



# CONCERT GUIDE

FANS HOME PARK GUIDE 2024



# CONCERT DETAILS

## WHEN

Tuesday, 4 June

## WHERE

Home Park Stadium, Plymouth PL2 3DQ

## THE SHOW

Show timings will be released a few days prior to the event.

## GATES OPEN

4pm

10% off all food and drink 4pm-5pm

# TICKET DETAILS

## WHERE DO I BUY TICKETS?

Standard tickets are sold out, however there are a handful of hospitality tickets remaining: If you are interested in hospitality, please get in touch either via email on [hospitality@pafc.co.uk](mailto:hospitality@pafc.co.uk) or via phone 01752 302206.

## AGES

Pitch Standing - No under-14s, under-16s accompanied by an adult 18+.

Reserved Seats - Under-16s accompanied by an adult 18+. No children aged 5 or under.

## ACCESSIBILITY TICKETS

Accessibility tickets have sold out.

## TICKET DESPATCH

You will receive an email confirmation at the time of booking. **THIS IS NOT YOUR TICKET**. Your tickets will be sent to the same email address at a later date.

If you do not receive a confirmation email, please contact the agent who you purchased your ticket(s) from.

## REFUNDS/EXCHANGES

We regret that exchanges and refunds are not available, except in the unlikely event that the concert is cancelled and an alternative date is not available.

We strongly advise against purchasing tickets from anyone other than official ticket providers due to a significant rise in ticket scams.

## DIGITAL WALLET TICKETS

Adding tickets to a digital wallet is optional and not necessary to gain entry, but can help you avoid internet connectivity issues at the venue. If you're experiencing issues adding tickets, you can access your tickets from the website you bought your ticket from.

## TICKET BARCODE

Each ticket is uniquely identified by its unique ticket barcode.

## TICKET TYPE

Tickets are categorised as either General Admission/ Reserved Seating.

Your ticket will be colour-coded; please follow signs corresponding to the colour on your ticket. Signage throughout the stadium and Central Park will guide you to your designated entrance gate.





## SCHEDULE

- Gates will open at 4pm
- Please take a note of the colour entrance on your ticket and follow the signage to that colour gate.
- Once in the venue your Block, Row and Seat number will be indicated on your ticket.
- Please allow plenty of time for your journey and for parking and transfer, as well as getting to your seat.
- The concert will end at approximately 10:30pm

## ARRIVAL

- We advise you to get into the stadium as early as possible to avoid large queues, gates open at 4pm.

## BAR AND CONCESSIONS UPDATE

- Exciting news! We've expanded the number of bars for this year's concert.
- Outside the concourse, there will be additional food and drink outlets accessible to all attendees.
- To minimise wait times, we'll offer two-pint cups and increase staff numbers.
- If you encounter a long queue at one bar, consider exploring others with shorter wait times. Your patience is appreciated!

## ENQUIRIES

- For any queries specifically relating to your ticket purchase and ticket delivery please contact the agent that you purchased from. This will be indicated on your confirmation email.

## RE-ENTRY

- The venue will be operating a no re-entry policy. Once you have entered the venue you cannot exit and re-enter.

## ACCESSIBLE ENTRY LANES

- Please talk to a member of staff at the venue if you have a disability or medical requirement that means you cannot queue. There is an accessible entry lane available as soon as the doors open.





# ACCESSIBILITY

[DISABILITY@PAFC.CO.UK](mailto:DISABILITY@PAFC.CO.UK) 01752 562561

## ACCESSIBILITY TICKETS

Accessibility tickets are sold out.

A complimentary companion ticket is available under certain circumstances and on provision of supporting documents, these include:

- Receipt of Higher rate of Disability Living Allowance (mobility or care component).
- Receipt of Enhanced rate PIP (Personal Independence Payment).
- A personal letter from your GP explaining that support is required and why.

