

Garth Brooks Croke Park 2022

Frequently Asked Questions

CONCERT DETAILS:

Q: What are the dates of the Garth Brooks shows?

A: The Garth Brooks shows will take place on

Friday 9th, Saturday 10th, Sunday 11th, Friday 16th & Saturday 17th September 2022 in CROKE PARK, Dublin

Garth Brooks will play 5 sold out shows so **PLEASE CHECK YOUR TICKETS IN ADVANCE TO ENSURE YOU ARE ATTENDING ON THE CORRECT DATE.** Ticketholders will only be admitted to their ticketed date.

Please remember to download your tickets from your Ticketmaster account to your iPhone wallet / Google Pay wallet in advance of show day. Screenshots or printouts of digital tickets will not be accepted. Do not wait until you arrive at the venue as network coverage may not be available

TICKETING INFORMATION:

Q: Where can I purchase tickets?

Ticketmaster is the official ticket seller for this event.

Digital ticket will be sold via www.ticketmaster.ie and the Ticketmaster app

Venue age restrictions are clearly displayed at the sales pages on www.ticketmaster.ie and the Ticketmaster app.

No Under 14s will be allowed entry to the standing/pitch area

All Under 16s must be accompanied by a person 18+. All under 14s must have seated tickets as they will not be permitted on the pitch/standing area.

Children under 5 will **NOT** be admitted. All persons entering the stadium must have a valid ticket.

Please beware of bogus ticket sellers and tour operators. Please DO NOT buy tickets from unofficial sources including websites as these tickets will not grant you access, and we would hate for you to miss out!

If you have any queries regarding your tickets, please contact Ticketmaster via MYACCOUNT help section and they will be able to assist you.

Please remember to download your tickets from your Ticketmaster account to your iPhone wallet / Google Pay wallet in advance of show day. Screenshots or printouts of digital tickets will not be accepted. Do not wait until you arrive at the venue as network coverage may not be available

CHECK YOUR TICKETS IN ADVANCE TO ENSURE YOU ARE ATTENDING ON THE CORRECT DATE.

Ticketholders will only be admitted to their ticketed date.

Q: How much are the tickets for Croke Park?

A: €65.45 - standing and €81 - seats.

Visit www.ticketmaster.ie for all the latest ticket updates.



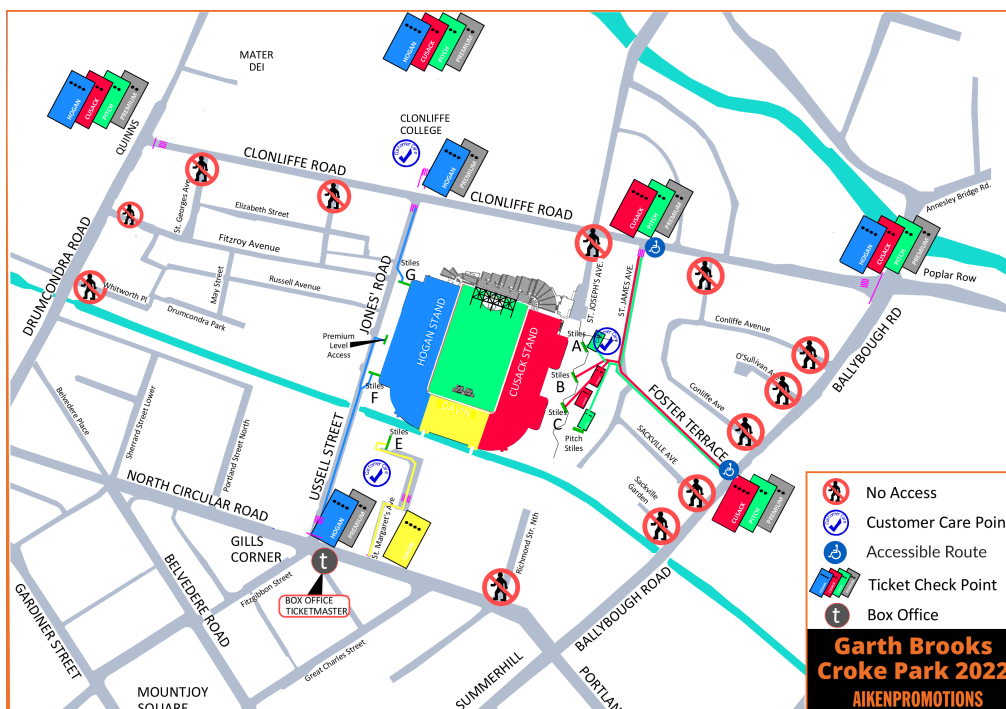
Please keep an eye on the following websites for all the latest event updates:

www.aikenpromotions.com

www.facebook.com/aikenpromotions | www.twitter.com/aikenpromotions | www.instagram.com/aikenpromotions

Q: Where is the Box office located on show days?

