



**ALIVE**  
**AT ARGYLE**  
**CONCERT GUIDE**

# GENERAL INFO

- PITCH (STANDING AREA)
- AGES 14 + (AGES 14 AND 15 MUST BE ACCOMPANIED BY AN ADULT)
- FAMILY SECTION (SEATING AREA – LYNDHURST STAND)
- AGES 5+ - TICKETS MUST BE PURCHASED FOR FAMILY SECTION
- YOU WILL NOT HAVE ACCESS TO THE PITCH. CHILDREN MUST BE ACCOMPANIED BY AN ADULT AT ALL TIMES

## COLOUR ZONES

**Pitch Standing – Red Zone**

**Hospitality VIP – Blue Zone**

**Family Zone – Purple Zone**

**Disability Entrance – Yellow Zone**

## RE-ENTRY

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

## 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.

# TICKETS

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## 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 DESPATCH – ALL TICKETS ARE SENT TO THE EMAIL ADDRESS THAT YOU USED WHEN PURCHASING TICKETS**

## 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.



# ACCESSIBILITY

## **ACCESSIBILITY TICKETS**

Customers should purchase their ticket through the online platform as usual. After purchasing, they need to email us at [Disability@pafc.co.uk](mailto:Disability@pafc.co.uk) to: Register for their PA (Personal Assistant) ticket. Provide a copy of their PIP documentation.

## **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.

## **ASSISTANCE DOGS**

Assistance dogs are welcome at the stadium but please advise the venue at least seven days before the concert. [Disability@pafc.co.uk](mailto:Disability@pafc.co.uk)

Due reference will be given to all aspects of safety and guidance from Guide Dogs UK to ensure safety within the Stadium.





# ACCESSIBILITY

- **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.
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- **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



# FAQ's

- **WILL THERE BE EXTRA BARS AND TOILETS?**

- Exciting news! We've expanded the number of bars for this year's concert. *Because we predict a riot!* 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!

- **CAN I BRING IN FOOD AND 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.

- **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. The concert will be held on the pitch at Home Park Stadium. There will be no need for wet weather footwear e.g Wellies as the pitch will be covered by trackmatting.



# FAQ's

- **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@pafc.co.uk](mailto:disability@pafc.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.
- Travelling to the stadium - will send update once information is planned.

- **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.



# EXTRA INFO

## SMOKING

The stadium is smoke-free and smoking and the use of electronic cigarettes and vapes is not permitted anywhere inside the Ground. There will be a smoking area at the event.

## TOILETS

All customers have easy access to toilet facilities, including wheelchair-accessible toilets. This year, we have increased the number of available toilets to reduce wait times. If you encounter a long queue, please feel free to explore alternative nearby facilities.

## UMBRELLAS

Umbrellas are not permitted.

## PAYMENT

Home Park Stadium is a cashless venue. Please make sure you bring a card or have Apple/Google Pay setup to your phone

# Prohibited Items



Airhorns or other loud instrument

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