

Hello from the Etihad Stadium



This leaflet contains lots of useful information that will help you plan and enjoy your experience at One Direction in Manchester. In the run up to the concerts we'll be sharing more information that will be useful when you're planning your visit and on the day itself – for example, updates to travel routes, the location of pick up and drop off points and facilities available at the Etihad Stadium.

We'll be making announcements on our official Twitter account, @MCFCHELP #1DEtihad and on our website at www.mcfc.co.uk/events. Follow us or bookmark the page, to make sure you have the very latest information.

You can also check the Where We Are UK Tour information website at gigsandtours.com/go/1D and @Livegigsandtours #1Dtourinfo for answers to lots of your questions about the shows.

Contact Us

If you have any specific questions about visiting the Etihad Stadium, you can use our online FAQ at www.mcfc.co.uk/help, tweet us at @MCFCHELP #1DEtihad or call 0161 444 1894 (option 5). The team are here Monday to Saturday 9am to 5:30pm and on all event days until show time.

In addition, we'll have lots of event staff at the stadium on the day ready to help you.

Access information

Visitors to the Etihad Stadium with special requirements should visit our Access Information page for details on how we can assist you during your visit. You will find this at www.mcfc.co.uk/access. If you'd like to discuss any details with one of our Service Advisors please call our concert information line on 0161 444 1894 (option 5) or use our online FAQ at www.mcfc.co.uk/help

Top 5 things to remember

- Age restrictions do apply - details are included in this leaflet. If you have a concern please speak to your ticket agent.
- You can't take your own food and drink into the stadium.
- Allow extra time for your journey home as transport networks from the stadium will be extremely busy.
- When you're inside the stadium, take time to find your bearings and make sure you collect a concert wristband when you arrive – see enclosed for more information.
- Camping outside the stadium is not allowed.

ONE DIRECTION AT THE ETIHAD STADIUM



DO

- Keep your ticket with you at all times.
- Remember age restrictions apply – If you have purchased a ticket that is unsuitable for the age of the concert goer, please contact the ticket agent you made the purchase from.
- Bring a pen and make sure you fill in your details on event wristbands issued at the stadium.
- Remember the stadium's Challenge 25 alcohol policy. If you want to consume alcohol and look under 25 you will need to produce a valid form of I.D. – Passport or Driving Licence
- Bring waterproof clothing in case of rain – the stadium does not have a roof.
- Bring sunscreen and a hat in case of very hot weather.
- Bring a small bag to keep your phone, purse/wallet and ticket safe.
- Make sure you have planned your journey to and from the stadium, allowing extra time to take into account queues for public transport and extra traffic around the stadium.
- Make sure you know the phone number of someone responsible that you can call if there is a change of plans. Remember that your phone can run out of charge so have this number written down somewhere safe as well as stored in your phone.
- Arrange a meeting place within the stadium in case you get separated from your friends or family.
- Ensure all food and drink is consumed prior to entering the stadium, as you are not able to bring food and drink into the stadium. Concessions are available inside should you need anything.
- Once inside the stadium, take some time to find your bearings so if you go the toilet or to get some food or a drink you will be able to make your way back to your seat or your spot on the pitch without getting lost.
- Check www.mcfc.co.uk/events and www.gigsandtours.com/go/1D for updates in advance of the shows.
- Use the Twitter hashtags #1Dtourinfo and #1DEtihad to keep track of live information.

DON'T

- Come to the stadium with the intention to camp overnight. Camping is not permitted.
- Leave valuables on display in your parked vehicle.
- Bring any food or drink into the stadium.
- Put umbrellas up during performances. Large/golf umbrellas are not permitted in the stadium.
- Arrive with any sort of audio or visual recording equipment. Handheld cameras are fine, but professional equipment is not.
- Bring large banners; these obstruct the view of others. Flagpoles and sticks are not allowed and any banners that are deemed inappropriate or offensive may be retained by the stewards.

All information is correct at time of printing but is subject to change.



ONE DIRECTION



WHERE WE ARE TOUR 2014

DON'T MISS !

Fanzone

Don't miss BT City Square at the Etihad Stadium. With a great atmosphere, food, drink and music, your event starts here. Free to enjoy, why not come down early to beat the traffic and get yourself in the party spirit.



