

## **An Evening with Michael Bublé - Concert FAQ's**

### **Where can I purchase tickets?**

Tickets can be purchased online via AXS at <https://www.axs.com/uk/events/388240/an-evening-with-michael-buble-rescheduled-tickets>

### **I have a query regarding my purchased ticket(s), who should I speak to?**

For any questions regarding your tickets, you'll need to contact your point of purchase i.e. AXS / Ticketmaster and their customer services team will be able to help.

### **How much are tickets?**

General admission standing: £70 + fees

Gold circle standing: £175 + fees

### **What time do car parks/gates open?**

Car parks and gates open from 6pm. There will be no access until 6pm, so please do not arrive prior to this time as you may be turned away.

### **What time does the show start and finish?**

The concert starts at 7.45pm and finishes at approximately 10pm.

### **Is this concert outdoors?**

Yes, this is an outdoor, open air concert, situated in the grass fields known as the 'South Park'.

### **If it rains, will the concert still go ahead?**

Yes, the concert will go ahead in the rain, so please come prepared and bring appropriate waterproof clothing and footwear.

### **Can I bring an umbrella?**

Unfortunately umbrellas are not permitted, so please bring appropriate waterproof clothing.

### **Can I bring seating?**

This is a standing event with no seating. Seats of any kind are not permitted including seat sticks and inflatable seats. You are able to bring a blanket to sit on, although you may be asked to pack this up when the show starts.

### **Can I bring a camera?**

The unauthorised use of photographic, video and/or sound recording equipment is prohibited and such items may be confiscated and any tapes or films destroyed.

### **Can I bring food and drink?**

No food or drink is permitted with the exception of water in unopened, sealed plastic containers of up to 500ml, and baby food where not in glass containers. There will be a range of food and drink available to purchase on site. Free drinking water will be available.

### **How do I get there?**

There will be 3 entrance gates to the site. Please switch off your satnav as you get close to Harewood and follow the directional yellow event signage.

**Where is the nearest car park?**

Car parking is available on site and must be pre-booked in advance; further details will be available shortly. There will be no parking in Harewood village and no-waiting cones will be deployed and enforced.

**Will there be a drop off/pick up point?**

Yes, there will be a signposted designated drop off and pick up point. Please book any taxis in advance and ask them to be on site prior to the concert finishing to avoid any delays on departure. We suggest exchanging contact details with your driver to ensure you can locate each other at the end of the evening. There will be no-waiting cones deployed in Harewood village which will be enforced.

**I have a blue badge, where can I park?**

There will be a designated area for blue badge holders within the car park as close to the concert arena as possible. All car parking must be pre-booked in advance; further details will be available shortly. Please note all parking is on grass.

**Will I be able to go back to my car during the concert?**

There is no re-admission after entry, so please plan ahead and bring everything with you that you'll require for the duration of the show.

**Can I leave my vehicle at Harewood overnight?**

There is no facility to leave your vehicle on site after the concert, all vehicles must be removed.

**Where is the nearest train station?**

Leeds or Harrogate

**I have an enquiry regarding wheelchair access and/or I require disability access tickets, how do I purchase those?**

Accessibility tickets are now sold out; however, AXS customer services are keeping a waiting list for customers who would still like to book accessible tickets. For any enquiries, please use the following contact details: [www.axs.com/michael-buble-accessible-tickets](http://www.axs.com/michael-buble-accessible-tickets) or 0203 481 5504.

Please see statement below from the concert promoters:

*Our priority is always the safety of our customers and this takes precedence over everything else. Seats and chairs of any kind are not allowed at the Michael Bubl  concerts due to the large volume of fans we are anticipating. It is a preventative safety measure, as chairs are viewed as creating a potentially dangerous obstruction within the crowds.*

*Our experienced event team work year round on our plans, working very closely with senior representatives from agencies including the local authorities and emergency services to ensure a safe but enjoyable event takes place, which is the reason that particular restriction is in place.*

*For those customers who are able to stand for the event but need a less crowded area and/or the option of sitting for short periods of time, we offer the Ground Level Viewing Area (subject to availability and when booked in advance) and for those in wheelchairs we offer the Viewing Platform (subject to availability and when booked in advance). These are available only with valid proof of disability as listed on our website. If there is space, we allow customers with other illnesses and*

*mobility issues ranging from broken limbs to pregnancies to have access to those two areas, but unfortunately for the event you are attending those two areas are now sold out.*

For those in need of a British Sign Language (BSL) performance interpreter, please contact AEG Presents.

**Can I purchase tickets on the day?**

This concert is expected to sell out, so please purchase your tickets in advance to avoid any disappointment.

**Can I have a refund or exchange on my tickets?**

Once purchased, tickets cannot be exchanged, refunded or returned unless the event is cancelled.

**Can I bring a bag?**

Small bags no larger than 35cm x 40cm x19cm will be permitted and all bags will be checked by security.

**Can I bring a banner?**

No banners, flags or laser pens are permitted.

**Will there be a support act?**

There is no support act for this concert. Entertainment should be expected to begin from 7.45pm, however please note that this is always subject to change.

**Is this concert child-friendly?**

All under 18s must be accompanied by an adult.

**Are service dogs permitted?**

Unfortunately no animals are permitted into the concert site with the exception of registered assistance dogs.

**Are there any discounts for group bookings?**

There are no discounts available and visitors can purchase up to 6 tickets at any one time.

**I'm a Harewood member, do I receive any discount on my ticket?**

As this event is organised via an external promoter, unfortunately there are no discounts available to Harewood members.