



# LIVE MUSIC CONCERT

## FREQUENTLY ASKED QUESTIONS

### TICKETS

#### **How much are tickets and where can I buy them?**

Event tickets for all live music concerts on Millennium Square will be available to purchase from Leeds City Centre Box Office, Leeds Town Hall, Millennium Square, Leeds, LS2 3AD (0113 376 0318).

Tickets may also be available to purchase via the concert promoters website and / or from selected ticketing outlets. For further details please refer to the event ticketing information as advertised.

#### **Can I purchase a ticket on the day?**

It's advisable to purchase all tickets in advance to avoid any disappointment. Any on the day sales will be strictly subject to availability on the day of the concert.

#### **Is the concert suitable for people of all ages and do children need a ticket?**

All persons attending the concert will need a ticket. All persons under 16 years must be accompanied by an adult (18 years and over), unless otherwise stated. Please note that for certain concerts some of the content may not be suitable for children under 16 and parental discretion is advised.

#### **Is there a concessionary ticket for disabled people?**

Tickets prices are set by the concert promoter so therefore please see pricing details for the individual event. For further details please see 'Accessibility' section below.

#### **Are there any ticketing conditions and will I be able to get a refund?**

Tickets are non-refundable and any persons wishing to attend the concert are advised to read and understand the ticketing conditions as stated by the promoter and/or ticketing outlet before purchasing.

The organisers reserve the right to refuse admission or eject any persons for anti-social or threatening behaviour, actions likely to cause damage or injury, or failure to comply with the reasonable request of the organisers. Entry will also be refused to those that appear to be intoxicated.

### VENUE & FACILITIES

#### **What and where is Millennium Square?**

Millennium Square is an outdoor public space and bespoke live entertainment venue located within the civic quarter of the city centre. The venue is surrounded by some of the city's most significant and iconic buildings including; Leeds Civic Hall, Leeds Town Hall, Leeds City Museum, Leeds General Infirmary and the Carriageworks Theatre / Electric Press complex. For more venue information and a location map visit [www.leeds.gov.uk/millenniumsqaure](http://www.leeds.gov.uk/millenniumsqaure)

#### **How do I access the concert arena?**

The main entrance / exit gates to the concert arena are located on Cookridge Street (Gate C) adjacent to Leeds City Museum and on Portland Crescent (Gate A).

#### **If I need to leave the concert arena can I get back in?**

No, there will be no pass-outs permitted once you are inside the concert arena. In the case of emergencies please contact the stewarding gate supervisor for further help and assistance.

#### **Will there be alcohol available at the concert?**

Yes, alcohol will be available to purchase from the licensed bars within the concert arena, unless stated otherwise in the details for individual events. No alcohol will be served to any persons under the age of 18. A check 25 age verification policy will be in operation at all times and photographic identification showing proof of age may be required.



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### **Can I bring food and drink to the concert?**

No, strictly no alcohol, glass, cans or any food or other refreshments (other than small 500ml water bottles with unbroken seals) are permitted to be brought into the concert arena. Fully licensed bar, catering facilities and free drinking water will be provided.

### **Is seating provided and can I bring a chair and other furniture to the concert?**

No, portable chairs or large outdoor furniture will not be permitted inside the concert arena. For all fully seated concerts (as advertised), seating will be provided on a reserved basis.

### **What other items can / can't I bring?**

Items that are not allowed inside the arena include (but are not restricted to); alcohol, glass, cans, chairs, portable furniture, large umbrellas, parasols, tents, gazebos, laser pens, air horns, fireworks, flares, smoke canisters, barbeques, paper lanterns or any lighting with a naked flame.

As an outdoor concert please bear in mind weather conditions can change quickly, so all concert goers should dress appropriately. Umbrellas may obstruct the view of other audience members so waterproof clothing or disposable ponchos should therefore be considered.

No illegal substances and/or any items deemed to be a potential weapon or threat to public safety are permitted. Any persons found in possession will be ejected and reported to the police.

Please note event stewards will be entitled to search all persons and/or their possessions on entry. Staff will not take any responsibility for any prohibited items.

### **Are animals permitted within the concert arena?**

Only Registered Assistance Dogs will be permitted into the concert arena. For further information see 'Accessibility' section below.

### **Are there plenty of toilet facilities?**

Yes, there is a large toilet block provided within the concert arena. Please make sure you familiarise yourself with the toilet location and layout of all venue facilities upon entry.

### **Is there an ATM/cash machine at the event?**

No, sorry there are no onsite cash facilities available.

### **Can I smoke at the event?**

As an outdoor venue, smoking is permitted but please be considerate towards other audience members.

At fully seated concerts (as advertised) smoking (including the use of e-cigarettes), is only permitted in designated smoking areas.

## PHOTOGRAPHY

### **Can I take photos at the concert?**

Recreational photography of family, friends and/or scenic views to capture the atmosphere of the concert is permitted other than where other persons attending can be clearly identified as the main focus. Please therefore be respectful to other people's privacy at all times, or you may be challenged and asked to stop and/or leave.

Photography/filming/recording for professional/commercial use is not permitted without prior written authorisation or media event accreditation from the concert promoters.

All persons entering the venue consent to any photography/filming/recording as arranged by the promoter/venue for possible future transmission/publication or promotional purposes.



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No tripods or other large photography/film equipment may be used, unless by those with written authorisation or media event accreditation from the organisers.

### **Can I get media or photo accreditation?**

All media and photo requests should be made in writing direct to the concert promoter.