QUICK INFO i



www.mcfc.co.uk/help

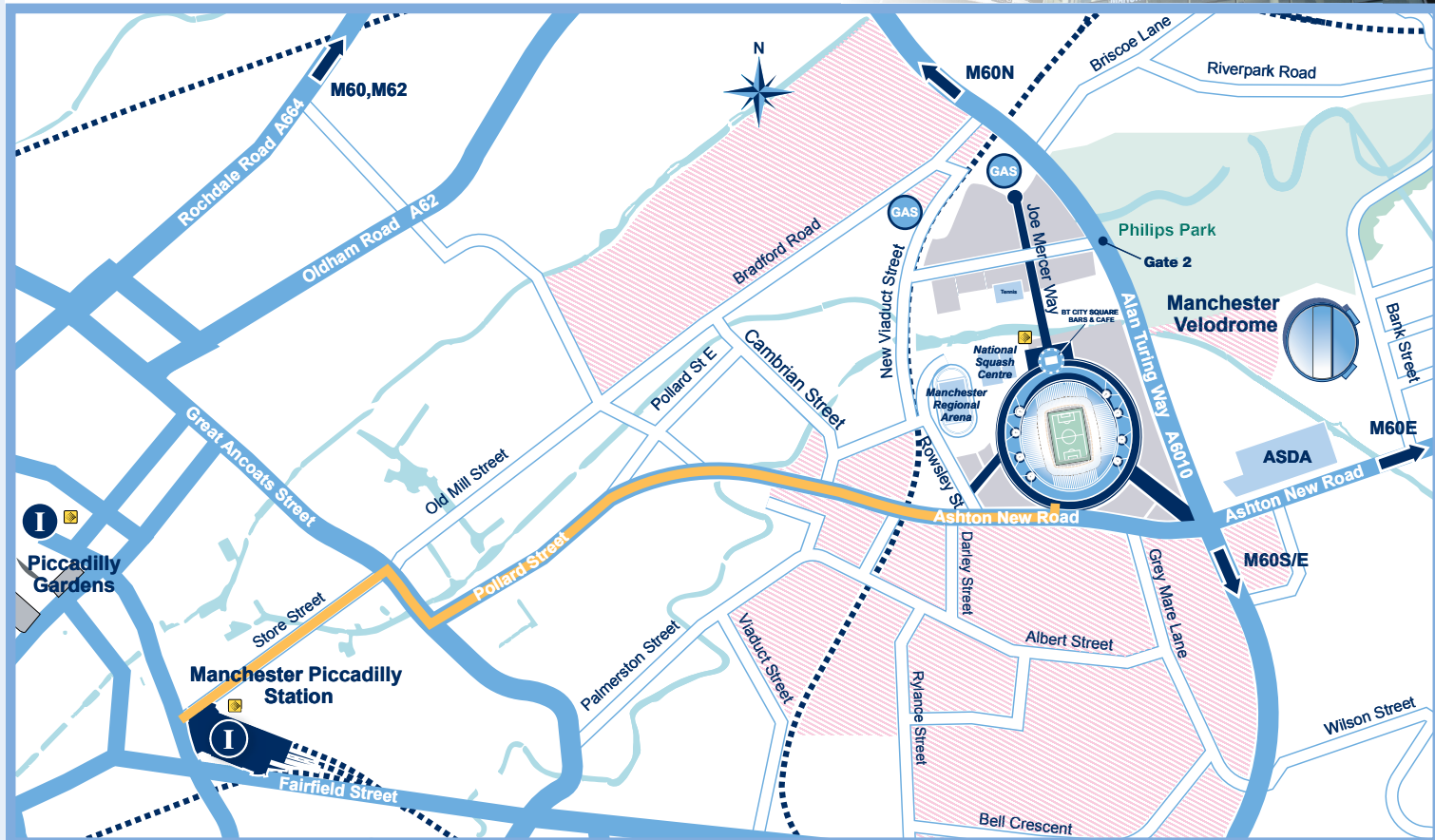


@MCFCHELP #1DEtihad



0161 444 1894
(option 5)

ABOUT THE ETIHAD STADIUM



The Etihad Stadium is located to the East of Manchester city centre. It is home to Manchester City Football Club but on Friday 30th May, Saturday 31st May and Sunday 1st June, we are delighted to host One Direction.

BT City Square

On the Etihad Campus is BT City Square, our fantastic fanzone, which is right next to the Etihad Campus Metrolink Station. BT City Square is open for the One Direction concerts where there'll be a great atmosphere, with food, drink and music. Free to enjoy and within the confines of the gated Etihad Campus, why not come down early to beat the traffic and start the party early, with your friends and family.

