

Garda Concert Management Arrangements for Croke Park



*Re: Taylor Swift in Concert at Croke Park Stadium.
Friday 15th June 2018 & Saturday 16th June 2018*

Stiles Opening	:	18.00hrs.
CharliXCX	Start Time	: 18.30hrs.
Camila Cabello	Start Time	: 19.15hrs
Taylor Swift	Start Time	: 19.45hrs.
Event Finish	:	22.30hrs.

Public Transport:



In conjunction with the Transport Agencies attached Gardai have developed a transport plan to assist patrons attending the Taylor Swift 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

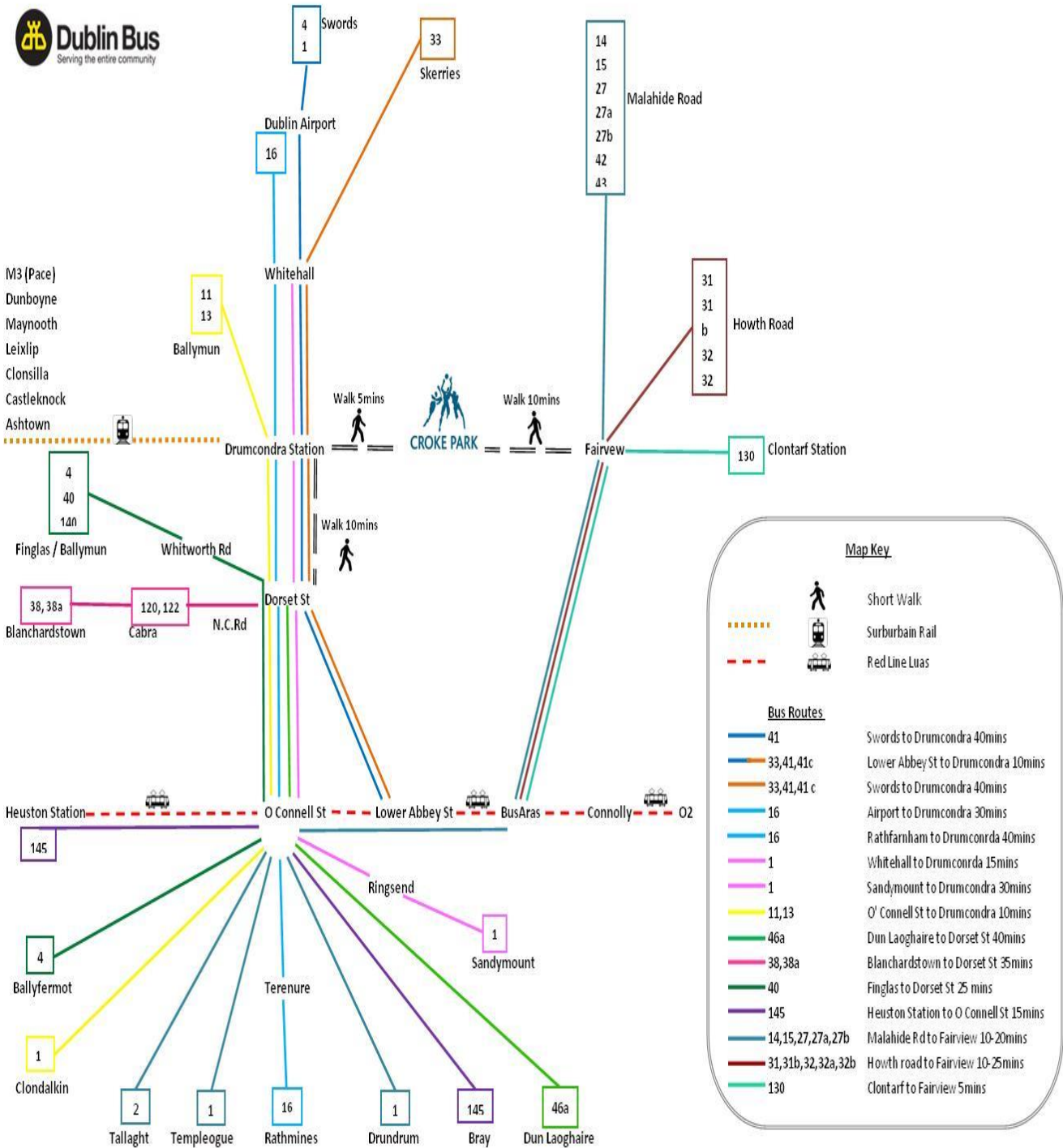


On Friday 15th June 2018 & Saturday 16th June 2018 , Iarnród Éireann will provide additional capacity on DART and Commuter routes for fans attending Taylor Swift concert in Croke Park Stadium.

