for one level or Pitch standing and my Friends/Family have tickets for a different area. Can I go and meet them during the concert?

A: No. **Please note movement between areas is NOT PERMITTED (including Pitch Seating & Standing) and only ticket holders for relevant levels/areas can access these.**

Q: Me & my friend have tickets for Pitch Seating / Pitch Standing, but they are in different access routes to the venue. Can we access the stadium via the same route for all areas of the pitch?

A: Pitch access is as per assigned entry route on tickets only.

Q: Can I purchase official Michael Bublé merchandise at the concert?

A: Yes, there will be several merchandise outlets located around the venue. We would advise against purchasing any unofficial merchandise outside the stadium.

Q: Can I bring my own food and drinks into the Stadium?

A: No, but if any customers suffer from a condition that may require specific dietary requirements, please contact the promoter prior to arrival customercare@mcd.ie to ensure there are no problems bringing those products in as otherwise they will be confiscated on entry.

Q: Will there be drinking water available?

A: Yes, drinking water fountains will be available at various points around the stadium.

Q: What if I or one of my guests feel unwell or have an accident?

A: There will be trained medical staff on duty. Please approach a steward who will direct you to the nearest first aid/medic point.

Q: Can I smoke in the stadium?

A: Smoking is strictly only permitted in designated open-air areas to the rear of the stands.

Q: What can I do if I become separated from a member of my party at the event, especially one who is a minor at the event?

A: There will be several customer care points around the stadium designated by signs reading 'Customer Care / Ticketing'. Please speak to your nearest steward / Customer Care Volunteer who will assist you and point you in the right direction. Please ensure to make all members in your party familiar with the nearest of these points to your particular area upon arrival at the venue so that they will know where to go should you become separated/have any issues that requires assistance during the event. Please also load the EvntzApp from www.evntzapp.ie which provides all relevant useful event information and also provides reporting facility direct to event management team, so you can get assistance live at the event if required.

Q: Where are the First aid areas?

A: There will be a First Aid area located on every level of the stadium (including the pitch). These will be clearly signposted, and all stewards will be able to direct patrons to the nearest medical staff.

Q: Where will the stage be within the Stadium? A: Please refer to the map, located on the Ticketmaster website. The stage will be at the North end of the stadium.

Q: I am pregnant and have a standing ticket, will I be able to have a seat?

A: Please do not bring any type of seating with you as these are prohibited items and you will not be allowed enter the venue with them. Please note this is a Sold-Out type event so please contact the **Ticketmaster Accessible Phone Number on 0818 903001** prior to arriving to find out if there are seats available in the accessible area and if it is possible to relocate. All reserved seating may be sold out.

Q: My circumstances have changed since I purchased my ticket and I am now pregnant, what should I do?

A: Whilst agents may try to exchange your ticket for a seated area, please note this may not be possible if all reserved seating has sold out. Please contact the **Ticketmaster Accessible Phone Number on 0818 903001** prior to arriving to find out if there are seats still available and if it's possible to relocate.

Q: Where can I drop off and pick up my child from?

A: All Under 16s MUST be accompanied by an adult who will be in attendance at the event and also holds a valid ticket for the event. Please see IMPORTANT AGE RESTRICTIONS INFORMATION above.

For all the latest traffic management updates regarding road closures and public transport etc. please keep an eye on the following websites in the lead up to the event:

- www.mcd.ie
- www.evntzapp.ie
- www.ticketmaster.ie
- www.crokepark.ie
- www.garda.ie

Q: Will my child be safe on his/her own?

A: All children under 16 must be accompanied by an adult who will be in attendance at the event and also holds a valid ticket for the event.

Standing tickets are only available to persons aged 14 and over. Under 14's will not be permitted on the pitch standing either accompanied or unaccompanied.

No 14 - 16year olds will be allowed on the pitch unless accompanied by an adult.

Q: Who are the support acts for Michael Bubl ?

A: Emile Sand  has been confirmed as Michael Bubl 's Support Act. Please keep an eye on the following websites for all the latest event updates:

- www.mcd.ie
- www.evntzapp.ie
- www.ticketmaster.ie
- www.crokepark.ie
- www.garda.ie

Q: Can I take photographs at the concert?

A: Yes, small digital cameras are permitted. Please note that any camera with a long or detachable lens will be classified as a professional camera and these are not permitted. Video cameras & iPads are also prohibited. If you have any concerns, please email customercare@mcd.ie . Please note failure to abide by these rules will result in the item that is not being permitted being confiscated and the promoter will not be responsible for such items as there are no storage facilities available to accommodate such items.

Q: Can I bring posters/banners to the concert

A: Flag poles or sticks for banners are prohibited. Only small banners (A4 or A3 size) will be permitted into the event as anything larger can obstruct the views of other customers.

The Concert

Q: How will I get up to date information in the days leading up to the concert?