Smoking

Smoking is not permitted in any areas of the Etihad Campus. The use of electronic cigarettes is also prohibited. Anyone caught smoking or using electronic cigarettes risks being ejected from the stadium.

Cash Machine

There is a cash machine on the Etihad Campus though please be aware that queues to use the machine are likely. The cash machine is located next to the City Store in BT City Square. Other cash machines can be found at Asda Supermarket, which is located opposite the stadium, on Alan Turing Way.

We would advise that you arrive with any money that you require and also ask that you secure this safely about your person.

Food and Drink

Food and drink is available to buy in and around the BT City Square

Fanzone and inside the stadium. You cannot bring your own food and drink into the stadium.

Tickets

Tickets for events held at the Etihad Stadium must be purchased through authorised agents only. Tickets purchased through unauthorised agents may not be valid and the Club and Concert Promoter accept no liability – if your ticket is not valid you will not be allowed entry to the concert. We are unable to provide you

with alternative tickets should you purchase from unauthorised ticket sellers, regardless of the price paid. All tickets are issued subject to the Terms and Conditions of Sale that are printed on the back of the ticket, along with associated Ground Regulations which can be found online at www.mfc.co.uk.

Alcohol

The consumption of alcohol in the area around the Etihad Stadium is not allowed. This includes all streets,

pavements and walking routes. You are not allowed to take alcohol onto the campus. Stewards will not allow any persons carrying alcohol to enter the area.

The stadium operate a rigorous Challenge 25 alcohol policy. ID will be required if you look under 25-years of age and you want to consume alcohol. Challenge 25 will be applied to those purchasing alcohol at stadium bars and those drinking alcohol in the stadium – if you don't go to the bar yourself but are drinking alcohol in the stadium and look under 25 you will still be asked to produce I.D. Passports and Driving Licences are the only forms of ID accepted. We respectfully ask visitors to the Etihad Stadium to drink responsibly. Discretion and the ultimate decision lies with the stewards as to whether you are fit to enter the stadium and / or remain in the venue if intoxicated.

The stadium has a zero tolerance to underage drinking – if stewards see what they suspect to be underage drinking, or any adult buying drinks for anyone underage, they will take appropriate action. This may include individuals involved being ejected from the stadium before or during the concert.

Merchandise

Official One Direction merchandise will be available from outlets on the stadium campus. We would advise that merchandise is only purchased from these official outlets and the venue is not liable for any items purchased through unofficial channels. Unlicensed street trading is prohibited in the streets surrounding the stadium.



ARRIVING AT THE ETIHAD STADIUM

Age Restrictions

Age restrictions are in operation at the One Direction shows. These restrictions were shared when you bought your ticket(s) and are in place for your safety and comfort.

- Individuals under the age of 12 years must be accompanied by an adult over 18 years.
- No children under 5 years old are permitted.
- **Pitch standing** - no individuals 11 years old or under. Individuals aged 12 – 15 years must be accompanied by an adult over 18 years.
- Individuals aged 16 years and older are allowed on the pitch unaccompanied.
- **Seated tickets** – Individuals aged 11 years old and under must be accompanied by an adult.

Please carry ID with you at all times, so that we can ensure you are able to access the area of the stadium that you have purchased.

If you have purchased a ticket that is unsuitable for the age of the concert goer, please contact the ticket agent you purchased from.

Timings*

BT City Square Fanzone will be open from 2pm. Turnstiles open at 5pm.

*These timings are subject to change – please make sure to check @MCFCHHELP #1DEtihad and www.mcfc.co.uk/events for the latest information.

Camping

The stadium does not have facilities for overnight camping. **Camping is not permitted.** Do not arrive before the concerts to camp out. The stadium campus gates will open at 6am and you can enter from this point onwards, however facilities such as food and drink will not be available until BT City Square opens at 2pm.*

*Subject to change

Concerts Wristbands

Concert wristbands will be available for you to collect when you arrive at the stadium. These wristbands will have spaces for you to fill in important information such as phone numbers, your seat number or pitch location. Having this information on your wristband will help you find your way back to your friends or family if you get lost; it will also be useful for our stewards in directing you back to your seat or pitch location. Remember to bring a pen with you so you can fill in your details. Concert wristbands do not allow you to access to the stadium – to do this, you must have a valid ticket.

- Please note that we do not allow re-admission, so once you enter the stadium, you are not allowed to exit and re-enter.

INSIDE THE ETIHAD STADIUM

Access into the Etihad Stadium is allowed with a valid concert ticket only.