## TRAVEL & TRANSPORT

### **How can I travel to and from the venue?**

#### **By bus:**

A number of bus routes pass through the city centre and stop in close proximity to Millennium Square on The Headrow and Woodhouse Lane. For all bus service timetable and further information please contact West Yorkshire Metro on 0113 245 7676 or visit [www.wymetro.com](http://www.wymetro.com)

#### **By Rail:**

Leeds City train station is only a 10 minute walk away from Millennium Square via City Square leading into Park Row and Cookridge Street. For train services and timetable information visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

#### **By Car:**

A variety of street and secure parking options are available around the Civic Quarter ([shown on map here](#)). For further information on city centre parking visit [www.leeds.gov.uk](http://www.leeds.gov.uk) or call parking services on 0113 395 0050.

### **Is there a pick up/drop off point or a taxi rank?**

There are designated taxi ranks located nearby. In order to avoid congestion and access issues on the day, all persons attending are requested not to arrange pick up/drop off directly outside the main gates.

## ACCESSIBILITY

As venue owners Leeds City Council aims to provide an accessible and inclusive facility for all events taking place on Millennium Square.

### **Ticket Information - Standing Concerts**

As a commercial concert organised by the promoter, general admission tickets are available to purchase as above. A complimentary companion ticket (subject to availability) is however available for disabled customers.

If you wish to attend the event, use the accessible viewing area (AVA), accessible facilities, and/or require a complimentary companion ticket, please purchase your ticket(s) first (excluding the complimentary companion ticket), and then contact the council's events team with proof of ticket purchase and details of your access requirements (to help us plan the event and facilities).

Contact the LCC events team via:

Email: [events@leeds.gov.uk](mailto:events@leeds.gov.uk)

Post: Leeds City Council Events Team, Leeds Town Hall, The Headrow, Leeds, LS1 3AD

Telephone: 0113 395 0891

### **Ticket Information - Seated Concerts**

If you wish to attend the event and are a wheelchair user or have other access requirements, and/or wish to use the accessible viewing area (AVA), and/or require a complimentary companion ticket, then please book your tickets through the City Centre Box office in Leeds Town Hall (0113 376 0318). You will have a choice of allocated viewing spaces priced as per location and overall pricing structure (subject to availability).



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We do advise that people who will be using mobility scooters or large (and high) powered wheelchairs on the day, or people who wish to be seated close to disabled persons toilets, book seats on and use the raised designated accessible viewing area, to ensure everyone can enjoy a good view of the performance.

### **Blue Badge Parking**

Nearby on street designated disabled persons parking (4 hour time limit, no return within 1 hour) is available on:

Portland Gate (to the North side of the Square)  
Portland Crescent (to the North side of the Square)  
Rossington Street (to the South East side of the Square)  
Cookridge Street (to the South side of the Square)  
Alexander Street (to the South side of the Square)  
Calverley Street (to the West side of the Square)

Woodhouse Lane multi storey car park also provides non-time limited designated disabled persons parking on Levels 1 and 7 which is free for blue badge holders.

Further information on city centre parking is available at [www.leeds.gov.uk](http://www.leeds.gov.uk) or call parking services on 0113 395 0050.

### **Blue Badge Drop-off**

There are a number of drop-off areas around the venue with the nearest accessible locations to the entrance gates on Rossington Street and Portland Gate. The Portland Crescent entrance is the closest to the accessible viewing area.

### **Admission to the Arena**

The event arena is easily accessible with sloped access provided at each of the main entrance gates on Cookridge Street and Portland Crescent. The Portland Crescent entrance is the closest to the accessible viewing area.

### **Terrain / Ground Conditions**

Millennium Square is a hard-standing paved area which follows the natural topography of the surrounding ground levels and slopes down from North to South.

### **Accessible Viewing Area (AVA)**

A designated AVA will be provided at an accessible location within the main arena. This will provide:

- An all seated raised viewing platform (chairs will be provided)
- Clear views of the stage
- Disabled persons toilet provision

### **Disabled Persons Toilets and High Dependency Unit (HDU) / Changing Places Toilet**

A portable disabled person's toilet will be provided adjacent to the AVA.

Two disabled person's toilets with a choice of right and left handed transfer are also available within the permanent toilet facilities of the venue. Both are accessed by RADAR locks and via a ramped approach.

In addition, a portable HDU / Changing Places toilet will be provided adjacent to the AVA. This unit includes a tacking hoist (please contact the council's event team for more information on hoist type if required as slings will not be provided), height adjustable changing bench, peninsular layout toilet and a height adjustable wash basin. This will be accessible by a RADAR lock (a key will be available on site if you do not have one).

### **Dogs**

Only Registered Assistance Dogs will be permitted into the concert arena. You may be required to produce your laminated Registered Assistance Dog photo ID card. Further info available at <http://www.assistedogs.org.uk/faqs/>



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### Contact Information

For all enquiries regarding access for disabled people at the event, please contact: Leeds City Council on 0113 395 0891 or by email [events@leeds.gov.uk](mailto:events@leeds.gov.uk)



Leeds City Council has been awarded the Silver Standard Charter of Best Practice for showing continuing commitment to venue access to their customers and performers.

### CONTACTS

#### I have an important question that isn't answered here in the FAQs, so who can I contact?

For all ticketing, press and general event enquires please contact the concert promoter directly. For all venue related and accessibility queries, please contact Leeds City Council Events Team by email at [events@leeds.gov.uk](mailto:events@leeds.gov.uk)