

# ROD STEWART – PÁIRC UÍ CHAOIMH

## FAQ'S

### TICKETING INFORMATION:

#### [Q: Where can I purchase tickets?](#)

A: Tickets can be purchased from Ticketmaster Outlets Nationwide and [www.ticketmaster.ie](http://www.ticketmaster.ie). Credit Card Bookings 0818 719 300 (ROI) / 0844 277 4455 (NI) / 00 353 1 456 9569(INTL)

Ticketmaster is the official ticket seller for this event.

Under 16's must be accompanied by a person 18+

Beware of bogus ticket sellers & tour operators. Do not buy tickets from unofficial sources (including websites).

If you have any queries regarding your tickets, contact Ticketmaster and they will be able to assist you.

#### [Q: What tickets were available to buy?](#)

A: Tickets were available in the following areas:

- Pitch Seated
- Pitch Standing
- South Stand
- North Stand
- Wheelchair

#### [Q: How much are the tickets?](#)

A: Tickets ranged from: Seats €136.41 & €99.96/ Standing €79.14

**Q: I have a ticket query. Who should I contact?**

A: Please contact Ticketmaster directly by phone or via the ask a question tab on [www.ticketmaster.ie](http://www.ticketmaster.ie) and they will be happy to advise you.

**Republic of Ireland:** 0818 903 001 & Press option 2

**Northern Ireland & UK:** 0333 321 9996

**International Customers:** +353 818 903 001

**Q: I have seen tickets advertised on other sites- should I buy them?**

A: NO. We strongly discourage patrons purchasing tickets from any sites other than [www.ticketmaster.ie](http://www.ticketmaster.ie) which is the authorised seller of tickets for these events. Purchasing on [www.ticketmaster.ie](http://www.ticketmaster.ie) or from a Ticketmaster outlet directly guarantees genuine tickets. Anyone presenting a bogus ticket will be refused entry to the show.

**Q: What should I do if I have not received my tickets?**

A: Please call Ticketmaster on 0818 903001. You will be transferred to an automated messaging system, wait until the end of the message and press 0 to speak to a member of staff.

**Q: I have a standing ticket; will I be able to bring a seat?**

A: No type of seating will be allowed inside the venue as these are prohibited items. Please refrain from bringing any fold up seating as you will not be allowed enter the stadium with them. Whilst Ticketmaster agents may try to exchange your standing tickets for a seat, please be aware that it may not be possible to do so if the seating areas are sold out. Please contact the Ticketmaster hotline on 0818 903001 prior to the concert.

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

A: Whilst the agents may try to exchange your ticket for a seated area, please note this may not be possible if all seating areas have sold out. Please contact the Ticketmaster Hotline on 0818 903001 prior to the concert.

Q: If my tickets are seated, is it possible for me to gain access to the standing area?

A: No, due to health & safety reasons and crowd control, this will not be possible.

## CONCERT DETAILS:

**Q: [What is the date of the Rod Stewart show?](#)**

A: The Rod Stewart show will take place on Saturday May 25<sup>th</sup>.

**Q: [Will there be an opening act for Rod Stewart?](#)**

A: Yes, there will be a support act.

**Q: [What is the opening time of the stadium on show day?](#)**

A: Doors open at 18.00. Please note all times are subject to change. Please check the following websites for all the latest event updates:

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

[www.ticketmaster.ie](http://www.ticketmaster.ie)

[www.garda.ie](http://www.garda.ie)

**PLEASE NOTE:** THIS IS A RESIDENTIAL AREA AND TICKET HOLDERS SHOULD RESPECT THE PRIVACY OF THE RESIDENTS

**Q: [What time is the concert due to start and finish?](#)**

A: The estimated running time is as follows:

18.00 - Gates open

Stage times are yet to be confirmed

22.30 - Estimated finishing time

Please note all times are subject to change. Please check the following websites for all the latest event updates:

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

[www.ticketmaster.ie](http://www.ticketmaster.ie)

[www.garda.ie](http://www.garda.ie)

**Q: What time will Rod Stewart be on stage?**

A: Stage times are yet to be confirmed.