The stadium is a very large place and it can be easy to lose your bearings. To minimise the risk of getting lost within the stadium, we advise you:

- Take note of the entrance you used to enter the stadium.
- Pay attention to your surroundings as you make your way to your seat or the pitch.
- Once you're on the pitch or in your seat take a look around and orientate yourself – this will help you find your way back to your friends or family if you leave your designated area to use the facilities.

Remember to fill in your seat details or pitch location on your concert wristband. If you know where you are seated or standing, it will be easier for our stewards to help you find your way back if you get lost. The stewards are easily identifiable, so please do not panic if you get lost - simply ask a member of the team to help and we'll have you back with your friends and family in no time.

Food, drinks, toilets (including accessible toilets), first aid, lost children and welfare facilities are all available inside the stadium. Please ask any of stewards if you are unsure of where to find any of these facilities.

First Aid and Lost Children

We have a number of first aid and lost children locations around the stadium. If you require first aid or want to report a lost or found child, please speak to the nearest stadium steward.

GETTING TO AND FROM THE ETIHAD STADIUM

The Etihad Stadium is easy to reach using all modes of transport and is in easy walking distance from Manchester city centre.

Walking

There is a safe, well lit and signposted walking route available from Manchester Piccadilly Station. Signage will direct you along the route. Please follow the 'City Link' signs. It will take approximately 20-minutes to walk from Manchester city centre. The same route will be operational at the end of the event. Stewards will be on hand to direct you.

Metrolink (trams)

The Etihad stadium is directly adjacent to Metrolink's Etihad Campus stop which is fully accessible with lifts and ramps on both platforms.

For the One Direction concerts trams will run as follows to and from Etihad Campus stop.

- Bury to Etihad Campus through the City Centre via Piccadilly station.
- Eccles to Ashton under Lyne via Piccadilly station and Etihad Campus stop. (The service in and out of the city will operate at a six minute frequency before and after the concerts).
- Ashton under Lyne to Eccles via Etihad Campus Stop and Piccadilly station. (The service to and from Ashton under Lyne will operate at a 12 minute frequency before and after the concerts).

After the concert, passengers are advised to use the Etihad Campus stop as both Holt Town and Velopark stops will be closed for safety reasons.

Buying Your Ticket

Tickets must be purchased before boarding the tram and can be bought from ticket machines which are located on each stop. Adult and child tickets are available including one day and family travelcards, ticket machines accept cash and cards. Add-on tickets to the Etihad Campus can also be purchased if buying a rail ticket at National Rail stations.

Victoria Tram stop

If travelling from Victoria Rail station, please note that due to improvement works, Metrolink Victoria tram stop is closed so passengers will need to use Shudehill stop which is a very short walk from the train station and is well signposted.

Metrolink Park and Ride

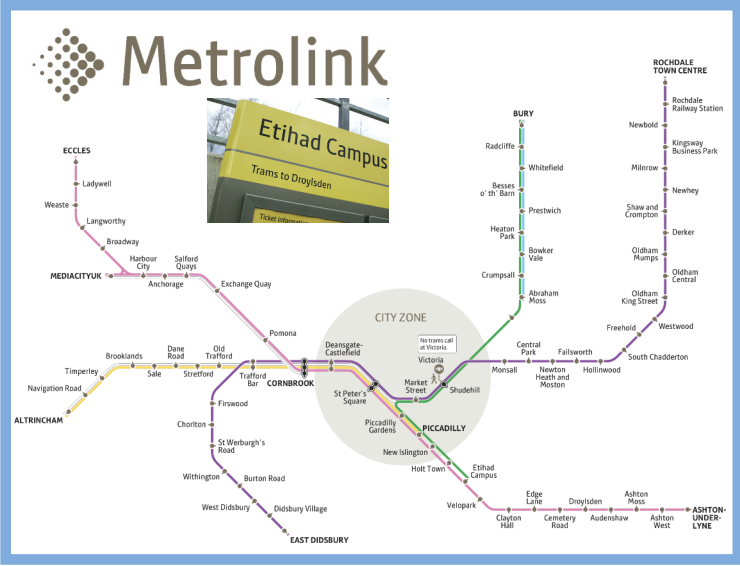
If travelling via the M60, why not use the Metrolink Park & Ride car parks at either Ashton Moss or Ashton West stops, both on A6140 Lord Sheldon Way, Ashton. Both car parks are free to use for passengers travelling on Metrolink to the Etihad Stadium.

