

FREQUENTLY ASKED QUESTIONS – PHIL COLLINS – NOT DEAD YET TOUR – SUNCORP STADIUM – 19 JANUARY 2019

We appreciate there may be a large number of patrons who have either never been to Suncorp Stadium or have only attended sporting events. Due to the different nature of concerts and sporting events, we have provided some specific and important information to ensure everyone has a safe and enjoyable time at the concert.

Below are the most Frequently Asked Questions. If you still have queries, please let us know either on Facebook, Twitter or via email to info@suncorpstadium.com.au

PLEASE ARRIVE EARLY IN PLENTY OF TIME BECAUSE THERE WILL BE HIGH SECURITY AT VENUE ENTRANCES. AVOID BRINGING BAGS TO ASSIST THE ENTRY PROCESS. WANDING WILL ALSO BE CONDUCTED AT ALL ENTRY POINTS TO THE STADIUM.

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HOW DO I GET TO AND FROM THE STADIUM?

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Your concert ticket will give you free public transport on all Queensland Rail City Network Services and Brisbane Transport Bus Services, to and from the stadium. Special services will run before and after the concert along the entire Queensland Rail City Network and special bus services will operate for one hour after the concert for Brisbane City, Carindale, Eight Mile Plains, Chermside and The Gap. Due to the 15 minute parking restrictions for 1.5km around the stadium during the event, we highly recommend people use the public transport system to avoid traffic delays around the venue.

SPECIAL BUS SERVICES FROM THE CITY WILL RUN AT REGULAR INTERVALS FROM 5:30PM TO 8:00PM TO THE STADIUM, WITH SPECIAL SERVICES FROM THE SUBURBS RUNNING AT REGULAR INTERVALS FROM 5:30PM TO 7:40PM TO THE STADIUM. WE RECOMMEND PATRONS ARRIVE AS EARLY AS POSSIBLE TO MAKE THEIR WAY THROUGH THE SECURITY CHECKS. PATRONS CAN CATCH REGULAR SERVICES TO THE CITY OUTSIDE OF THESE TIMES FROM MIDDAY WITH THEIR EVENT TICKET.

For up to date public transport information, head to www.translink.com.au or [CLICK HERE](#).

CAN I PARK NEAR THE STADIUM?

There are major parking restrictions enforced around Suncorp Stadium on event days. Many of the streets near the stadium are tow away zones or have parking restrictions enforced at all times. Road closures in the immediate vicinity of the stadium means that there can be traffic delays. The public transport system is the most efficient way to get to and from the stadium.

15 minute parking restrictions are in effect for 1.5km around the stadium. Anyone parking their vehicles for longer than this time may be fined or towed away.

Details of the parking restrictions around the stadium can be found by [CLICKING HERE](#).

WHERE CAN I PULL OVER TO DROP PEOPLE OFF AND COLLECT THEM FOLLOWING THE CONCERT?

Due to the nature of the traffic management plan, there are no locations around the stadium for drivers to wait for patrons leaving the stadium after the concert. If parents or guardians wish to accompany minors to and from the event, we recommend they catch public transport with them. Meeting Points are set up outside the gates for parents to arrange to collect minors at the conclusion of the concert. There are many cafes and restaurants near the stadium for parents to wait for anyone at the concert.

Due to the number of road closures and police-controlled access points around the stadium, vehicle movements can be difficult and time consuming, particularly at the end of the concert when everyone is leaving the stadium.

IS THERE A TAXI RANK NEAR THE STADIUM OR CAN I USE OTHER RIDE SHARING SERVICES?

There is a taxi rank on Castlemaine Street north of the Heussler Terrace Roundabout. Due to the number of patrons exiting the venue, there can be some delays catching taxis from this location. Please note, other Ride Sharing service providers are not permitted to pick up or drop off in the taxi rank and are not permitted to stand for longer than 15 minutes within the restricted parking area 1.5km around the stadium. If you are using these services, we recommend organising a pick up point outside of the zone.

FAQ – STADIUM ENTRY

HOW DO I GET INTO THE STADIUM?

Firstly, check your ticket for your gate entry. This will be the closest gate to your seating area for the concert. Signs and maps around the stadium clearly indicate the location of these gate entry points.