A: The box office is located at the junction of Gills Corner and North Circular Road.



Q: What time does the Box office at Gills Corner open on show days?

A: The box office will open from 2pm to show start.

If you have a query regarding your booking please contact Ticketmaster via help section in MyAccount and they will assist.

Q: When will I receive my tickets?

A: Remember, most tickets have been purchased via digital mobile/ smartphone and will reside on your smartphone (when downloaded) within your wallet /Ticketmaster account. Physical tickets will be posted if this was your choice of delivery.

Please remember to download your tickets from your Ticketmaster account to your iPhone wallet / Google Pay wallet in advance of show day. Screenshots or printouts of digital tickets will not be accepted. Do not wait until you arrive at the venue as network coverage may not be available

Q: I can't find my confirmation email?

If you have not received your ticket/s as expected digitally, please check your junk or spam folder. Please contact Ticketmaster via your Ticketmaster account or via the help section on <https://help.ticketmaster.ie/hc/en-ie> and they will be happy to advise you.

Q: What are the entry requirements?

A: **Please remember to download your tickets from your Ticketmaster account to your iPhone wallet / Google Pay wallet in advance of show day. Screenshots or printouts of digital tickets will not be accepted. Do not wait until you arrive at the venue as network coverage may not be available**

Please ensure the brightness on your phone is set at maximum as you enter the scanning area.

Please check your tickets in advance to ensure you are attending on the correct date.

Venue age restrictions are clearly displayed at the sales pages on www.ticketmaster.ie and the Ticketmaster app.

No Under 14s will be allowed entry to the standing/pitch area

All Under 16s must be accompanied by a person 18+. All under 14s must have seated tickets as they will not be permitted on the pitch/standing area.

Children under 5 will **NOT** be admitted. All persons entering the stadium must have a valid ticket.

Q: My phone is out of battery so I can't access my ticket(s)?

A: Please make sure your phone is **fully charged** before you leave the house to avoid this situation. If you run out of battery, please go to the box office where someone will be able to assist you to find your order.

Q: What if I lose my mobile phone or change my number before the shows?

A: Please contact Ticketmaster via your Ticketmaster account or via the help section on <https://help.ticketmaster.ie/hc/en-ie> and they will be happy to advise you. Tickets are tied to your Ticketmaster account. This account can be accessed on any Smartphone using any number.

Q: What if my mobile phone was lost or stolen on the day of the show?

A: Don't worry, we have a full record of every lead booker who bought tickets for the shows and will be able to help. Please make your way to the box office in the first instance, where your **proof of purchase** and **identity** will be checked. Tickets are tied to your Ticketmaster account. This account can be accessed on any Smartphone using any number.

Q: I have a ticket query. Who should I contact?

A: Please contact Ticketmaster via your Ticketmaster account or via the help section on <https://help.ticketmaster.ie/hc/en-ie> and they will be happy to advise you.

Q: I have seen tickets advertised on other sites - should I buy them?

A: DON'T DO IT! **IT'S MOST LIKELY A SCAM**

www.ticketmaster.ie is the authorised seller of tickets for these shows. Purchasing on www.ticketmaster.ie guarantees genuine tickets that adhere to the requirements for these shows. Anyone presenting a bogus ticket will be refused entry to the show.

Q: I have a standing ticket; will I be able to bring a seat?

A: **No type of mobile or temporary seating will be allowed within the standing area in Croke Park.** Please do not bring any form of seating with you as you will not be allowed to enter the venue with it.

Q: My circumstances have changed since I purchased my ticket and I am now pregnant, what should I do?

A: Please contact Ticketmaster via your Ticketmaster account or via the help section on <https://help.ticketmaster.ie/hc/en-ie> and they will be happy to advise you. Please note tickets for your show may be sold-out so any changes may not be possible.

Q: If my tickets are seated, is it possible for me to gain access to the standing area?

A: **No.** Due to safety reasons and crowd control, this will not be possible.

Q: What are the opening times of the venue on show days?

