

DHP, KILIMANJARO AND FUTURESOUND PRESENTS
BY ARRANGEMENT WITH CAA

Ed Sheeran

ROUNDHAY PARK, LEEDS - 16 & 17 AUGUST 2019

CUSTOMER INFORMATION

Dear Customer,

There's not long to go until Ed Sheeran returns to the UK to conclude his mammoth Divide world tour and play 2 huge shows at Roundhay Park, Leeds. Here's some information so that you can get organised and have the best time possible, whilst also keeping yourself and your belongings safe.

WHEN ARE THE SHOWS?

Ed Sheeran will be playing Roundhay Park, Leeds on Friday 16 & Saturday 17 August 2019.

WHAT TIME CAN I ARRIVE?

The box offices open at 3pm & the entrances will open at 4pm each day. We will be conducting enhanced checks of tickets and bag searches at the venue so we strongly recommend you arrive early.

HOW DO I GET TO ROUNDHAY PARK? BY SHUTTLE BUS

Did you know that Leeds City Centre train station is more than one hour's walk from Roundhay Park? No? Well, fear not – there will be a shuttle bus service running from Sovereign Street, which is just around the corner from the station. Services to Roundhay Park will run from 2.30pm until 7pm with return journeys starting at 9.30pm
Single Journey - Advance ticket: £4pp* / On the day: £5pp
Return Journey - Advance ticket: £8pp* / On the day: £10pp
*all bookings are subject to a small booking fee

Tickets for shuttle buses can be purchased from:

<https://www.biggreencoach.co.uk/events/ed-sheeran-tickets-coach-travel>

BY COACH

Big Green Coach is the official and exclusive coach travel partner to the Ed Sheeran 2019 UK Tour and they are operating day return coach services from over 51 locations to Roundhay Park.

Fares start from just £25 but spaces are limited so please book in advance.

Tickets for national coaches can be purchased from:

<https://www.biggreencoach.co.uk/events/ed-sheeran-tickets-coach-travel>

BY CAR

Roundhay Park LS8 1DE

The car parking on site can be accessed via Street Lane, Roundhay Road or Oakwood Lane.

Opens 10am.

£15 - cash only

Limited parking available for valid blue badge holders on a first come, first served basis.

Follow the directional signage.

Redhall LS17 8NB is a 30 minute walk

Opens 10am.

£15

DROP OFF & PICK UP

Roundhay Park LS8 1DE. Follow the directional signage.

TAXI DROP OFF & PICK UP

Wetherby Road, LS8 2LE

OFFICIAL COACH AND MINIBUS PARKING

Are you bringing a coach or minibus to any of the Ed Sheeran shows at Roundhay Park, Leeds?

If so, you need to pre-book your parking space in the Official event coach park.

Please click on the following link to view all the details and purchase your parking pass:

<https://www.biggreencoach.co.uk/events/es-coach-parking-permits>

Spaces are limited and prices are discounted when buying in advance.

WHAT DO I DO WHEN I ARRIVE AT ROUNDHAY PARK?

A new paperless ticketing system will be in operation and no physical tickets will be issued in advance. You'll need to bring the following to gain entry to the event:

- The original payment card used to make the booking
- Your booking confirmation email (you can show this on your phone or printed out)
- Government issued photo ID that matches the name on the payment card (driving licence or passport)

To speed up entry there will be designated queueing lines for each ticket provider so make sure you note who you bought your ticket through and when you get to the entrance **LOOK UP** and make sure you get into the right lane.

Ticketmaster	Yellow
See Tickets	Blue
AXS	Red
Gigantic/Alt	Green

Our stewards will be on hand to help you when you arrive. Look out for them in their coloured high visibility jackets.

Ed Sheeran's official website carries an FAQ section for the UK shows which may help you with any questions you have on how the ticketless entry works. <https://www.edsheeran.com/faq-uk>

IMPORTANT INFORMATION RELATED TO INVALIDATED RESOLD TICKETS:

If you can no longer attend the concert you must only sell tickets through official fan to fan resale through your ticket provider.

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

If you or someone you know were sold tickets for the show 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.

WHAT ARE THE SHOW TIMES?

The first act will take to the stage at 5.45pm.

The show will finish at approximately 10.30pm.

Full show times will be published closer to the time of the shows.

WHAT HAPPENS IF I LEAVE THE PARK? 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. Please follow instructions from stewards on arrival.

Where is the box office?

There are box office cabins at both Entrance A (Lakeside) and Entrance B (Soldier's Field).

CAN I STILL BUY TICKETS?

Limited tickets may be available on the day. The box offices at Roundhay Park will be the only official place to purchase tickets.

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 concert site. Anyone under the age of 16 must be accompanied by an adult aged 18+.

WHAT SECURITY WILL BE IN PLACE?

Enhanced security checks are in place at Roundhay Park and we ask you to support our stewards and cooperate fully so our team can carry out these measures efficiently in order to ensure your safety. Do not bring bags larger than A4 sized. See below for a list of what you can/can't bring into the site.

WHAT SHOULD I DO IF I HAVE A LOST OR FOUND CHILD?

Please speak immediately to the nearest member of staff, ideally someone in the security or stewarding team but most staff members are able to raise an alert.

CAN I BRING A BAG?

You are allowed to bring a small bag. As a general rule, the less you bring, the quicker you and everyone else will get it. Please note there are no temporary storage facilities for any items that are not allowed into the concert site so it will be up to you to find somewhere to store these items. Bags left in unauthorised surrounding areas will be disposed of immediately by the police. We cannot be held responsible for late admission or non-admission as a result of this policy.