A: All customers that Ticketmaster have contact details for will be contacted by email with a concert information email prior to the event. You can also get up to date information from the following websites:

- www.mcd.ie
- www.evntzapp.ie
- www.ticketmaster.ie
- www.crokepark.ie
- www.garda.ie

Q: Which entrance do I take to enter the venue?

A: Please follow instructions on your ticket regarding venue entry. Your ticket will closely outline which route / entry to take to the venue. There will also be security / Gardai outside the venue on the day of the event to assist with any queries regarding entry to the venue.

Q: Will there be any facility for me/my child to queue early at the venue?

A: Early Queuing is STRICTLY not permitted at the venue. Please note if you arrive early you will be turned away it is a residential area and fans are requested to please respect the local residents and to not make any early queuing plans

Q: What should I wear based on expected weather?

A: Please consult weather forecast and dress appropriately. In the case of rain being forecast please be advised that umbrellas are not allowed they are prohibited items.

Timings

Q: What are the opening times of the Stadium on the day?

A: 6pm.

Please note all times are subject to change - keep an eye on the following websites for all the latest event updates:

- www.mcd.ie
- www.evntzapp.ie
- www.ticketmaster.ie
- www.crokepark.ie
- www.garda.ie

PLEASE NOTE: No queuing will be permitted prior to gates opening.

Q: What time will the concert start and what time will Michael Bublé be on stage?

A: The full line-up and stage times will be announced closer to the event.

Please note all times are subject to change please keep an eye on the following websites for all the latest updates:

- www.mcd.ie
- www.evntzapp.ie
- www.ticketmaster.ie
- www.crokepark.ie
- www.garda.ie

TRANSPORT

Q: Will there be parking available on the day of the concert at the Stadium for the public?

A: Croke Park is situated in a residential area that has limited parking. Local residents have the right to expect priority on this parking. The area is monitored by Dublin City Council Parking Enforcement and illegally parked cars may be clamped or towed away.

All event goers are encouraged to use public transport options - Bus, Rail, DART and LUAS - which all bring you to within 15 minutes' walk, or less, from the stadium.

There will be no parking available in the areas in the immediate vicinity around the Stadium as the roads will be closed around the stadium.

Q: I am a wheelchair user /accessible patron. Where can I park?

A: There is no parking for any customers including accessible patrons in Croke Park itself. There are no on-street accessible parking spaces on streets within the Garda cordon. There is, however, parking in Clonliffe college car park in a reserved area for accessible patrons. Entry is off Drumcondra Road and the charge is €10. However please note space is limited in the accessible area **so please contact the promoter in advance** at access@mcd.ie to apply for a pass to the allocated accessible area of Clonliffe car park. Please note this pass will be emailed to you in advance and you must print it out and bring it with you to gain access on the day. The €10 charge is to be paid upon arrival at the car park. The pass just grants access to the special needs parking area.

Q: I need to get past the traffic cordons on the day of the concert. What can I do?

A: You must contact Mountjoy Garda Station directly.

Q: Where can I get information on public transport to the venue?

A: All event goers are encouraged to use public transport options - Bus, Rail, DART and LUAS - all bring you to within 15 minutes' walk, or less, from the stadium. Further information is available from:

- [National Journey Planner](#)
- www.dublinbus.ie
- www.luas.ie
- www.irishrail.ie
- www.buseireann.ie

For all the latest transport updated information please keep an eye on the following websites:

- www.garda.ie
- www.mcd.ie
- www.ticketmaster.ie
- www.crokepark.ie

Q: I am a local resident living near Croke Park. I have a query about the concerts taking place in the stadium, who should I contact?

A: Please contact the Croke Park Community Officer Julianne Savage directly on 01 865 8607 or jsavage@crokepark.ie.

Q: I still have questions about the event that are not answered here. What can I do?

A: Please email the promoter directly customercare@mcd.ie or access@mcd.ie and a representative will be happy to assist you with your query.

Wheelchair and Accessible Bookings

Q: I have a wheelchair accessible ticket and have a question regarding my tickets. Who can I talk to?

Please contact Ticketmaster directly and they will be happy to assist:

Republic of Ireland: 0818 903001

Northern Ireland & UK: 0844 277 9964

International Customers: 00 353 818 903001

Alternatively, please contact Ticketmaster via the Customer Service tab on their website www.ticketmaster.ie and an agent will be happy to assist you.

Q: I am a wheelchair user and would like to attend but do not have a wheelchair accessible ticket. Will there be a designated area for wheelchair users at the concert?

A: Yes, there will be two purpose built raised wheelchair platform on the pitch for this event, and Accessible seating is also available also in the Lower Cusack Stand. Please contact **Ticketmaster Accessible Phone Number on 0818 903001** to enquire regarding wheelchair accessible tickets in advance of attending the event. Please note there is a capacity limit in this area, so Wheelchair Accessible Tickets are required to access the wheelchair platform and the platform operates a strict 1+1 Policy.