A: Croke Park will open at 5pm on the show days, **SHOW STARTS at 7.30pm.**

Do allow yourself plenty of time to get in before the start of the show. Please keep an eye on the following websites for all the latest event updates:

www.aikenpromotions.com

www.facebook.com/aikenpromotions | www.twitter.com/aikenpromotions | www.instagram.com/aikenpromotions

www.ticketmaster.ie

PLEASE NOTE: EARLY QUEUING WILL NOT BE PERMITTED IN THE STREETS AROUND THE VENUE. THESE ARE RESIDENTIAL AREAS AND WE ASK TICKET HOLDERS TO PLEASE RESPECT THE PRIVACY OF THE RESIDENTS AND BUSINESSES IN THE LOCAL COMMUNITY.

Q: What are the running times for the concert?

A: Croke Park will open at 5pm on the show days, **SHOW STARTS at 7.30pm.**

Do allow yourself plenty of time to get in before the start of the show. Please keep an eye on the following websites for all the latest event updates:

www.aikenpromotions.com

www.facebook.com/aikenpromotions | www.twitter.com/aikenpromotions | www.instagram.com/aikenpromotions

www.ticketmaster.ie

All Times subject to change

Q: How early should we turn up?

A: Croke Park will open at 5pm on the show days, **SHOW STARTS at 7.30pm.**

Do allow yourself plenty of time to get in before the start of the show. Please keep an eye on the following websites for all the latest event updates:

www.aikenpromotions.com

www.facebook.com/aikenpromotions | www.twitter.com/aikenpromotions | www.instagram.com/aikenpromotions

www.ticketmaster.ie

Q: If I arrive late can I still enter the venue?

A: Yes, once you have a valid ticket you will be allowed entry. Croke Park will open at 5pm. **Do allow yourself plenty of time to get in before the start of the show.**

To ensure you don't miss a thing, we would highly recommend planning your journey in advance, allowing plenty time for travel, so you can soak up the amazing atmosphere from the moment gates open!

Q: I can't get in with my ticket, it failed to scan and I've been turned away at the turnstile?

A: Don't worry, we can try and help you. Go to the box office where someone will be able to help you work out what's gone wrong. ***Beware of bogus ticket sellers!***

Ticketmaster is the official ticket seller for this event.

Q: Can I leave and re-enter the venue throughout the day?

A: No. We have been counting down the days to these shows for so long now and we would hate for you to miss any portion of the events, therefore It's very important that you please keep in mind that once you leave the venue on the show day, **re-entry will not be possible.**

Q: How will I get up to date information in the days leading up the concert?

A: Customers will be contacted by Ticketmaster with concert information prior to the event. You can also get up to date information from the following websites:

www.aikenpromotions.com www.ticketmaster.ie

Q: Will there be a facility to queue at the venue?

A: Early queuing will not be permitted or facilitated at the venue.

PLEASE NOTE: EARLY QUEUING WILL NOT BE PERMITTED IN THE STREETS AROUND CROKE PARK. THESE ARE RESIDENTIAL AREAS AND WE ASK TICKET HOLDERS TO PLEASE RESPECT THE PRIVACY OF THE RESIDENTS AND RESPECT THE LOCAL COMMUNITY.

Q: What should I wear based on expected weather?

A: These are outdoor events and Ireland has its fair share of rain and cool wind, so please watch the weather forecast prior to the show days and dress accordingly. We are hoping the sun will come out for all the shows so if this is the case, please don't forget your sun-cream! Croke Park can get colder as the day goes on so, please dress with this in mind. An important tip - no one likes unhappy feet at a concert right!? So, make sure to wear comfy footwear to allow for lots of dancing!

Q: Can I bring an umbrella?

A: **NO.** Umbrellas are not permitted in the venue. In the event of adverse weather conditions, we would advise bringing a rain mac or disposable raincoat/ poncho.

Q: Is it possible to take videos & photos at the show?

A: Any large lens professional cameras or any form of video recorder **WILL NOT** be admitted. Only small 35mm cameras will be permitted.

Q: Can I bring posters/banners to the concert?

A: Flag poles, selfie sticks, sticks for banners are not allowed. Only small banners of other (A4 or A3 size) will be permitted into the events as anything larger can obstruct the views of other fans. Personally, we would recommend keeping your hands free to save you from carrying your signs to the bathrooms, food/bar outlets and most importantly you'll need free hands for a whole lotta clapping right!?