## ASSISTANCE DOGS

- Assistance dogs are welcome at the stadium but please advise the venue at least seven days before the concert.
- We advise that an end of row seat or wheelchair space is best if attending with an assistance dog, however adjustments can be made if sat elsewhere.
- Due reference will be given to all aspects of safety and guidance from Guide Dogs UK to ensure safety within the Stadium.

## SPECIAL EFFECTS

- Some events involve pyrotechnics, flashing lights and other special effects. Contact the venue's dedicated Disability Liaison Officer for details of any special effects expected at your event.

## ACCESSIBLE PARKING

- The accessible parking is based at Milehouse Park and Ride.
- Drop-Off Point - if you are unable to secure disabled parking nearby, please contact the DLO on 01752 562561 ext 152, who will meet, assist and accompany a disabled passenger but unfortunately not a disabled driver.
- Accessible parking is available at all major car parks and park and ride sites. Please ensure you plan ahead before attempting to park.

## ACCESSIBLE TOILET FACILITIES

- There are specially adapted toilets located in the Devonport, Lyndhurst and Mayflower stands. Each of these toilets is alarmed. Accessible toilets can be accessed with radar keys and stewards hold a spare key if required.
- If you experience any problems with the use of the accessible toilets, please contact the nearest steward.
- An accessible platform will be sited on the pitch. This is ticketed and pre ordered. There will be accessible toilets situated on the platform. This will be a stewarded area.

## FURTHER ASSISTANCE

- If you have any specific questions or medical requirements, please contact Home Park Stadium's Disability Liaison Officer (DLO) on [disability@pafc.co.uk](mailto:disability@pafc.co.uk) or call 01752 562561

# TRAVELING TO THE STADIUM

## STADIUM DROP OFF POINT

- Please note there is no parking at the stadium, there will be drop off points only.
- Home Park: Outland Road, Plymouth PL2 3DQ
- What Three Words to drop off point: [///stews.land.traded](https://www.threewords.co.uk/what-three-words/plymouth-outland-road)

## PARKING

- Please use public transport, including trains, local bus network, walking routes, cycling.
- The stadium is very accessible on foot via the city centre, where there are a number of city council and private car parks – hyperlinks will be added.

## BIG PARKING

- To book visit [www.thebigparking.co.uk](http://www.thebigparking.co.uk)
- There are 85 spaces at Montpellier and 370 spaces at Devonport (including the field).

## PARK AND RIDE SERVICES

- There are park and ride services operating at the George and Coypool sites in Plymouth - these are on a first come basis and operate from 4pm

to the stadium and return from 9:30pm. The cost is £5.00 return they will operate every 20 minutes.

- For more area parking information check out the QR links on this page.

## BY BUS

- Normal bus routes that pass the stadium on Alma Road and Outland Road/Milehouse will be in operation up to 11:30pm – please refer to City Bus and Stagecoach for existing timetables.

## BY TRAIN

- Plymouth Railway Station is a 15-20 minute picturesque (though uphill) walk through the back of Central Park to Home Park. Alternatively, it's a 5-minute drive in a Taxi.

## BY TAXI

- Home Park have two preferred taxi providers, these are:
- Towercabs - 01752 252525
- Taxifirst - 01752 222222

### BUS MAP



### COUNCIL RECOMMENDED PARKING



### PARKOPEADIA





# FAQs

## IS THE CONCERT SEATED?

- The concert is either standing or seated depending on the tickets you bought. Please check your tickets.
- Please be aware that people may stand up around you within the seats.

## 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.
- Please bring clothing appropriate to expected weather conditions.
- Please note that there will NOT be a luggage storage or cloakroom facility at the venue.

## VISITORS WITH MEDICAL REQUIREMENTS

- Should you need to bring medicines or medical equipment this will be fine. If, for your peace of mind you'd like to inform the venue and check any details, please contact [disability@paafc.co.uk](mailto:disability@paafc.co.uk) stating which event you are attending.

