

Ed Sheeran

CUSTOMER COMMUNICATIONS — FAQ'S AND INFO

How do I get to the venue?

We strongly encourage you to use public transport to get to the venue. Using public transport is the easiest, safest and fastest way to Hampden Park

If travelling by train, the stadium is a 5-minute walk from Mount Florida Station and 15 minutes' walk from King's Park Station. Both of these stations run trains to and from Glasgow Central.

There are also multiple bus routes that run direct to the stadium from Glasgow city centre. These busses are numbers; 5, 6, 7, 7A, 34, 90 and 31.

There is no parking at the stadium, or around the stadium. On event days Glasgow City Council impose a 'major event parking zone' meaning that only residents can park in the surrounding areas of the stadium.

What time can I arrive?

Turnstiles open at 5:00pm. We are conducting enhanced checks of tickets at the venue, and we strongly recommend that you arrive early.

What are the show times?

Gates — 17:00

Jamie Lawson — 18:30

Anne-Marie — 19:30

Ed Sheeran — 20:45

The concert will finish no later than 23:00

What do I do when I arrive at the stadium?

When you arrive at Hampden Park, please make sure you have your tickets, identification and your booking reference just in case.

Fans are reminded that to gain admission they should bring all of the following

1. Your tickets (no e-tickets have been issued — you must have your physical Ed Sheeran tickets)
2. The booking confirmation
3. The credit card used for the purchase and shown on the booking confirmation (or a photo or photocopy of it)
4. A valid photo ID matching the customer name on the booking confirmation

If you've got all these, you're good to go! Look out for your turnstile number on your ticket and head towards that turnstile. There is a map in this email with all the turnstiles, but our stewards will be happy to help with directions when you arrive. Look out for staff in G4s uniform or official 'AEG Presents' staff, who will be wearing high visibility jackets.

You will need to show our stewards your identification with your tickets. It is really important that your name is the same name that is printed on the booking. If there is any difference please contact your ticketing agent as soon as possible, or head to the "Ticket Help Desk" which is located next to the box office.

Important information related to invalidated resold tickets:

If you can no longer make these dates you must only sell them through our official face value ticket resale site Twickets.live in order for them to be valid.

If you have sold your tickets through Viagogo or any other secondary site — (apart from Twickets) these buyers will not get in to the concert. You should inform them instantly.

If you or someone you know were sold tickets for a show on this tour through either Viagogo or any other unauthorised ticket site, these tickets will not be valid for entry. Please visit the Fanfair Alliance where you will see advice on how to get refunds for invalid tickets:

http://fanfairalliance.org/wp-content/uploads/2017/08/VofV_Guidance.pdf

ACT NOW — do not leave this until the day of the event as this will be too late.

As the official resale site you should then visit Twickets to look for authorised face value tickets for sale.

What happens if I leave the Stadium? Can I come back?

No, if you leave the event, you won't be able to come back in. Once you're in, you're in, so please make sure you bring everything you need with you.

If I arrive late, will I still be allowed inside?

Yes, latecomers will be permitted entry via a designated turnstile. Please follow instructions from staff on arrival.

Where is the box office?

The box office is located outside the North West side of the stadium in two portable cabins. You can collect your tickets here, and will be able to ask any questions you have about your tickets. The box office will open at 1pm each day and remain open until Ed Sheeran hits the stage.

Can I still buy tickets?

If you are looking to purchase more tickets for the show, you should make your way to this box office. If we have any returns or production holds available, this will be the only official place to purchase tickets for the show, and they will only be on sale on the day of the show from the box office.

Is there an age restriction for the show?

Yes, to ensure the safety and wellbeing of everyone at the show, we have imposed age restrictions. Nobody under the age of 5 will be allowed inside the stadium. Anyone under the age of 16 must be accompanied by an adult aged 18+. Furthermore, nobody under the age of 14 is allowed on the pitch, even with an adult.

What security do you have in place?

Enhanced security checks are in place on arrival at Hampden Park, we ask you to please support and cooperate fully so our team can efficiently carry out these measures to ensure your safety and make sure you are inside the stadium in time for the show. We ask that you keep personal belongings to a minimum and only bring your essentials. Please do not bring large bags, as these will not be allowed into the arena.

Can I bring a bag to the stadium?

You are permitted to bring one small bag or handbag no larger than 30 x 30cm; anything bigger won't be allowed in. There are no temporary storage facilities for any items not allowed in the venue and it will be left to you to find a safe facility to hold any items. Bags left in unauthorised surrounding areas will be disposed of immediately by the police. Unfortunately, we cannot be held responsible for late admission or non-admission as a result of this policy.

Can I bring alcohol to the concert?

No. Alcohol cannot be brought to the venue, and fans are reminded that drinking in public is prohibited in Glasgow.

I've lost something, what can I do?

Lost Property is initially held at the Stadium for 48hrs. Please speak to a steward if you think you have lost something. After 48hrs, lost property is transferred to Police Scotland at the Cathcart Police Office.

Is there an easy meeting point inside the stadium?

Due to the size of the stadium, there are no designated meeting points. We would suggest you decide on a rendezvous point with your friends/family when you arrive at your block/area of the stadium in case you should become separated.

What happens if someone in my party goes missing?

Should you need assistance in a case of someone missing, please contact a member of security, a steward or a Police Officer, who will be happy to help. Stewards and Security will be in a G4S uniform.

I need some first aid, where can I get help?

We have two first aid points on the pitch, which will be recognisable with standard green cross signs. Should you require emergency assistance in the seated area, please speak to a steward or member of security who will contact the medical team.

Is there anything I can't bring into the stadium?

Yes, the following items are prohibited from entry into Hampden Park;

- Professional Cameras (including video cameras)
- Large posters/banners
- Air horns
- Containers including bottles, cans & glasses
- Knives of any size.
- Large flags/poles
- Laser Pointers
- Prams & buggies
- Pyrotechnics
- Smoke canisters
- Fireworks
- Spiked umbrellas
- Any tools/multi-tools etc.

Is there anything else I need to know?

Here are a few top-tips for having the best time at the show;

- Make sure your phone is fully charged, you could even bring a portable battery pack.
- Stay hydrated. All the dancing and singing can dehydrate you. Water is available from all stadium kiosks.
- Avoid ticket touts! The Promoter and Hampden Park will not permit entry to the show if you are not with the person that is named on your booking and on the ticket.
- Don't buy unofficial merchandise! Use only official Ed Sheeran merchandise outlets at Hampden, including on the pitch for those with standing tickets.
- Have a great time and make sure to share your pictures and videos online. Use the tour hashtags #DivideTourGlasgow #DividetourUK

Map of Hampden Park