Q: What can I bring or not bring to the concert?

A: Prohibited articles and items are as follows: any article that may be used as a weapon, any person deemed to be offensive or abusive, or who may compromise public safety, will be reported to Gardai (police). Professional cameras and recording devices (this will apply to cameras that have detachable lenses) Bottles, glass vessels, cans, flasks, frisbees, and related items, dangerous or hazardous items, illegal substances, scooters, skateboards, or other skates, flag poles and flares, laser devices, prams/push chairs, inflatable and folding chairs, large suitcases, laptops, illegal merchandise items, umbrellas, hampers, and cold boxes, air horns, alcohol, drinks, selfie sticks, food, and animals (except service dogs and guide dogs).

PLEASE do not bring a bag unless it is totally necessary. People without bags will be fast-tracked. If you must bring a bag it needs to be less than A4 size. Bags under A4 size will be subject to a search which will result in queueing.

NO bags larger than A4 size will be allowed into the venue, nor will you be allowed to leave them unattended anywhere in or near the venue so please adhere to the above advice.

NOTE: There will be plenty security staff at the concerts. The security staff are there for your protection, to direct and to help you. Please do not hesitate to ask them for help at any point. We ask you to co-operate with the security staff as their job is to make the whole experience go as smoothly as possible for all the fans.

Q: Have you any further concert tips that I should be aware of?

A: We sure do! Please take note of the following:

- We love a good show snap and we bet you do too! But try not to use all your phone battery up during the show, save some juice for the way home.
- Handy tip! Memorise or bring the mobile numbers of those you are coming with to the Garth Brooks show(s) just in-case you are separated from your family and/or friends.
- **#AVOID!** Please beware of bogus ticket sellers, **do not** buy tickets from any unofficial outlets.
- When leaving Croke Park please take your time, please walk slowly. Please remember to protect the privacy of the residents and respect the local community when arriving at and leaving Croke Park.
- **IMPORTANT:-** If you have purchased seated tickets, please remember your seat location – section, row and seat number, you don't want to be separated from your friends/family if you head to the bathroom or food/drink concessions.

AGE POLICY:

Q: Is there an age-limit for the shows?

A: Yes. Croke Park age restrictions are clearly displayed at the sales pages on www.ticketmaster.ie .

No Under 14s will be allowed entry to the standing/pitch area

All Under 16s must be accompanied by a person 18+. All under 14s must have seated tickets as they will not be permitted on the pitch/standing area.

Children under 5 will **NOT** be admitted. All persons entering the stadium must have a valid ticket.

For the safety and enjoyment of all patrons, An Garda Siochana and Aiken Promotions request all Parents and Guardians to undertake full responsibility of U16's throughout the duration of the event and to fully review and adhere to the age restrictions and conditions before attending the event.

There will be FREE-TAG-A-KID safety wristbands which will be available at all the customer care points both outside and inside the venue. Parents/Guardians attending with young children or those with learning disabilities are encouraged to avail of these white wristbands which have a space for Parent/Guardian to write a contact number and seat number, if applicable. The purpose of these wristbands is to help reunite lost children with parent/guardian should your child become separated from you within the venue.

Any kid /adult of any age from 5 and over can avail of this option. Don't get separated from your friends or family.

IMPORTANT PLEASE NOTE:

If there is doubt whether a minor qualifies for age restrictions set out, **proof of age may be requested**. It is the responsibility of the adult accompanying the minor to be able to satisfy staff that the minor is the age they say. We recommend if in doubt please bring colour photocopy of the minor's passport to prevent any unnecessary disappointment.

Q: How many children under 16 can an adult accompany?

A: One Adult can accompany up to 4 children.

Q: I would love to bring my baby/toddler to this event, is it possible?

A: No. Children under 5 will **NOT** be admitted.

TRANSPORT:

Q: How do I get to Croke Park?

A: Croke Park is well served by public transport. Bus, Rail, DART and LUAS transport options can all bring you within walking distance of the venue. Plan your journey online from anywhere in Ireland to the venue via www.transportforireland.ie

Q: How do I get to Croke Park from the Bus/Train station?

A: Please check your ticket information for details on your entry route. There will be signage to direct you to the appropriate entrance for your seating or standing area. Follow the coloured route / directions as indicated on your ticket details.

Please remember to show respect to the local residents and community when travelling to and from the events. We ask ticket holders to please respect the privacy of the residents and businesses in the local community.