## CAN I BRING A BAG?

- Yes, but only one small bag (no bigger than A4 size: Height 297mm (11.7 inches) Width 210mm (8.27 inches) Depth 210mm (8.27 inches) ) per person.
- Please note there will be no bag drop facilities at this event.
- All bags are subject to search, so please avoid bringing one if you can as this will speed up your entry to the concert.

## FIRST AID

- There are first aid facilities on site, and a designated first aid team will be available should you require any assistance.

## FOOD & DRINK

- Food and drink are not permitted to be brought into the venue.
- If you have a medical condition such as diabetes, then a doctor's note will permit diet-specific food and drink only.
- A range of food and drink will be available to purchase at the venue.
- Home Park Stadium is a cashless venue – all transactions will be via card.

# FAQs

## CONTINUED

### • PHOTOGRAPHY

- Please do not bring professional audio/visual recording equipment as these will not be permitted within the venue.
- Filming and flash photography is prohibited during the concert.
- Any cameras that are deemed 'professional' will be confiscated until the end of the concert.

### DO'S

- Do keep your belongings with you at all times.
- Do allow ample time to take advantage of the toilet facilities.
- Do bring clothing appropriate to the weather conditions.
- Do put any rubbish in the bins provided for you.
- Do look out for official vendors and concessions stalls.
- Do avoid unlicensed traders outside of the venue offering inferior goods.
- Do report anything suspicious to a member of staff.
- Do tune into local radio & check social media for the latest travel updates.

### DON'TS

- Don't bring food or drink into the venue.
- Don't arrive with any form of professional audio or visual recording equipment. There will be security checks in place and items may be confiscated if necessary.
- Don't bring large bags.
- **Our concert venue's flooring is not suitable for heels. We recommend wearing flat shoes if you plan to attend the concert.**

### ADDITIONAL NOTES

#### SMOKING

- The stadium is smoke-free and smoking and the use of electronic cigarettes and vapes is not permitted anywhere inside the Ground.

#### TOILETS

- All customers have easy access to toilet facilities and there are wheelchair accessible toilets.

#### UMBRELLAS

- Umbrellas are not permitted.

#### PAYMENT

- Home Park Stadium is a cashless venue.





# PROHIBITED ITEMS

- Airhorns or other loud instruments
- Alcohol
- Animals/pets (service animals permitted)
- Any item which could be used as a weapon and/or compromise public safety
- Audio recording devices
- Bottles
- Canes (mobility canes are permitted)
- Cans
- Dangerous or hazardous items
- Drones
- Drugs and drug paraphernalia
- Fireworks, including sparklers
- Flares
- Flags on poles
- Flammables
- Food
- Glass vessels
- Knives
- Laser devices
- Poles
- Professional cameras or video recording equipment
- Promotional items (including flyers, samples, giveaways)
- Sharp objects such as knives or scissors
- Selfie sticks/tripods
- Smoke bombs, canisters or similar
- Torches
- Weapons of any kind (including replicas)
- Umbrellas
- All items will be confiscated and may be passed to the Police to deal with further
- Any person in possession of such items will be refused entry to the Stadium

# SECURITY

- Your bags will be checked, and you will be searched on entry to the stadium. This is for everyone's safety, and we ask that you remain patient and co-operate with security staff.
- We search everyone entering the venue and employ a range of other security measures in and around the site, some of which may not be visible.
- Each member of staff is here to ensure your comfort and safety. They have all been briefed to keep an eye open for anything unusual.
- Please arrive in good time as our enhanced security measures may mean that it might take a little longer to get into the venue.
- In order to make the screening process go as smoothly as possible, please keep all personal items to a minimum. Only bags smaller than A4 sheet of paper will be allowed into the venue.
- The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from Home Park.
- Racial, homophobic or discriminatory abuse is strictly forbidden and will result in arrest and/or ejection from Home Park.