BAG CHECKING

100% bag searching has been set up at the gates. Where possible we suggest patrons avoid bringing bags to the stadium for easy access. There will be dedicated Express Entry lanes for patrons without bags at all entry gates.

No backpacks of any size will be permitted. Any other bags which are larger than A4 (21cm x 30cm) will also need to be cloaked outside the stadium. If you have special conditions which requires you to bring larger bags, please contact the stadium at info@suncorpstadium.com.au or 07 3331 5000 to discuss.

SECURITY CHECKS

As part of the high level security checks being conducted at events, patrons will be wanded upon entry to the stadium. To assist with the entry process, please remove all items from your pockets as you approach the gates.

PATRONS WITH MOBILITY ISSUES

I HAVE A DISABILITY PERMIT. CAN I PARK AT THE STADIUM?

Due to limited spaces, disability parking is FULL.

Suncorp Stadium provide many alternative options to get to the venue. Please [click here](#) to see options.

I HAVE TICKETS FOR THE EVENT BUT REQUIRE THE USE OF A WHEELCHAIR OR REQUIRE ASSISTANCE WITH MY SEATING. CAN I STILL SIT IN MY TICKETED SEAT IF I HAVE NOT PURCHASED SPECIFIC SEATS FOR THIS PURPOSE?

Sometimes patrons who have purchased tickets well in advance of events find that their circumstances have changed and they are unable to sit in general seating. This may be patrons who have simply broken their leg, knee surgery or who may now require the use of a wheelchair.

The Stadium has two types of seating for patrons with disabilities. We have specific Enhanced-Amenities seats which are available for patrons who may have difficulties walking or utilising stairs. These seats are located at the tops of aisles and on the edges of aisles. In addition to these seats, we have wheelchair platforms located throughout the Stadium which have spaces specifically assigned for wheelchairs as well as an additional seat for a person to sit with them.

Both of these are available in all pricing categories around the Stadium. If you require additional assistance, please contact Suncorp Stadium on (07) 3331 5000 or email info@suncorpstadium.com.au

HOW DO I KNOW IF MY SEATS ARE ON THE FLOOR, GRANDSTAND OR CORPORATE AREA?

Patrons in the grandstands will have a three digit aisle reference commencing with a 3, 5, 6 or 7 which indicates the nearest aisle (eg 301, 514, 640, 709 etc). Tickets for patrons seated in corporate areas will clearly indicate they are in a corporate area, and have the letters 'E' or 'W' before their three digit suite or box number (eg W501, E604 etc).

Field patron tickets will have ticket number on them (with no aisle or seating references) and will be printed on vertical stock (rather than horizontal stock). Field sections are identified with a single letter (A – E) and a single number (1 – 6) to identify their section. For example, A1, B2, C3 etc)

FLOOR TICKET HOLDERS

HOW DO I GET ONTO THE FIELD FOR THE CONCERT?

Only patrons with tickets for field sections will be permitted access onto the field area. All tickets will be checked prior to entry to the field.

Patrons on the field will be required to present their tickets to staff at the entry points to the field.

If you have difficulty with stairs, we have some lifts which will take you to the floor level. Please see staff for directions.

There will be food, drink and toilet facilities available to patrons on the field area. These will be located in the car park area of the Stadium adjacent to the field. Signage will be clearly visible to direct patrons to these facilities or ask any staff member for directions. First Aid facilities will also be available on the field level for patrons.

Outlets in the car parking area will have card facilities available to avoid patrons having to return to the main concourse to withdraw cash.

CAN I LEAVE THE FIELD AREA ONCE I AM THERE?

It is recommended that patrons utilise the facilities which have been made available specifically for field patrons to avoid congestions in aisles. If you need to return to the main concourse area after you have entered the field, you will only be permitted to do so via specific aisles which will be marked or speak to any staff members for directions. At the end of the concert, staff will direct patrons to the best aisle to exit the field. You must exit the Stadium via the normal exit gates which are located on the main public concourse.

I AM LOCATED ON THE FIELD HOWEVER I CANNOT UTILISE A LOT OF STAIRS. IS THERE ANY OTHER WAY TO GET TO THE FIELD?

Access to the field is generally via the main stairways in the lower seating bowl. If you have difficulties walking or problems with stairs, staff will assist and direct you to the nearest lifts.