Check out <https://www.transportforireland.ie/> to help plan your journey.

Q: Will there be any road restrictions or closures when travelling to the concerts?

A: Yes. Road closures or restrictions to be put in place for each concert. Nearer the time of the events please visit this website for further details:

www.garda.ie

Q: Will roads be closed in the area?

A: Yes, Croke Park is situated in residential and business areas - certain roads will be closed or restricted to resident access only in and around Croke Park before and after each concert. Nearer the time of the events please visit this website for further details:

www.garda.ie

Q: I am a resident within the traffic cordon. I need to get past the traffic cordons on the day of the concert. What can I do?

A: Please contact your local Garda station directly.

Q: Are there any designated Meeting points?

A: Yes. Please see check website / social media updates for meeting points closer to the event

VENUE FACILITIES:

Q: I have seating tickets and my friends have tickets for pitch standing. Can I go and meet them during the concert?

A: No. For safety reasons movement between areas or levels will NOT be permitted during the shows.

Q: Can I queue early at the venue?

A: No. Early Queuing is not permitted on the streets in the around the venue. Croke Park located in a residential area, we ask ticket holders to please respect the privacy of the residents and businesses in the local community.

Q: Can I purchase official Garth Brooks merchandise at the concerts?

A: Absolutely! Official merchandise will be available in several outlets located inside the venue. Please refrain from purchasing any unofficial merchandise outside the venue grounds.

Q: Will there be the facility to purchase food and drink in Croke Park during the concert?

A: Yes, Bars and food outlets will be available inside the venue.

REMEMBER - Proof of age will be required if you wish to purchase alcohol.

Q: Will there be drinking water available?

A: Yes - singing your heart out is thirsty work! Drinking water fountains will be available at various points throughout Croke Park.

Q: Can I smoke in the Croke Park?

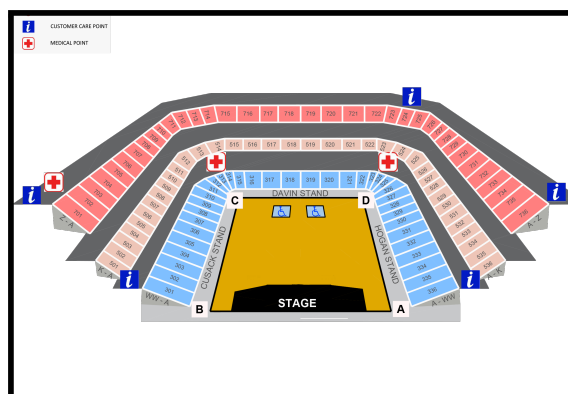
A: No. These are non-smoking events. Smoking is only allowed in the designated smoking areas. Persons found smoking in other areas will be escorted from the venue and not be allowed to re-enter the concert. The same restrictions apply to Vaping.

Q: What if I or one of my guests feel unwell or have an accident?

A: Should you or your guest require first aid, there will be trained medical staff on duty in Croke Park. We will have a fully equipped field hospital with an A&E doctor and a GP. Please approach a steward, a member of security or indeed any member of staff immediately who will direct you to the nearest first aid/ medic point or call for assistance.

Q: Where will the First Aid areas be located?

A: There will be First Aid areas within the venue, including on the pitch. These will all be clearly marked, and stewards will be able to direct patrons to the nearest medical point.



Q: Will there be designated collection point for lost property?

Yes. Our information points throughout the venue will deal with lost property on show days. Please note all uncollected items will go to the local Garda station after the run of concerts.

Q: Will there be designated meeting point for lost people?

A: Yes. Our information points throughout the venue will deal with lost children and adults on show days. Please approach a steward, a member of security or indeed any member of staff right away and they will direct you to the nearest information point or call for assistance.

PARKING:

Q: Will there be parking facilities at Croke Park for the public?

A: No. There is no parking available on the streets in the immediate vicinity of Croke Park. A traffic management plan will be in operation by An Garda Síochána. Croke Park is situated in a residential area with resident only parking. The area will be monitored by Dublin City Council's Parking Enforcement and illegally parked cars will be clamped or towed away. We would **strongly encourage** concert goers to use public transport. Perhaps park up the car & link with public transport on the outskirts of the city.

We would strongly advise that patrons park with a view to ease of leaving the city at the end of the concert - This generally means using recognised car parks on the outer perimeter and either walking or using public transport to Croke Park. Do not park in restricted or 'no parking' areas as a robust parking enforcement operation will be in place. 'Clamping' will be in operation to combat illegal parking.