Please note all times are subject to change. Please check the following websites for all the latest event updates:

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

[www.ticketmaster.ie](http://www.ticketmaster.ie)

[www.garda.ie](http://www.garda.ie)

**Q: What time will the event finish?**

A: Estimated Finishing Time is currently 22.30. Please note all times are subject to change. Please check the following websites for all the latest event updates:

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

[www.ticketmaster.ie](http://www.ticketmaster.ie)

[www.garda.ie](http://www.garda.ie)

**Q: If I arrive late can I still enter the venue?**

A: Yes, once you have a valid ticket you will be allowed entry.

**Q: Can I leave and re-enter the venue throughout the day?**

A: No, once a patron has exited the venue, re-entry is not possible.

**Q: How will I get up to date information in the days leading up 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.aikenpromotions.com](http://www.aikenpromotions.com)

[www.ticketmaster.ie](http://www.ticketmaster.ie)

[www.garda.ie](http://www.garda.ie)

**Q: Will there be a facility to queue at the venue?**

A: Early queuing is not permitted around Páirc Uí Chaoimh. This is a residential area and the entrances of residents must be respected.

**Q: What should I wear based on expected weather?**

A: Please keep in mind that this is an outdoor event and Ireland has its fair share of rain, so please keep watch on the weather forecast prior to the show day and dress accordingly. If it rains, please leave all umbrellas at home as they will not be allowed inside the venue. Always wear footwear for uneven surfaces and which is comfortable to walk in as the stadium is a large venue to walk around. If the sun is shining, please bring along sun cream. The stadium can get very cold in the evening so please dress with this in mind.

**Q: Can I bring an umbrella?**

A: Umbrellas are not permitted in the stadium. In the event of adverse weather conditions, we would advise bringing a rain mac or disposable rain coat.

**Q: Is it possible to take videos & photos at the show?**

A: Cameras in excess of 35mm Lens and video recorders **WILL NOT** be admitted. Laser pointers are strictly prohibited.

**Q: Can I bring posters/banners to the concert?**

A: Flag poles or sticks for banners are not allowed. Only small banners of other (A4 or A3 size) will be permitted into the event as anything larger can obstruct the views of other customers.

Q: What can I bring or not bring to the concert?

A: Prohibited articles and items are as follows: any article that may be used as a weapon, Professional cameras and recording devices (this applies to cameras that have detachable lenses) Bottles glass vessels, cans, flasks, Frisbees, and similar items, dangerous or hazardous, illegal substances, scooters, skateboards, or other skates.

Flag poles, selfie sticks and flares.

Laser devices, prams/push chairs, inflatable and folding chairs, large suitcases/rucksacks, laptops, illegal merchandise items, umbrellas, hampers, and cold boxes, air horns, alcohol, drinks, food and animals (except service dogs and guide dogs).

Any person deemed to be offensive or abusive, or who may compromise public safety, will be reported to the police.

## Age policy

### [Q: Is there an age-limit for the show?](#)

A: Under 16's MUST be accompanied at all times 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 with Pitch Standing Tickets must be accompanied by an adult to gain access to the Pitch Area.

### **WARNING:**

For the safety and enjoyment of all patrons, An Garda Síochána and Aiken Promotions request all Parents and Guardians to undertake full responsibility of U16's throughout the duration of the event and ensure adherence to the age restrictions and conditions when attending the event.

### [IMPORTANT PLEASE NOTE:](#)

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: I would love to bring my baby/toddler to this event, is it possible?](#)

A: No, we strongly advise against bringing young children to the concerts due to the sound volume and the potential upset for children amongst crowds and similarly for patrons around children. We also cannot allow any prams or any furniture into the venue.

If you decide to bring your baby/ toddler to the show, parents must sign a disclaimer form on admission to the venue. Also please note, a ticket is required for every concert attendee who would include babies and toddlers.

PLEASE NOTE: Should you have any queries in advance of the concerts you should contact Ticketmaster or Aiken Promotions ([www.aikenpromotions.com](http://www.aikenpromotions.com)) and we will be happy to assist. Please be advised on concert day there will be customer care points outside and throughout the venue, should you require any assistance please speak to a member of staff in a pink hi-vis vest.



## TRANSPORT

### [How do I get to the venue?](#)

A: We strongly advise the use of public transport.

Bus and Rail transport options can all bring you within 15 minutes' walk of the stadium. Plan your journey online from anywhere in Ireland to Páirc Uí Chaoimh via the journey planner found on [www.transportforireland.ie](http://www.transportforireland.ie).

