



GUEST INFORMATION FOR VISITING WEMBLEY STADIUM

EVENT	Bon Jovi										
DATE	Friday 21st June 2019										
VENUE ADDRESS	Wembley Stadium connected by EE Wembley London HA9 0WS										
KEY TIMINGS	<table> <tr> <td>Ticket Offices Open</td><td>12:00</td></tr> <tr> <td>Stadium Doors Open</td><td>17:00</td></tr> <tr> <td>Support Act – Manic Street Preachers</td><td>18:30*</td></tr> <tr> <td>Bon Jovi</td><td>20:00*</td></tr> <tr> <td>Concert Ends</td><td>22:30*</td></tr> </table> <p>*Please note timings are subject to change</p>	Ticket Offices Open	12:00	Stadium Doors Open	17:00	Support Act – Manic Street Preachers	18:30*	Bon Jovi	20:00*	Concert Ends	22:30*
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TICKETING	<p><u>Assigned General Admission Turnstile Entrances:</u></p> <p>Pitch Standing Turnstiles – C / F / G</p> <p>Golden Circle Turnstile – H / N</p> <p>No Children under the age of 12 are permitted onto the Pitch Standing Areas</p> <p>Level 1 Reserved Seating Entrances – B / J / M</p> <p>Level 5 Reserved Seating Entrances – A / D / E / K / P</p> <p>Children under the age of 14 are to be accompanied by an adult aged 18 or over at all times anywhere inside the stadium.</p> <p><i>If you have received e-tickets, please ensure that you print them out and bring them with you (these should be printed A4 size in landscape orientation)</i></p>										
SAFETY AND SECURITY	<p>Please note there will be enhanced security searches in place for this concert and all supporters need to be aware of the following:</p> <p><u>Arrive Early</u> - We strongly advise that you arrive at the stadium as early as possible to avoid any delays in entering the stadium. As you approach the turnstiles please be ready to empty your pockets and to be searched.</p>										



All ticketholders are now prohibited from bringing any bag into the stadium unless it is smaller than an A4 piece of paper

Height 297mm (11.7 inches)

Width 210mm (8.27 inches)

Depth 210mm (8.27 inches)



	<p>Wembley Stadium operates a restricted bag policy</p> <p><u>Bags larger than an A4 piece of paper will not be permitted entry</u></p> <ul style="list-style-type: none"> ▪ If you need to bring certain items or equipment for medical reasons, please visit https://help.wembleystadium.com/support/home before match day to request a medical exemption certificate which you will need to bring with you. ▪ All match day merchandise purchased from Wembley Stadium Store will be supplied in clear plastic bags and will still be admissible <p>The new restricted bag policy has been introduced to further enhance public safety and to make accessibility on event days much more efficient. The new policy will enable fans to move through the stadium turnstiles much faster and benefit from enhanced safety inside and outside the stadium. For more information and to read our FAQ's visit http://www.wembleystadium.com/plan-your-visit/stadium-guide/restricted-bag-policy</p>
ALCOHOL	<p>No alcohol will be permitted entry if brought to the stadium. Full concessions will be available inside the stadium including alcohol to be purchased with the following management plan in place:</p> <ul style="list-style-type: none"> ▪ 4 x drinks per person at time of service ▪ All drinks will have tops removed at service points ▪ Challenge 25 will be in force. Please bring proof of ID to show you are over 18 in order to purchase alcohol. ▪ All soft drinks brought to the stadium will have tops removed
GUEST SERVICES	<p>Connectors</p> <p>Connectors are the dedicated team to ensure all guests to Wembley Stadium have a positive and memorable experience. They will be conveniently located throughout the venue and at Wembley Park station wearing bright yellow. This team are in place to provide support and knowledge to enhance the experience of all guests and ensure they can locate their seat, gate or transport hub. If you seek advice or assistance on event day, please locate a Connector.</p> <p>Accessible shuttle</p> <p>There will be an accessible shuttle operating between Wembley Park Tube Station and Wembley Stadium that can be utilised by any high needs guests. Wheelchair users, families with young children or anyone with difficulty walking long distances are encouraged to utilise this service.</p> <p>The shuttle will be operational from 16:30</p> <p>Young Person Wristbands</p> <p>As a safeguarding service, Wembley Stadium provides 'Young Visitor Wristbands' to assist in the event of a lost child. To collect a young visitor wristband please visit your nearest information point.</p> <p>Re-Entry</p> <p>Should spectators leave the Stadium, they will not be allowed to re-enter, unless under exceptional circumstances such as on medical grounds. Please</p>



	seek the support of a safety steward if this situation arises.
TRAVEL	<p>Please note Wembley Stadium is a public transport destination and is well catered for with public services, which is the recommended mode of transport to and from the stadium. Below is a list of transport options for supporters:</p> <p><u>TRAIN AND TUBE</u></p> <p>London Underground</p> <ol style="list-style-type: none"> 1. Wembley Park (Metropolitan Line and Jubilee lines) 2. Wembley Central (Bakerloo line) <p>London Overground</p> <ol style="list-style-type: none"> 1. Wembley Central (Watford Junction – London Euston) <p>National Rail</p> <ol style="list-style-type: none"> 1. Wembley Central (London Northwestern Railway and Southern Railway) 2. Wembley Stadium (Chiltern Railways) <p>Please note that there may be some minor disruptions across the London Underground on the event day. Please be sure to plan your journey in advance via https://tfl.gov.uk/plan-a-journey/</p> <p><u>COACH</u></p> <p>National Express is the Official Coach Supplier for Wembley Stadium connected by EE and provides dedicated links for visitors to the stadium. Book your coach tickets for match day from over 55 locations across the UK by visiting National Express or by calling 08717 81 81 81.</p> <p><u>CAR</u></p> <p>For supporters wishing to drive please note there will be very limited spaces available at the stadium. Therefore we would strongly advise the use of public transport. If parking is required please book well in advance via Wembley Official Parking to guarantee your parking space.</p> <p>Blue badge parking is available to purchase via Wembley Official Parking.</p> <p>Please note that local road closures will be in place around the stadium on event day approximately 4 hours prior to kick off so plan travel accordingly.</p> <p><u>BUS</u></p> <p>Local buses to the Stadium include 18, 83, 92 and 224.</p> <p>Please note that London buses no longer accept cash, therefore any supporters travelling by bus will need to pay for the fare using an Oyster card or contact less payment card. A single adult fare is £1.50.</p> <p>For London tube, road, bus and other services please visit www.tfl.gov.uk. Find train times and fares at http://www.nationalrail.co.uk/ or call 0871 200 4950.</p>



MEETING POINT

There is a designated Meeting Point which is located in Market Square; please see the map below.

DROP OFF & PICKUP

There is a designated Drop Off / Pickup Point in yellow car park.

The drop off will open at 16:00 and close at 20:00.

The pickup will open at 21:30 and close at 00:00. There is a maximum waiting time of 20minutes due to the limited capacity.