PLEASE NOTE THE FOLLOWING INFORMATION:

An Garda Síochána will have a traffic management plan in operation. For full details please visit www.garda.ie. Please plan your approach to the venue based on the following:

- As traffic and parking delays are inevitable you are strongly advised to use public transport or car pool and park in recognized car parks.
- Please use city perimeter car parks.
- Croke Park is well served by public transport. Bus, Rail, Dart & Luas will all bring you within walking distance of the venue grounds.
- We strongly advise you plan your journey in advance allowing yourself sufficient travel time to and from Croke Park.
- Plan your route in advance on www.transportforireland.ie and check the AA Roadwatch website for reports on traffic, road works, delays on your route www.theaa.ie

For further information on public transport, please visit:

www.dublinbus.ie, www.luas.ie, www.irishrail.ie, www.buseireann.ie

Q: Where are the car parks?

Car parks will be in the following areas:

DUBLIN, CROKE PARK

TIP! Please remember to check the opening and closing times with your chosen car-park to avoid the risk of your car being locked in after the show.

- O'Connell Schools' Supervised Car Park, North Circular Road
- Hedigans - The Bryan Boru
- Red Cow Park & Ride
- Cheeverstown Park & Ride
- Carrickmines Park & Ride
- Tallaght Park & Ride

- Stillorgan Park & Ride
- Carrickmines Park & Ride
- M3 Parkway Park & Ride
- Navan Road Parkway Park & Ride
- Park Rite Smithfield Market Car Park
- Q-Park St Stephens Green
- Q-Park Christchurch
- Q-Park Setanta
- Q-Park Dawson Street
- Park Rite IFSC Car Park
- Park Rite Irish Life Car Park
- Park Rite Fleet Street, Car Park
- Park Rite Drury Street Car Park
- Euro Car Parks CCD
- Euro Car Parks The Point Square

TIP! Please remember to check the opening and closing times with your chosen car-park to avoid the risk of your being locked in after the show.

Q: Will there be designated parking for wheelchair users?

A: Yes. Patrons who have purchased tickets for the wheelchair accessible platform on the pitch will be contacted in advance of the shows and will be issued with parking permits (subject to availability), these **must be printed out** and brought with you to gain access on the show day. **Blue badges will not be accepted for access.**

There is a traffic management plan drawn up and implemented by An Garda Síochána for all major events at Croke Park, including games and concerts. This plan prevents access to the cordoned area for all non-resident vehicles, including those displaying a **Blue badge**. The arrangements for the Garth Brooks concerts are consistent with this traffic management plan and have been agreed by all statutory authorities and the venue.

The Wheelchair accessible parking area for wheelchair/accessibility ticket holders has limited capacity.

SPECIAL NEEDS:

Q: I have a wheelchair accessible ticket and I have a query - Who do I contact?

A: Please contact Ticketmaster via your Ticketmaster account or via the help section on <https://help.ticketmaster.ie/hc/en-ie>

Q: Will there be a designated area for wheelchair users at the concerts?

A: Yes, there will be a purpose-built raised accessibility platform on the pitch for these events. Please note space within these areas is limited. Please check availability through www.ticketmaster.ie. Please contact Ticketmaster via your Ticketmaster account or via the help section on <https://help.ticketmaster.ie/hc/en-ie>

PLEASE NOTE: There is a fixed capacity for the wheelchair, the promoter will not be able to accommodate those who do not have an accessibility ticket. Access to the wheelchair platform and the platform operates a strict 1+1 policy.

Q: Since purchasing my ticket I am now a wheelchair user. What should I do?

A: Please contact Ticketmaster via your Ticketmaster account or via the help section on <https://help.ticketmaster.ie/hc/en-ie>

PLEASE NOTE: There is a fixed capacity for the wheelchair areas and as some events are sold-out the promoter may not be able to accommodate those who do not have an accessibility ticket. Access the wheelchair platform and the platform operates a strict 1+1 policy.

Q: I still have questions about the event that are not answered here. What can I do?

A: We are happy to answer any remaining queries you may have. Please email the promoter directly on office@aikenpromotions.com and a representative will assist you with your query.

Don't forget - You can keep up to date with all the latest information from the following websites:

www.aikenpromotions.com

www.facebook.com/aikenpromotions | www.twitter.com/aikenpromotions | www.instagram.com/aikenpromotions

www.ticketmaster.ie