Q: I am not in a wheelchair but have accessible needs and would like to attend. Will there be a designated area for customers with accessible needs at the concert?

A: Yes, there will have a designated Viewing area and accessible facilities for your use. These seats will be located in

the Lower Cusack Stand and have been confirmed as the most accessible to lifts, toilets etc. For all non-wheelchair related accessible ticket enquiries we will have a limited number of designated seats in the tiered seating area. Please note these can only be booked by calling Ticketmaster special needs Hotline directly on:

- 0818 903 001 (Republic of Ireland),
- 0333 321 9996 (Northern Ireland & UK)
- 00 353 818 903001 (International Customers)

Ticketmaster representatives will be happy to assist you in booking your tickets.

Please Note that space in this area is limited and we operate a strict 1+ 1 policy for access to this area. Please be advised that relevant official documentation will be requested for approval for these tickets. *Should you have any further non-ticket related accessible queries please contact the promoter directly access@mcd.ie.*

Q: My circumstances have changed since I purchased my ticket and I am now a wheelchair user. What should I do?

A: Please contact Ticketmaster Customer Services and they will be happy to assist:

Republic of Ireland: 0818 903001

Northern Ireland & UK: 0333 321 9996

International Customers: 00 353 818 903001

PLEASE NOTE: There are fixed capacities in all areas, but we will always endeavour to facilitate.

Tickets

If you have any Ticket related queries, please be sure to contact Ticketmaster in advance of the event and allow sufficient time to assist you with your query.

Q: How much are the tickets?

A: Tickets are from €84.50 (plus service charge). Please see www.ticketmaster.ie to book tickets.

Q: How many tickets could I buy?

A: 8 per person. Please contact Ticketmaster Group Bookings for bookings of 8+ tickets:

<https://www.ticketmaster.ie/groups/about>.

Q: I have a Ticket query. What should I do?

A: Ticketmaster are the Ticketing agent for this event, please contact Ticketmaster directly via the ask a question tab on www.ticketmaster.ie

Q: I've seen tickets advertised on other sites - can I still order from there?

A: We would ***strongly advise against*** using any sites other than www.ticketmaster.ie who is the authorised seller of tickets for this event. Purchasing on Ticketmaster.ie is the only way you can be guaranteed that you have purchased 100% genuine tickets.

IMPORTANT: AGE RESTRICTIONS

Q: Are there any age restrictions?

A: **YES.**

- In the interest of safety Under 14's will not be allowed in the pitch standing area, either accompanied or unaccompanied.
- All under 16's must be accompanied by a parent or guardian attending the event who will remain with them and take full responsibility for them throughout the duration of the event.
- Anyone aged 14- 16 years with Pitch standing Tickets must be accompanied by an adult to gain access to the Pitch standing area.

IMPORTANT PLEASE NOTE: There will be age checks in operation. If there is doubt whether a minor qualifies for age restrictions set out, proof of age may be requested. It is the responsibility of the adult accompanying the minor to be able to satisfy staff that the minor is the age they say. We recommend *if in doubt please bring colour photocopy of the minor's passport* to prevent any unnecessary disappointment.

Q: How many children under 16 can I accompany?

A: One adult can accompany up to 4 children, however this is a matter you should pay careful attention to, depending on the age and needs of the children involved.

Q: Pitch standing is only available to people aged 14 and over provided they are accompanied by an adult. Is that at the time of the concert or when the ticket was bought?

A: It is at the time of the concert. So, if you are 13 when the concert was announced but you will be 14 when the concert happens you could have bought a standing ticket.

Q: Can I bring my baby/toddler to this event?

A: The Promoter deems that large stadium concerts are not suitable environments for all small children under 5 years old. This being so, we have no measures in place to facilitate babies or small children on site. It is important to note that high noise levels can damage your child's hearing. Should you still choose to bring young children or babies please note you will be requested to sign a consent form before entering the venue. Everyone entering the stadium regardless of age requires a ticket.

In the interest of Health and Safety:

Under 14's are NOT allowed on the standing area either accompanied or unaccompanied.

Under 16's MUST be accompanied at all times by a parent or guardian.

Guardian must remain with under 16's and take full responsibility for them throughout the duration of the event.

No queuing is permitted prior to gates opening.

WARNING:

For the safety and enjoyment of all patrons, An Gardaí Síochána, Croke Park and Promoters MCD would again request that all Parents and Guardians undertake their responsibility to fully review and adhere to the age restrictions and conditions outlined here, before allowing any minors attend this event.

Strict age monitoring will be in place at all entrances and the promoter reserves the right to refuse admission without a refund to anyone who fails to comply.

Should you have any queries regarding the age policies or require any assistance please email the promoter directly customercare@mcd.ie

Q: What date is the concert?

A: The Michael Bubl  concerts are scheduled to take place on Saturday 7th July 2018. *Please review your ticket in advance of the concert, as if you arrive on the incorrect evening of the event you will not be permitted entry.* Gates are scheduled to open at 6pm.