IS THERE A MAP OF THE SITE?



CAN I BRING ALCOHOL INTO THE CONCERT?

No. Alcohol cannot be brought into the concert site but plenty of bars are inside to provide you with refreshment. Suitable ID must be provided on request before alcohol will be served.

WHERE DO I GO ONCE I GET INSIDE?

The site map above highlights the areas of the park which will be used for the event, whilst also showing where the entrances, bars, concessions, toilets, medical and information points are. These plans will be dotted around the event site to ensure you can always find your way.

WHAT CAN I EAT?

There will be plenty of food concession units around the event site. A wide variety of food will be available to cater for all needs, this includes gluten free, vegetarian and vegan options. Please note: not all of the concessionaires will be able to accept card/contactless payments, so please ask before you make your order.

WHERE CAN I GET A DRINK?

The site plan shows the location of all of the bars on site. Here you will be able to buy alcoholic drinks, soft drinks and water.

The bars will be operating a Challenge 25 policy so you will need to show ID if you wish to purchase alcohol and look under the age of 25.

All of the bars will be accepting card/contactless payments as well as cash.

Water refill points will also be available across the site and you're encouraged to reduce waste by bringing your own empty plastic bottle [no glass please] (under 500ml) to fill up.

WILL THERE BE CASH MACHINES?

Cash machines are available and will be accepting all major UK debit/credit cards. Please note: a fee will be charged to use the machines.

WHAT SHOULD I BRING?

Roundhay Park is a green field space, which means the majority of the surfaces will be grass. The park has some flat areas but is quite hilly in others and the surface can be a little uneven. To make your experience as enjoyable as possible we recommend bringing the following items with you:

- The original payment card (debit or credit card), original email booking confirmation and a Government-issued photo ID which matches the name on the card
- Appropriate clothing, footwear and protection for the weather of the day
- Sun lotion (up to 100ml)
- Empty plastic bottle that is 500ml or less, which can be refilled on site
- Money and/or bank card. There will be cash machines on site, which accept all UK debit cards. Please note: A fee will be charged to use the machines
- Photo ID. We recommend bringing your identification no matter what age you are as the bars will be operating a Challenge 25 policy and therefore you will need to use ID if you look under 25 and wish to purchase alcohol.
- Medication. We recommend bringing your prescription and/ or a doctor's note for any medication you wish to bring in to the event to show to security during the search procedure on entry.

IS THERE ANYTHING I CAN'T BRING INTO THE EVENT?

There will be a full person and bag search in operation. Please do not bring any of the following with you as you will not be allowed to enter the site if any of the below items are found in your possession.

- Aerosols
- Air horns
- Alcohol
- Animals (except assistance dogs)
- Bags (larger than A4 size)
- BBQs or any cooking apparatus
- Bicycles, scooters, roller skates
- Blow torches
- Cans
- Cameras (DSLR/SLR) with detachable lens
- Chairs (except if you have an accessible area ticket for Hill 60)
- Chinese lanterns
- Cooking apparatus
- Cool bags / boxes (large)
- Cigarettes (more than for personal use)
- Cutlery
- Drinks (empty plastic bottles 500ml or less are permitted)
- Drones
- Fireworks / pyrotechnics
- Flags with poles
- Flares / distress flares / smoke flares
- Food (small amounts for personal consumption permitted)
- Gazebos and parasols
- Gas cylinders/canisters
- Glass
- Knives
- Liquids (over 100ml)
- Illegal substances (drugs)
- Laser pens
- Legal / herbal highs (includes Nitrous Oxide and associated equipment including balloons)
- Megaphones
- Professional audio-visual recording equipment
- Smoke bombs / canisters
- Sound systems
- Tables
- Tabards/High Viz Jackets
- Umbrellas (small telescopic umbrellas are permitted)
- Weapons

Prohibited items will be confiscated and if any attendee is found with any illegal item they will be refused entry and referred to the Police.

ARE THERE MEETING POINTS INSIDE?

Due to the size of the arena there are no designated meeting points. We suggest you decide on a suitable rendezvous point with your family/friends in case you become separated. It may well be worth agreeing one outside of the arena compound as well, in case you become separated when leaving the concert. We would recommend this being a short walk away from the site as the exits will be extremely busy at the end of the show and you will not be able to wait in places where an obstruction may be caused.

WHAT HAPPENS IF SOMEONE IN MY PARTY GOES MISSING?

If you require assistance please contact a member of security, a steward or a police officer who will be happy to help.

I NEED SOME FIRST AID, WHERE CAN I FIND HELP?

We have first aid points at the top of Hill 60 and to the left of the stage as you look at it from the arena. These are distinguishable on the map by red crosses and on site by the standard green cross signs. Our medical team will be mobile so if you require assistance please speak to a steward or security who will contact the medical team.

I'VE LOST SOMETHING, WHAT DO I DO?

We hold lost property on site for 48 hours before passing it on to Leeds City Council. If you've lost something, please speak to a steward.

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.
Refill your reusable bottle on site (under 500ml)
- Avoid ticket touts! Entry to the show will not be permitted without the booker's card and ID.
- Don't buy unofficial merchandise! Use only official Ed Sheeran merchandise outlets at Roundhay Park.
- Have a great time and make sure to share your pictures and videos online. Use the tour hashtags #DivideTourLeeds #DividetourUK

DISABLED CUSTOMER INFORMATION

[Click here](#) for all information relating to disabled access, car parks and British Sign Language