

On Saturday 1st June, Muse will take to the London Stadium stage and kick off another golden summer at the venue. The Iconic British rock trio will bring their Simulation theory World tour to the UK beginning at London Stadium, having wowed audiences across the USA through the spring.

[We're down to our last remaining tickets for the show, which are available by clicking here](#)

If you're lucky enough to have tickets for the show, we've compiled a handy list of FAQs and information to help you make the most of your trip to London Stadium.

SIMULATION THEORY TOUR BAG POLICY AND INFORMATION

London Stadium strongly recommends that fans do not bring bags to the venue, and for all shows on the Simulation Theory tour, bags larger than A4 size will not be permitted to any venue hosting the band.

We would also add that the show will feature heavy use of lasers and strobe lighting, and that moshing & crowd-surfing is not advised.

What are the key timings for the show?

10:30am: Box Office opens

4.00pm: Stadium Island opens

5.00pm: Stadium Doors open

5.00pm: Hospitality food & beverage packages begin (if purchased)

6:00pm: Show starts

10.30pm: Event curfew

11.30 pm: Hospitality areas close

Ticketholders can enter London Stadium after doors open, though last entrance is scheduled for 30 minutes after the beginning of the headline act (9pm).

We would also recommend all guests plan their journey home in advance, to best avoid delays in returning to public transport stations outside London Stadium.

For the latest transport updates, follow Transport for London on Twitter.

How do I get to the stadium?

You'll see on your ticket a bridge and an entrance. To ensure the smoothest entry to the venue, please make your way to the bridge listed on your ticket.

Hospitality guests can cross any bridge and enter via entrance B

Accessible customers will have dedicated entry lanes on each bridge.

[We have a handy map if you click here, to help you plan your journey to London Stadium.](#)

[Please click here to see details on the 'getting here section' of our website here](#)

Leaving London Stadium

London Stadium provides designated walking routes to Stratford Station to support the safe journey home of all fans who attend events at the venue.

Queen Elizabeth Olympic Park is a large, open public area and with a capacity of up to 75,000 for our summer concerts, these routes are necessary to ensure guests reach public transport hubs as quickly and safely as possible.

It is expected that fans will reach Stratford station within approximately one hour from leaving London Stadium. To ease congestion into Stratford station, stop and go signs are in operation on all routes, with stewards at hand to offer advice and to direct guests to their desired transport hub.

The safety of all guests visiting London Stadium is of paramount importance. Please assist the stewarding teams in this operation to ensure your journey home is as smooth as possible.

What if I haven't received my tickets?

If you chose E-Ticket print at home tickets then please log into your Ticketmaster "My Account" and download and print off your tickets. You need to do this before you leave for the event as there will be no printing facilities at the venue. If you have standing tickets please wherever possible print in colour.

If you chose Collector Tickets these will have been sent to you by secure post delivery and you should have received them already. If you were not in when delivery attempted you should have received an advice card to contact the delivery office to arrange collection or re-delivery. If you are unable to locate this card and have not received your Collector Tickets please get in touch with [Ticketmaster Customer Services](#) to arrange for duplicate tickets to be at the venue for collection. The card holder will need to arrange this and will need to collect the tickets at the Stadium Box Office from 12:00pm on Saturday 1st June.

I am an accessible customer arriving at the venue using public transport, what's the best way of getting to London Stadium?

London Stadium is a venue for all and boasts a range of accessible features to ensure your event day experience is as enjoyable as possible.

London Stadium has an accessible team operating at the venue for all our concerts, as well as a dedicated accessible shuttle bus service operating from Platform 13 at Stratford Station, and dropping off at Bridge three at London Stadium.

The first bus will depart from Stratford Station at 3pm, and the final service will return from Bridge three at midnight following the conclusion of the show.

Keep an eye out for the Stadium accessibility team (dressed in Pink), who will be on hand at all areas of your journey and inside London Stadium and more than happy to help throughout the day.

For more information, check the venue website and social channels in the run up to the shows, or if you have a specific query please email accessibility@london-stadium.com

How do I book blue badge parking?

London Stadium has a dedicated blue badge car park, which has now sold out.

The blue badge parking is now full, where can I park?

The nearest parking facility to London Stadium is situated at Westfield.

[Click here for more information.](#)

Alternatively, there will be a shuttle bus in operation from Stratford station to the stadium. The free shuttle bus service will run at regular intervals between 3pm and 12am, from platform 13 at Stratford station to bridge 3 at the stadium. There will be volunteers on hand to assist everyone in their journey, and there is no need to book this in advance.

Are there any wheelchair hire facilities?

There is no wheelchair hire at the stadium. Queen Elizabeth Olympic Park operates a service at the information centre, opposite the London Aquatics Centre, but it is worth noting that the opening times are shorter than the timings of the concert.

[For more information visit the QEOP website here.](#)

Can I bring a wheelchair with me?

Yes, absolutely. (see below)

Can I make my own way to the stadium in a wheelchair and then put it somewhere safe for the duration of the event? Is this a service that the stadium will offer?

Yes, there will be a buggy and wheelchair store on the concourse. Our friendly stewarding team will be on hand on the day with locations. Please note that any items left are at the owners risk.

I have another accessible query, where can I find more information?

If you have a specific accessibility query, [please visit the accessibility page of the London Stadium website here](#). If you still can't find what you're looking for, please email our accessibility team directly on accessibility@london-stadium.com.

Can my child attend the concert?

All persons attending an event must have a ticket. Regardless of age, anyone wishing to access the venue on event day must have a valid ticket and we advise that guests aged 5 and under do not attend. There will not be any 'lap tickets' issued so the child will need to have a ticket purchased for them. Under 16s must be accompanied by an adult aged 18+. Nobody under the age of 14 is permitted onto the pitch.

What does the unreserved pitch seating mean?

If you are in possession of a ticket for pitch standing / unreserved seating, you can enjoy the show either from the floor area, or the unreserved lower tier seating areas, with free flow between the two.

Can I bring medication with me?

Yes, all medication should be marked as such and you should only bring with you what is needed for the time period of the event. On entry to the venue, please make stewards aware of your medical needs, and have any medication ready to be inspected during our bridge search process.

Can I bring food and drink with me?

Yes, you can bring small quantities of food for personal consumption. No glass bottles or cans will be permitted. Guests can bring their own plastic bottles but tops will be removed at the bridges. Please don't bring reusable water bottles, as the tops will be removed by our stewards on the bridges entering the stadium.

London Stadium has a wide range of catering outlets throughout Stadium Island and on the inner concourses of the Stadium for all events.

Can I bring a bag?

We would like to discourage guests from bringing bags unless absolutely necessary, given the increased security measures for our concerts. Suitcases or large bags are not permitted. There are no left luggage facilities. Bags will be subject to search procedures.

Event owners often incorporate their own bag policy for shows. Details of these have been publicised above.

Can I bring a camping chair/chair in a bag/chair?

No camping chairs are permitting as the standing tickets allow access to the lower tier unreserved seating.

For our full list of prohibited items, [please see the safety and security page of our website here...](#)