



# LIFE ON TOUR

## Frequently Asked Questions

For all information and updates on Milton Keynes, Take That concert please visit [stadiummk.com](https://stadiummk.com). This document will be updated on a regular basis as and when we receive more information.

### What is the Date of the Concert?

Thursday 30th May 2024

### Where can I buy tickets from?

- **General tickets** can be purchased via [gigsandtours.com](https://gigsandtours.com), [ticketmaster.co.uk](https://ticketmaster.co.uk) and [takethat.com](https://takethat.com)
- **Accessible tickets - SOLD OUT**
- **Hospitality packages** - Stadium MK have two packages on offer, **Hospitality Package** and **Private Boxes for 10**. Full details are available on [stadiummk.com](https://stadiummk.com) and must be purchased online [here](#)

### Where can we stay?

A DoubleTree by Hilton is built into Stadium MK, subject to availability rooms can be booked via our website [here](#).

Please note, we will not be taking hotel bookings over the phone or via email. All bookings must be made online via the official [DoubleTree by Hilton, Milton Keynes website](#).

### How do I get to Stadium MK?

[Travel guides](#) will be posted on [stadiummk.com](https://stadiummk.com) at least eight weeks prior to the concert. Our full address is **Stadium MK, Stadium Way W, Bletchley, Milton Keynes, MK1 1ST**

### Where can I park?

Parking is available on and off-site, subject to availability. To book or for more information, click [here](#)



## **How can I book an Accessible Parking Space?**

A limited number of parking spaces will be available onsite, subject to availability. **(Sold Out)**

## **When will I receive my tickets?**

Tickets will be available via the site you booked through no later than 1 week prior to the event taking place.

## **I live outside of the UK, will you mail my tickets to me?**

We suggest opting for E tickets when you purchase, however if you have any questions, please contact your point of purchase and advise them your details.

## **Can I buy tickets on the day?**

We expect the concert to sell out in advance meaning no tickets would be available on the day.

## **Are there any age restrictions in place for the concert?**

Yes, Under 14's are not permitted to purchase a pitch standing ticket and Under 16's must be accompanied by an adult aged over 18. Whilst reserved seating ticket holders under the age of 16 must be accompanied by an adult aged over 18. Children Under 5 are not permitted to attend.

## **If I have purchased standing tickets, do I have access to any seats?**

No, there are no seats on the pitch. Anyone who has purchased tickets for this area will not have access to any seats in the Stands as these have all been sold and are, therefore, reserved.

## **If I have purchased a reserved seat, do I have access to the pitch?**

No. We have a strict capacity for the number of people on the pitch for safety reasons, therefore, we are unable to permit those customers with reserved seats in the stands to have access onto the pitch.

## **Can I get dropped off and picked up at the Stadium?**

Yes, there will be a designated drop off/pick up area at the Stadium. Please see details in [Travel Guide](#).

## **Can we camp overnight?**

We do not allow overnight camping on or near the Stadium site. There will be limited facilities available for anyone arriving at the Stadium before lunchtime on the day of the concert.

## **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 in with you.

## What security do you have in place?

Enhanced security checks are in place on arrival at Stadium MK, 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 stadium.

## Can I bring a bag to the Stadium?

We want to actively discourage guests from bringing any bags to Stadium MK events as it is a condition of entry that they may need to be searched and this may delay entry to the venue. **If you must bring a bag, please limit it to just one small bag or handbag no larger than 21cm x 30cm** (equivalent to an A4 sheet of paper); anything bigger won't be allowed into the stadium. There may be a Larger Bag Drop facility available at N1 car park and is £10.00 per bag.

Due to the recent rise in the national terrorism alert state in the UK any bags or other property left inside or outside the stadium maybe disposed of immediately by our Safety Team and the police. Unfortunately, we cannot be held responsible for late admission or non-admission or other disruption to the event as a result of this policy, which is in place for the safety of everyone attending our venue.

## Are Cameras allowed?

No professional cameras or recording equipment will be allowed into the stadium.

## Can I bring alcohol to the concert?

No. Alcohol cannot be brought into the stadium.

## I've lost something, what can I do?

Lost Property is initially held at the stadium, if you think you have lost something please contact [safetyteam@mkdons.com](mailto:safetyteam@mkdons.com).

## What time does the event start?

Gates to the stadium bowl/concourse open from 5pm. The fan village opens 2 hours before at 3pm and will include access to food vendors, bars, merchandise and toilets.

## Is there an easy meeting point inside the Stadium?

Due to the size of the stadium, there are no designated meeting points. We suggest you decide upon on a rendezvous point with your friends/family when you arrive 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.

## I need First Aid, where can I get help?

There is a dedicated **First Aid point by block 5** on the East Stand. Should you require emergency assistance, please speak with a steward or member of security who will contact the medical team.

## **Are there smoking areas inside the Stadium?**

The stadium is a no smoking venue, however, for this event, a Food Village will be located outside the Stadium bowl. Smoking will be permitted in this area only. There will strictly be no smoking on the pitch, in the concourses or seated areas of the Stadium, which include e-cigarettes.

All fans visiting the Stadium for this concert will be able to access the Food Village in order to smoke but for safety and security reasons, they will not be allowed to leave the perimeter of the Stadium to do so.

## **What should I not bring with me?**

All bags will be searched on entry and anything larger than A4 size will not be permitted. The following is a list of prohibited items, subject to change;

- Glass, cans, bottles or thermos flasks of any kind
- Flammable liquids and aerosols (including hairspray etc)
- Laser pens/pointers
- Laptops, Ipads, professional cameras/video equipment
- Food and drink, unless for medicinal purposes
- Umbrellas, signs, banners, flags, inflatables, selfie sticks
- Air horns, whistles or other noise making devices
- Knives or weapons, fireworks, confetti, glitter bombs or sprays
- No fold out chairs or stools allowed into the Stadium

## **Will I be able to purchase food and drink in the Stadium during the concert?**

Yes, there will be a wide range of food and beverages available to buy. Once you have entered the external gates you can walk freely between the Food Village and Stadium bowl. Alcohol will be available to buy for adults aged 18 and over, however you will be required to provide photo identification as proof.

## **Does Stadium MK accept cash payments?**

No, Stadium MK is a cashless Stadium. All food and drink outlets inside the venue accept credit or debit cards.

## **Anything else do 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, water is available from all stadium kiosks.
- Bring sun tan lotion, it could get very hot during the day.

- Avoid ticket stouts! The promoter and Stadium MK are unable to guarantee entry to anyone who has bought a ticket from an unauthorized source.
- Don't buy unofficial merchandise! Use only Take That merchandise outlets.