At Ashton Moss you can pick and drop off anyone going to the concerts and travelling by Metrolink. Please remember that the consumption of alcohol is not permitted on Metrolink; anyone in possession of alcohol will have it confiscated.

- For more information visit www.metrolink.co.uk, and you can also keep up-to-date with the latest Metrolink travel news on twitter @MCRMetrolink.

Buses

Frequent bus services serve the Etihad Stadium. After the concert, a fleet of dedicated buses to Manchester city centre



will be also available on Ashton New Road which is located to the south end of the stadium. To plan your journey to the stadium by bus please visit: www.tfgm.com/bus.

More Information

For more information about all public transport links to the Etihad Stadium, visit www.traveline-northwest.co.uk or telephone: 0871 200 22 33 for journey planning information (calls cost 10p a minute from BT landlines other networks may charge more).

For more information on public transport links within Manchester visit www.tfgm.com and for the latest travel news for Greater Manchester keep up to date on Twitter via @OfficialTfGM.

Taxis

There will be a limited number of taxis available after the concert. Please be aware that because of demand there will be a significant waiting time for taxis. If you are travelling to the city centre you should consider using the safe walking route with a group, or catching a bus or Metrolink tram.

After the Concert – Onward Journeys

Please be aware that there will be queues for public transport and taxis after the concert, as well as a significant amount of traffic on the roads around the stadium. If you are planning an onward journey after the concert – for example, a train from Manchester Piccadilly or Victoria Train Station, or a bus / coach from the city centre – please make sure you allow plenty of time for your journey from the stadium.

Pick Up and Drop Off

There will be dedicated 'pick up and drop off' points in operation before and after the concert. Please check @MCFCHHELP #1DEtihad www.mcfc.co.uk/events or gigsandtours.com/go/1D for information. Be aware that there will be heavy traffic on the roads around the stadium after the concert so plan extra time into your journey.

- Please note: road closures will be in operation after the concerts – you may not be able to pick up concert goers from the same place they were dropped off. With this in mind, we strongly advise that you use the dedicated 'pick up and drop off' points directed.

Parking

Parking is available on-site at the stadium. Signs will direct fans to car parks they can use. Parking costs £10 for cars, £20 for minibuses and £30 for coaches (per day) and will be open from 12pm for concerts. There will be no on the day sales for coaches, these must be booked in advance by calling the Customer Services team on 0161 444 1894 (option 5). There are a number of satellite car parks around the stadium with prices displayed upon entry. The Club does not endorse these car parks. If using these car parks, please take note of your surroundings in order to easily find the car park when you return in the dark. Please

allow plenty of time to park and get to the stadium. Also, please note that a road closure operates immediately after the event to allow pedestrians to leave safely. This will affect all local car parks and will cause extended delays.

Details of the best car parks to use depending on your driving route will be available closer to the time – please check www.mcfc.co.uk/events for updates. Parking at Asda, adjacent to the stadium, is reserved for store customers only. Penalties will also be imposed for misuse of this car park.

Residents Parking Scheme

A resident parking scheme is in place in the streets around the stadium and this is strictly enforced and identified through on-street signage. If you park in these areas you will be fined and your vehicle may be clamped or removed. Additionally, pedestrian gates to estates opposite the Etihad Stadium, along Ashton New Road between Darley Street and Grey Mare Lane, are in operation and locked at the end of the event to minimize noise and disruption to local residents. In addition to a fine, if you park in these areas your vehicle is at risk of being locked within the area you cannot access after the event. Please respect the needs of the local residents and park in authorised car parks only.

LEAVING THE ETIHAD STADIUM

The Etihad Stadium is committed to being a good neighbour to the residents of East Manchester. Please respect their homes and property by carefully disposing of your rubbish, using the toilets provided on the stadium grounds, adhering to the Residents Parking Scheme in operation and being mindful of minimising noise and disruption as you leave.

Make sure you plan your journey home before the day of the concert. If you need directions to trams, buses, coaches, car parks, taxis or walking directions to the city centre on the day please ask one of our stewards.

More Information

Check the Where We Are UK Tour information website at gigsandtours.com/go/1D and @Livegigsandtour #1Dtourinfo for answers to lots of your questions about the shows.

For more venue information, including advice from Greater Manchester Police on how to avoid crime and help make sure you have an enjoyable day, please visit www.mcfc.co.uk/events and keep up to date at @MCFCHHELP #1DEtihad.

- Full terms and conditions of entry to events are printed on the back of your ticket. Please read these before you set off to the Etihad Stadium.