

COLDPLAY | CAPE TOWN STADIUM

Weds 5th October 2011

Gates Open: 17h00
The Parltones: 19h45 – 20h30
Coldplay: 21h00 – 22h30

Please note that times are subject to change without notice.

BEFORE THE CONCERT

Can I purchase tickets at the Stadium?

There will be NO tickets available for purchase at the stadium box office. Please ensure that you have collected your full ticket in advance of the concert from any Computicket outlet or Shoprite/Checkers Money Market counters situated nationwide.

Can I resell my tickets or use it for commercial purposes such as advertising, promotional competitions or to promote the sales of other goods and services?

Tickets cannot be resold or offered for resale (including on-line auction sites) or used for commercial purposes including advertising, promotional competitions, or to promote the sales of other goods and services. If this condition is breached the ticket will be cancelled without refund and the bearer of the ticket may be refused entry in accordance with our Standard Terms and Comnditions of Sale.

Is it safe to buy someone else's tickets?

In order to be certain that your ticket is not counterfeit/fake you should purchase it directly from Computicket only. Our security staff are trained in spotting counterfeits, and even though you might believe that you purchased a legitimate ticket from a tout/friend/gumtree you might find yourself denied entry into the venue (without a refund), or even arrested for possession of a fake ticket voucher.

If the tickets are lost or stolen will they be replaced?

Should you have lost or misplaced your ticket, please contact Computicket customer service PRIOR to the show date. Tickets are considered legal tender and as such we cannot replace or refund lost or stolen tickets at the venue.

GETTING TO THE CONCERT

The traffic management plan to access the stadium precinct will broadly replicate that used during the Soccer World Cup and recent U2/Neil Diamond concerts. Gates will open at 17h00 and the show will start on time. The transport and entry systems will be under pressure as a consequence of the large crowd attending the concert, and fans are therefore strongly encouraged to allow enough transport and entry time so as not to miss any of the show.

Please note the following details with regard to getting to (and leaving) Cape Town Stadium:

Parking

There are NO public parking bays located close to the stadium, and therefore travelling by car to the concert is not recommended. Fans are rather urged to use the Park-n-Rail and Park-n-Ride facilities, which will be **free** for fans with a Coldplay ticket. Please be warned that if you choose to travel by car, and you are parked illegally you will be fined, or your vehicle may be towed away.

Please take particular note of the following:

- The fan walk will be open, and we're expecting fairly large crowds to access the stadium via this route – so get there early.
- Traffic pressure is expected after the show, and fans attending the concert are requested to be patient as the stadium precinct clears.

Is there disabled parking?

Yes. There is disabled parking at parking area P5 within the stadium precinct (which is located off Vlei Road). These tickets can be obtained on request by emailing Donne Luddick at Big Concerts (donne@bigconcerts.co.za). Please note that you will be requested to provide proof that you have a legitimate disabled permit or a letter from your doctor indicating the need for such a parking space. *Disabled Parking access is issued at the discretion of Big Concerts and subject to availability.*

Will the fan walk be open?

Yes. The fan walk will be open and we are expecting large crowds to access the stadium via that route.

AT THE CONCERT

How long will it take to get through the gates/security checks?

As with any major event you should allow yourself ample time to get through the gates and security checkpoints. Gates are expected to open at 17h00. Depending on the time of day crowds and security checks may take some time.

What are the gate opening and closing times?

Gates are expected to open at 17h00 and fans are strongly encouraged to arrive early. The concert will end around 22h30.

Is there a support act?

Yes. Sadly, the support act is The Parlotones. They will perform from 19h45 – 20h30. Bring earmuffs.

Are there pass-outs from the venue?

No. Once you exit the gates (after entry) you will not be permitted to re-enter.

What should I bring with me on the day?

Ticket(s), adequate cash, mobile phones (with charged battery), photo ID as proof that you are 18+ years of age (if you intend to consume alcohol), suitable clothing and footwear. Please note that there are no ATM machines within the venues.

Will the concert go ahead if it rains?

Yes, the concert will take place come rain or shine.

Is the concert a non smoking space?

Absolutely – in terms of smoking legislation smoking is strictly not-permitted unless in designated smoking areas.

Will I be searched on arrival?

Yes, you will be subject to a personal search and/or search of your personal possessions at the time of entry to the venue.

If you refuse to comply with a security check will you be denied entry?

