



ROD STEWART

FAQ's - YORK RACE COURSE

TICKETS

PLEASE NOTE THIS CONCERT IS FULLY SEATED AND THERE WILL BE NO RACING.

This is a unique event that takes advantage of the open space of the Knavesmire, using the area in the middle of the racecourse. As an exciting new venture it is different to the Racing + Music events that are now established parts of the Racing season, returning later in the summer (29 June 2019 & 26/27 July 2019).

HOW DO I BOOK TICKETS?

Ticketmaster: Phone: 0844 844 0444

Web: <https://www.ticketmaster.co.uk>

Ticketmaster Accessible

Phone: 0800 988 4440

Ticketline: Phone: 0844 888 9991

Web: <https://www.ticketline.co.uk>

The Ticket Factory:

Phone: 0844 33 88 000

Web: <https://www.theticketfactory.com>

See Tickets: Phone: 0871 220 02060

(10p per minute plus your network access charge)

Web: <https://www.seetickets.com>

Gigantic: Phone: 01155 8077 900

Web: <https://www.gigantic.com>

AXS: Phone: 0844 824 4824

Web: <https://www.axs.com>

HOW DO I BOOK VIP TICKETS?

VIP Nation: Phone: 0844 844 0444

Web: <https://vipnation.eu>

Front Row and Hot Tickets will be available at the concert for an extra special treat. These tickets will be sold exclusively by VIP Nation.

HOW DO I BOOK VIP HOSPITALITY TICKETS?

York Racecourse has an allocation of packages including premium seats at <https://www.yorkracecourse.co.uk> which are on sale from 9am on Thursday 20th September 2018.

HOW DO I BOOK DISABLED ACCESS TICKETS?

Both wheelchair accessible seating and allocated aisle seating for customers who are registered disabled are available. Disabled customers will be able to book tickets from 9am on Friday 21st September. Contact the Ticketmaster accessible team on 0800 988 4440.

I HAVE A QUERY REGARDING MY TICKETS, WHO SHOULD I SPEAK TO?

For any questions you may have with regards to your tickets, you'll need to contact your point of purchase and their customer services team will be able to help.

Ticketmaster: Customer Service is 0333 321 9999 or

<https://help.ticketmaster.co.uk/contact-us/>

Ticketmaster: Accessible customer services is 0800 988 4440

VIP Nation: Customer Service is 0207 009 3484

Ticketline: Customer Service is 0161 813 22 22 or

customerservices@ticketline.co.uk

The Ticket Factory: Customer Service is 0844 33 88 000 or

www.theticketfactory.com

See **Tickets:** Customer Service is 0871 220 02060 (10p per minute plus your network access charge) or <https://www.seetickets.com/customerservice>
Gigantic: Customer Service is 01155 8077 900 and customerservices@gigantic.com
AXS: Customer Service is 0844 824 4824
York Racecourse: Customer Service is 01904 620911

CAN I PURCHASE TICKETS ON THE DAY OF THE CONCERT?

If there is availability, yes, tickets can be purchased on the day of the concert from the box office.

Box office opening time: 3:00pm

Box office closing time: estimate 9:30pm (all times subject to change)

CAN I HAVE A REFUND OR EXCHANGE ON MY TICKETS?

We regret that we cannot exchange, refund or transfer tickets unless the event in question has been cancelled or rescheduled. This is part of the purchase policy you agree to when purchasing tickets.

WHAT IS THE CHILD POLICY?

All customers under 16 must be accompanied by an adult aged 18+

KEY TIMES (ALL SUBJECT TO CHANGE)

What time will the gates open?

Gates will open at 5:00pm.

What time will the show start?

Entertainment should be expected to begin from 7:00pm.

What time will the show finish?

The concert will end approximately at 10:30pm.

VENUE AND FACILITIES

HOW DO I GET THERE?

ADDRESS - York Racecourse, Knavesmire Road, York, YO23 1EX

The concert venue is on Knavesmire land adjacent to York Racecourse facilities. Specifically a short distance to the west of the Clocktower Enclosure.

TRAIN - For connections to York please consult National Rail.

WALKING - the concert venue is approximately 25 minutes' walk from York city centre and train station.

SHUTTLE BUSES - Running at peak demand times and costing £1.50 each way.

PARK & RIDE BUSES - The closest park & ride facility is Askham Bar.

TAXI - A taxi from York city centre or train station takes 5-10 minutes.

IS THERE CAR PARKING?

Limited parking will be chargeable and allocated in advance. Nearer the concert date, ticketholders will be contacted with further details.

CAN I BRING MY OWN FOOD AND DRINK?

Food and drink is not permitted however there are food and drink concessions within the event.

You may bring 1 sealed bottled water per person max 500ml.

If you have a medical condition such as diabetes, then a doctor's note will permit diet-specific food and drink only.

WHAT ARE THE TOILET FACILITIES?

All customers will have easy access to toilet facilities and there will also be wheelchair accessible toilets.

IS THE CONCERT SEATED?

Yes, the concert is fully seated however please be aware that people may stand up around you. Please note the pitch/floor seating is not tiered.

IS THE CONCERT OUTDOORS?

Yes

IF IT RAINS, WILL THE CONCERT STILL GO AHEAD?

Yes, the concert will go ahead in the rain so please come prepared. Concerts are only ever cancelled if the weather conditions make it dangerous.

CAN I BUY OFFICIAL MERCHANDISE?

Yes, if available, official merchandise will be available to purchase within the venue

IS THERE ANY RACING?

No.

REWARDS4RACING

rewards4racing does not apply to this event. Accordingly customers may not obtain discounts by redeeming existing rewards4racing points, and no rewards4racing points shall be earned when purchasing a ticket for this event.

SECURITY

CAN I BRING A BAG?

Yes, but please try to bring a bag no larger than an A4 piece of paper. All bags are subject to a search so please avoid bringing one where you can as this would speed up your entry to the concert.

CAN I BRING MY PROFESSIONAL CAMERA?

Any cameras that are deemed 'professional' will be confiscated until the end of the concert.

CAN I BRING AN UMBRELLA?

Umbrellas are not permitted.

ARE THERE ANY OTHER RESTRICTED ITEMS?

Yes, it is an offence to bring in flares, fireworks and smoke bombs or similar to an outdoor event. All items will be confiscated and passed on to the police to deal with further.