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



Taylor Swift / 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

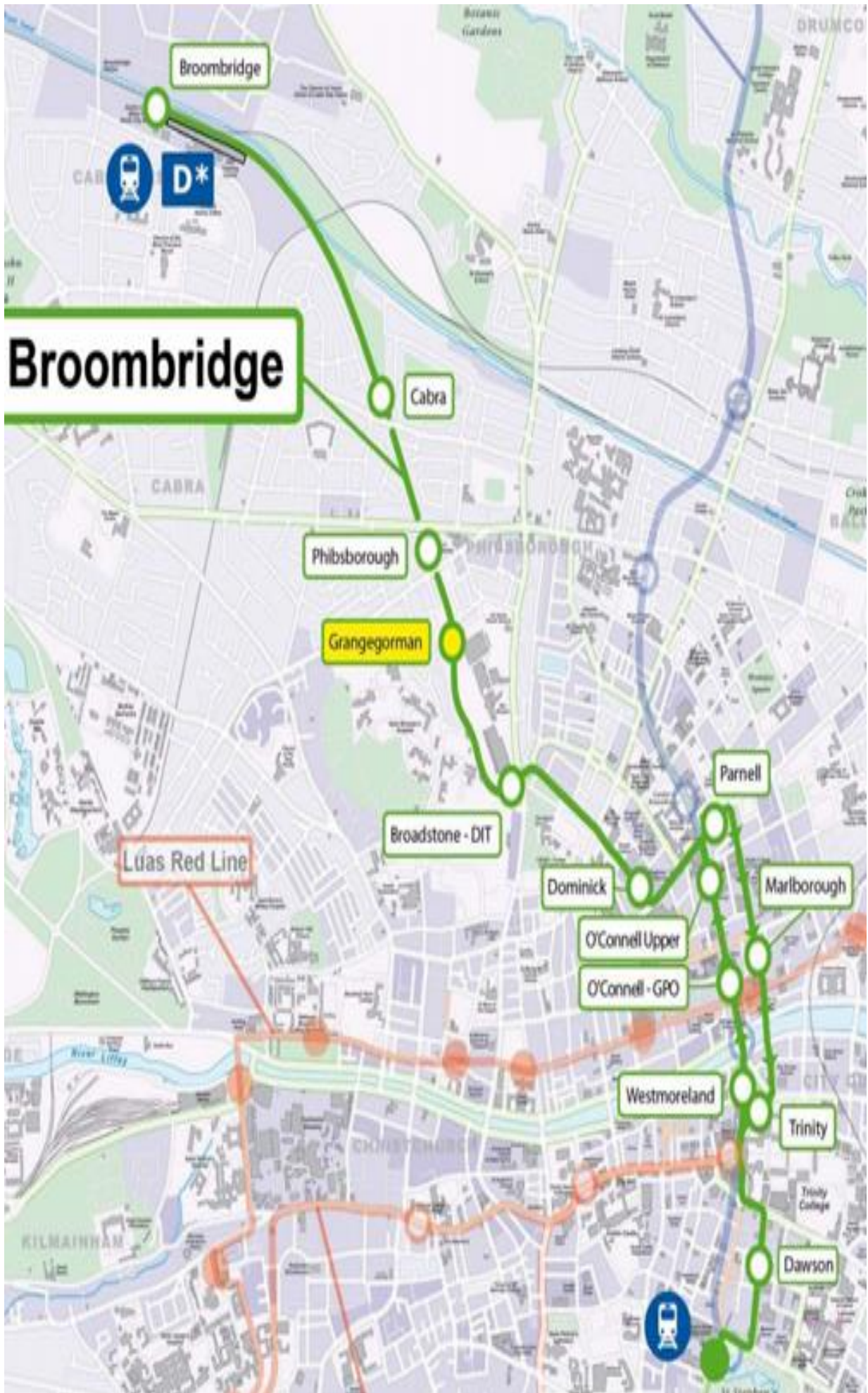
Monday - Saturday	Midnight
Sunday	11:00pm

>> 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



MCD Presents

Taylor Swift

Live at Croke Park – Friday 15th & Saturday 16th June 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 Taylor Swift 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.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 Taylor Swift?

A: Camila Cabello & Charlie XCX have been confirmed as Taylor Swift's Support Act. Please keep an eye on the following websites for all the latest event updates:

- www.mcd.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.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.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 Taylor Swift 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.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 €74.50 (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 Taylor Swift concerts are scheduled to take place on Friday 15th & Saturday 16th June 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.