An Garda Síochána have devised a traffic management plan for these events. For full details please check: [www.garda.ie](http://www.garda.ie).

### Access routes include the following:

**YELLOW ROUTE:** Centre Park Road

**RED ROUTE:** Monahan Road

**BLUE ROUTE:** Monahan Road

**ORANGE ROUTE:** Monahan Road

**GREEN ROUTE:** via Centre Park Rd – please check your ticket

**GREEN ROUTE:** via Monahan Road – please check your ticket

### [Q: Can I travel to the stadium via public transport?](#)

A: Yes indeed. Páirc Uí Chaoimh is well served by public transport. Bus and Rail transport options can all bring you within 15 minutes' walk of the stadium. Plan your journey online from anywhere in Ireland to Páirc Uí Chaoimh on [www.transportforireland.ie](http://www.transportforireland.ie)

Plan your journey to & from Páirc Uí Chaoimh based on the following:

- Add at least 1.5hours to your usual journey time to avoid being late.
- You are strongly advised to arrive early and use public transport as traffic delays are inevitable. [www.transportforireland.ie](http://www.transportforireland.ie) can help you plan your route
- Páirc Uí Chaoimh is well served by public transport – Bus & Rail will bring you less than a 15-minute walk to the ground. Details are available at [www.buseireann.ie](http://www.buseireann.ie) & [www.irishrail.ie](http://www.irishrail.ie)

- Please use city centre car parks;
  - Q-Park Carroll's Quay – open 24hrs
  - Q-Park City Hall – open 24hrs
  - Q-Park Grand Parade – open 24hrs
  - Q-Park St Finbarr's – open 24hrs
  - Paul St Car Park – open until midnight
- Further details of which can be found at <https://www.corkcity.ie/en/council-services/services/parking-services/>

[Q: How do I get to the venue from the Bus/Train station?](#)

A: Please check your ticket. There will be signage to direct patrons to the appropriate entrance to your seating or standing area. Follow the coloured route directions as indicated on your ticket.

Please show respect to local residents when travelling to and from the event.

[Q: Will there be any road restrictions or closures when travelling to the stadium?](#)

A: Yes. Certain roads will be closed or restricted to resident access in and around the venue before and after the show. Please follow the direction of Gardai and security staff.

[Q: I need to get past the traffic cordons on the day of the concert. What can I do?](#)

A: You must contact Anglesea St Garda Station directly in exceptional circumstances to gain access inside the cordon. Telephone - 021-4522000

[Q: Will roads be closed in the area?](#)

A: Yes, as Páirc Uí Chaoimh is situated in a residential area - Certain roads will be closed or restricted to resident access in and around the venue before and after each event. We would strongly advise to use public transport.

## **STADIUM FACILITIES**

[Q: I have seating tickets and my friends have tickets for pitch standing. Can I go and meet them during the concert?](#)

A: No. Movement between areas or levels will NOT BE PERMITTED during this event.

[Q: Can I queue early at the venue?](#)

A: As the stadium is located in a residential area, early queuing is not permitted in the streets around the venue.

[Q: Can I purchase official Rod Stewart merchandise at the concert](#)

A: Yes, official merchandise will be available in a number of outlets located inside the venue. Please refrain from purchasing any unofficial merchandise outside the stadium.

[Q: Will there be the facility to purchase food and drink in the stadium during the concert?](#)

A: Yes, there will be a wide range of foods and beverages available to buy. The bars and food outlets will be available inside the venue.

Proof of age will be required if you wish to purchase alcohol.

[Q: Will there be drinking water available?](#)

A: Yes. Drinking water fountains will be available at various points throughout the stadium.

[Q: Can I smoke in the stadium?](#)

A: Páirc Uí Chaoimh is a non-smoking venue.

[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 right away who will direct you to the nearest first aid/ medical point or can summon assistance.

[Q: Where will the First Aid areas be located?](#)

A: There will be multiple First Aid areas at the stadium. These will all be clearly signposted and all stewards will be able to direct patrons in the direction of the nearest medical point.

## PARKING

Q: [Will there be public parking facilities at the Stadium for the public?](#)

A: No. We would strongly encourage concert goers to use public transport. There is no parking available on the streets surrounding the immediate vicinity of the stadium. A traffic management plan will be in operation by An Garda Síochána.