WHAT CAN I BRING WITH ME?

I WANT TO BRING GIFTS FOR THE ARTISTS. HOW CAN I DO THIS?

All gifts must be presented to security staff upon entry to the Stadium. These should be unwrapped gifts as anything wrapped will need to be opened prior to entry.

Staff at the gates will collect all gifts and will deliver them to the Production Office who will then deliver them to the Artists. Patrons will not be permitted to throw their gifts onto the stage.

CAN I BRING MY OWN FOOD?

Homemade food or patrons with specific dietary requirements will be permitted to bring items into the Stadium provided they are not contained within prohibited containers (such as glass or cans). For full details of the Stadium's Terms of Entry [CLICKING HERE](#).

CAN I BRING IN POSTERS/SIGNS?

In order for everyone to enjoy their experience and without having their views blocked, the Artist's Management have requested any signs be restricted to A3 Paper size. These signs must not have the following:

- Wooden posts
- Hard Materials (eg wood, nails screws)
- Points or sharp edges
- They must not obstruct the view of other patrons, exits, venue signage or lighting
- Inappropriate content.

We suggest any signs are made of cloth or soft cardboard which can be rolled.

In addition, Stadium Management reserves the right to restrict entry of, or request removal of, any sign they deem to be a risk to public safety.

CAN I BRING AN UMBRELLA IN CASE IT RAINS?

Whilst patrons can bring umbrellas to the Stadium, they are not permitted to be raised at any time whilst in the venue for the safety and comfort of all patrons. In case of wet weather, patrons are advised to bring ponchos and/or jackets.

WILL MY BAG BE SEARCHED PRIOR TO ENTERING THE STADIUM?

For the comfort of other patrons, it is requested that patrons refrain from bringing backpacks or bags into the Stadium for this event unless absolutely necessary. No backpacks will be permitted (irrespective of size). Bags larger than A4 must also be cloaked. All bags will be searched prior to entry to the Stadium but this may delay your entry. We recommend avoiding bringing bags unless absolutely necessary. Restricted items (see below) must also be cloaked and items which are prohibited may be confiscated (for example weapons of any kind, drugs, alcohol etc.). We recommend that patrons do not bring bags unless necessary.

RESTRICTED ITEMS

In addition to the Terms of Entry of Suncorp Stadium, which can be found by [CLICKING HERE](#) the following items are prohibited from entering the venue:-

- Weapons of any kind
- Pepper spray / mace
- Alcohol
- Laser pointers
- Cameras with detachable lenses

- Single purpose video recording equipment
- Ipads and tablets
- Single purpose audio recording equipment
- Fireworks
- Cans and glass bottles
- Studded jewellery
- Unusually long wallet chains
- Banners over legal size paper
- Sticks and poles and selfie sticks
- Crash Helmets
- Spurs
- Any other items deemed to be unsuitable by Stadium Management

Any person found within the venue during the performance may be subject to detention and possible eviction from the Stadium without refund.

CAN I BRING MY CAMERA OR RECORDING DEVICES?

Patrons are not permitted to bring cameras which have detachable lenses, single purpose equipment for video or audio recording. Standard cameras with fixed lenses are permitted. Any cameras with detachable lenses must be cloaked prior to entry. These facilities will be made available prior to entry to the Stadium. Whilst all care is taken, the venue will not be held responsible for any items which are brought to the Stadium which are against the conditions of entry for this Event.

YOUNGER PATRONS AT THE CONCERT

HOW OLD MUST MY CHILD BE TO GO TO THE CONCERT WITHOUT A PARENT?

It is a Term of Entry to Suncorp Stadium that children under the age of 12 must be under the direct supervision of an adult. Any unaccompanied children under the age of 12 may be referred to police for their own safety.

MY CHILD (OR CHILDREN) ARE GOING TO THE CONCERT. IF I DO NOT HAVE A TICKET, CAN I TAKE THEM TO THEIR SEAT AND EXIT THE STADIUM AND WAIT?

Only ticketed patrons are permitted to enter the venue. Once a ticket is scanned at the gate, it will no longer allow access. We recommend choosing a location to meet them following the concert. There will be meeting points clearly marked around the plazas. We suggest utilising these as meeting points due the large number of people around the venue after the event.