# HOME PARK STADIUM ENTRY

## PRE-EVENT STEPS

1. Check your ticket when it arrives. This will have information on where you are seated/standing.
2. Once you have your ticket, make sure you have checked the stadium map and identified where you are located.
3. Finally, please make sure you have checked which colour zone you need to enter via when you arrive.

## ON THE DAY

1. Follow the directional signage to the colour zone you need to enter
2. Enter the stadium & find your seat. Stewards will be on hand if you need assistance.
3. Enjoy the show!

## COLOUR ZONES

**Yellow** Blocks 1-5

**Purple** Blocks 6 – 15

**Red** Pitch Standing

**Blue** Blocks A-F

**Blue** Upper West & Upper East

**Blue** Hospitality

# HOME PARK STADIUM MAP



# FOOD AND DRINK MAP





# EXIT MAP





# EVENT SAFETY

Your safety and enjoyment are our top priorities. To ensure a secure and memorable experience for all attendees, we have implemented the following safety measures:

- **Anti-Terrorism Barriers and Traffic Control:** Our venue is equipped with anti-terrorism barriers around the stadium perimeter, and traffic control measures are in place to facilitate smooth entry and exit before and after the event. Please follow instructions from traffic personnel for a hassle-free experience.
- **Explosive Detection Canine Team:** Throughout the event, our highly trained explosive detection canine team will be actively sweeping the stadium to ensure the highest level of security. These dogs are specially trained to detect explosives and other potential threats, providing an additional layer of safety and peace of mind for all attendees.
- **Plain-Clothed Security Personnel:** In addition to uniformed security personnel, plain-clothed security officers will be discreetly present at the event. They are trained to identify and address any security concerns swiftly and effectively, ensuring a safe environment without disrupting your concert experience.
- **Emergency Response Procedures:** Familiarise yourself with the nearest emergency exits and evacuation routes. In the unlikely event of an emergency, please remain calm and follow instructions from event staff and security personnel. Your safety is our utmost priority, and we are prepared to respond to any situation swiftly and efficiently.
- **See Something, Say Something:** We encourage all attendees to remain vigilant and report any suspicious activity or behaviour to event staff or security personnel immediately. Your cooperation plays a crucial role in maintaining a safe and secure environment for everyone.
- **Stay Informed:** Stay updated on event announcements and safety guidelines through our official communication channels, including social media, website, and on-site signage.



# SUMMER EVENTS

2024

5 MAY

ACADEMY GAMES

10 MAY

BEYONCE TRIBUTE NIGHT

18 MAY

TRIBUTE NIGHT (TBC)

25 MAY

ALIVE AT ARGYLE

26 MAY

RELIVE AT ARGYLE

4 JUNE

TAKE THAT

7 JUNE

TRIBUTE NIGHT (TBC)

15 JUNE

FROZEN SING-A-LONG  
OUTDOOR CINEMA

16 JUNE

FATHER'S DAY LUNCH

16 JUNE (EVENING)

ENGLAND VS SERBIA  
BIG SCREEN

19 JUNE

AN EVENING WITH DENNIS  
TAYLOR & STEVE DAVIS

20 JUNE

FIXTURE RELEASE BRUNCH

20 JUNE

ENGLAND VS DENMARK  
BIG SCREEN

21 JUNE

OUTDOOR COMEDY NIGHT

23 JUNE

ENCANTO SING-A-LONG  
OUTDOOR CINEMA

25 JUNE

ENGLAND VS SLOVENIA  
BIG SCREEN

28 JUNE

TRIBUTE NIGHT (TBC)

29 JUNE TO 2 JULY

EURO ROUND OF 16  
BIG SCREEN

5 & 6 JULY

EURO QF BIG SCREEN

7 JULY

GREATEST SHOWMAN  
SING-A-LONG OUTDOOR  
CINEMA

9 & 10 JULY

EURO SEMI FINAL BIG  
SCREEN

14 JULY

EURO FINAL  
BIG SCREEN



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