We would also strongly advise that patrons park with a view to ease of leaving the city at the end of the concert - This generally means using car parks on the outer perimeter and walking to the venue. Pay particular attention to on-street parking signs such as pay & display and do not park in restricted or 'no parking' areas as a robust parking enforcement operation will be in place. 'Clamping' will be in operation to combat illegal parking.

### PLEASE NOTE THE FOLLOWING INFORMATION:

An Garda Síochána will have a traffic management plan in operation. For full details please visit [www.garda.ie](http://www.garda.ie) . Please plan your approach to Páirc Uí Chaoimh based on the following:

- As traffic and parking delays are inevitable (add at least 1.5hours to your usual journey time to avoid being late) you are strongly advised to use public transport or car pool.
- Páirc Uí Chaoimh is well served by public transport – Bus & Rail will bring you less than a 15-minute walk to the ground. Details are available at [www.buseireann.ie](http://www.buseireann.ie) & [www.irishrail.ie](http://www.irishrail.ie)
- Please use city centre car parks;
  - Q-Park Carroll's Quay – open 24hrs
  - Q-Park City Hall – open 24hrs
  - Q-Park Grand Parade – open 24hrs
  - Q-Park St Finbarr's – open 24hrs
  - Paul St Car Park – open until midnight
- Further details of which can be found at <https://www.corkcity.ie/en/council-services/services/parking-services/>
- Plan your route in advance using [www.transportforireland.ie](http://www.transportforireland.ie) and check the AA Roadwatch website for reports on traffic, road works, delays on your route. [www.theaa.ie](http://www.theaa.ie)
- For further information on public transport, please visit [www.transportforireland.ie](http://www.transportforireland.ie), [www.buseireann.ie](http://www.buseireann.ie) & [www.irishrail.ie](http://www.irishrail.ie)

Q: [Where are the car parks?](#)

A: There are many car parks in the city centre near Páirc Uí Chaoimh.

- Q-Park Carroll's Quay – open 24hrs
- Q-Park City Hall – open 24hrs
- Q-Park Grand Parade – open 24hrs
- Q-Park St Finbarr's – open 24hrs
- Paul St Car Park – open until midnight
  
- Further details of which can be found at <https://www.corkcity.ie/en/council-services/services/parking-services/>

SPECIAL NEEDS

Q: [I have a wheelchair accessible ticket and I have a query - Who do I contact?](#)

A: Please contact Ticketmaster Special Needs Hotline directly:

- Republic of Ireland: 0818 903 001 & press Option 2
- Northern Ireland & UK: 0333 321 9996
- International Customers: +353 818 903 001

Alternatively, please contact Ticketmaster on their website [www.ticketmaster.ie](http://www.ticketmaster.ie) via – ask a question tab and an agent will be happy to assist you.

Q: [Since purchasing my ticket I am now a wheelchair user. What should I do?](#)

A: Please contact Ticketmaster directly regarding any tickets queries:

- Republic of Ireland: 0818 903 001 & press Option 2
- Northern Ireland & UK: 0333 321 9996
- International Customers: +353 818 903 001

PLEASE NOTE: that there is a fixed capacity for the wheelchair areas and if SOLD OUT there is nothing the promoter can do.

[Q: Will there be designated parking for disabled guests?](#)

A: Parking for disabled badge holders will be in the Marquee Car Park. There will be no parking for disabled guests in Páirc Uí Chaoimh or any on- street disabled spaces within the immediate vicinity of the stadium.

The parking in the Marquee Car Park is the reserved area for disabled patrons, however space is limited.

If you do not have a wheelchair accessible ticket, limited parking is available at the Marquee Car Park on a first come first served basis for disabled badge holders.

Other parking is available in car parks servicing Páirc Uí Chaoimh:

- Q-Park Carroll's Quay – open 24hrs
- Q-Park City Hall – open 24hrs
- Q-Park Grand Parade – open 24hrs
- Q-Park St Finbarr's – open 24hrs
- Paul St Car Park – open until midnight
  
- For more information regarding centre city parking please visit and for Public Transport please see <https://www.corkcity.ie/en/council-services/services/parking-services/> and [www.transportireland.ie](http://www.transportireland.ie)