Security procedures are in effect for your own safety and as a consequence you may be requested to submit to a search of your person and/ or property. Failure to comply will mean you will be prevented from entering the event.

What are the consequences to disruptive and offensive behaviour?

Appropriate standards of behaviour are expected of all fans attending the event and persons deemed to be behaving in a manner that is dangerous or unacceptable will be refused admission and/or removed from the venue with no refund on the ticket.

To be served alcohol do I need a valid ID?

Patrons wishing to consume alcohol must have a valid Photo ID in order to prove that they are above the legal age to consume alcohol. We are prohibited by law from serving liquor to under 18s and intoxicated persons.

Will alcohol be available at the venue?

Yes there are limited bar facilities in operation selling Beers and Ciders (NO hard liquor is available). The bars will begin operation when the gates are opened and will cease one hour prior to the end of the performance, unless otherwise instructed by the safety and security officials.

Is there a lost property area?

If you find property that someone else has lost, we request that you hand this to one of the security managers at the main pedestrian entrance. All lost items are can be identified and collected from the Big Concerts office at least one working day after the show (assuming of course that they were handed in to us).

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Can I take pictures of the performance?

Professional photographic, audio and video equipment is prohibited in order to prevent unauthorised infringement on the publishing, music and other rights owned by the artist. You will not be allowed to capture the show unless you are an accredited photographer/videographer with a recognised publication or media owner. Non-professional and cell phone cameras are acceptable. For the avoidance of doubt, any camera with a detachable lens, and/or of a SLR (Single Lens Reflex) type is considered 'professional' in terms of this provision.

Where can I get a backstage pass?

You can't, unless you're part of the working staff employed at Big Concerts. And why would you want one anyway – it's not as glamorous as it seems.

Can I bring my young child with me?

Yes, but it is your responsibility to provide children with proper hearing protection (by their very nature, music concerts are loud). Tickets for children are charged at full price regardless of their age.

What bathroom facilities are there available?

There will be ample toilet facilities onsite including facilities appropriate to the mobility impaired. For fans that arrive early at the stadium, we will ensure that toilet facilities, as well as food and beverages are available.

Is there food available to purchase?

Yes, there will be a limited selection of snacks and fast food available to purchase within the stadium.

Is there Mobile Phone Coverage?

As a consequence of the high attendance at this show, there is likely to be congestion across the mobile phone networks and therefore coverage will be extremely limited. Please also note that due to the nature of this show, we respectfully request that you ensure that the SILENT mode is selected during the performance.

What if I injure myself - is there medical personnel/first aid available?

Yes, there are medical personnel on site. Directional signage will guide you to these facilities

Is there wheelchair/special needs access?

At every Big Concerts we work to ensure that access is as easy as possible for concert goers requiring assistance, including the provision of facilities for the mobility impaired to aid the enjoyment of the concert. For the best possible service please email info@bigconcerts.co.za for direct assistance.

Will there be merchandise available?

Yes, a large range of tour merchandise will be available to purchase within the stadium. Please ensure that you bring sufficient cash should you wish to purchase tour merchandise.

Will I be able to withdraw cash from an ATM on site?

Unfortunately, due to the risks of carrying cash on site, there is no ATM located at the venue. We suggest therefore that you bring sufficient cash with you in order to purchase food, beverages and merchandise.

What items are you not allowed to bring into the venue?

- Glass bottles or containers or other heavy and/or sharp objects , which could potentially be used as projectiles (excluding sunglasses, binoculars and prescription or reading glasses)
- Any illegal drugs
- Skateboards, scooters, roller blades or bicycles
- Knives, weapons of any nature or fireworks
- Any object that could be used to distract, hinder or interfere with any performer including laser pointers and flashlights
- Flags with poles, large flags or banners that may obstruct the view of other patrons
- Any whistle, horn, musical instrument, loud hailer, public address system
- Digital, electronic or other recording or broadcast device
- Any item that you intend to distribute, hawk, sell, offer, expose for sale or display for marketing or promotional purposes
- No animals apart from authorised guide/companion dogs
- Any dangerous goods and any other items by management to be dangerous or capable of causing a public nuisance
- Professional cameras or video recorders
- Umbrellas
- Braais
- Camping Chairs
- Cooler Boxes
- Food and refreshments (including soft drinks and alcohol) which will be available for sale inside the concert.