

# THE WHO – FAQs – DERBY

**WHEN** Friday 14<sup>th</sup> July 2023

**WHERE** The Incora County Ground  
Nottingham Road, Derby DE21 6DA

## THE SHOW

**Gates Open** 5pm

## Where do I buy Tickets?

**Buy on-line at** [www.ROBOMAGICLIVE.com](http://www.ROBOMAGICLIVE.com)

and authorised ticket agents

[See Tickets](#)

[Ticketek](#)

[Ticketmaster](#)

[AXS Tickets](#)

[Gigantic](#)

## VIP TICKETS

**Corporate Hospitality Tickets can be booked online from** [SeatUnique](#)

**Fan packages with premium seating, exclusive merchandise and other benefits can be purchased from**

[www.ROBOMAGICLIVE.com](http://www.ROBOMAGICLIVE.com)

**Ages** All ages are welcome – see below for further details and advice.

**Ticket With Travel** Big Green Coaches will be operating a variety of routes to the venue. Please click [HERE](#) to purchase a Ticket With Travel package.

**Parking** Official car parks open at 3.30pm and close at approximately 11.30pm. All General car parking is located at the Racecourse car park, off Shetland Close, DE21 6BX. Parking is priced at £15 when purchased in advance (excluding booking fees), rising to £20 on the day. Buy online here: <https://derbyshireccc.ticketco.events/uk/en/e/thewhoparking>

## ACCESSIBILITY TICKETS

Accessibility tickets must be purchased directly via the venue, in person at The Incora County Ground, Nottingham Road, Derby DE21 6DA, over the phone on 01332 388101 or by emailing [accessibility@derbyshireccc.com](mailto:accessibility@derbyshireccc.com)

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PLEASE NOTE: STANDARD & VIP TICKETS ARE ONLY AVAILABLE ONLINE AND NOT FROM THE BOX OFFICE

**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 and no later than 4 weeks before the event.

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

## BUYING TICKETS ON THE DAY

- If there are tickets available, the Box Office at the venue will be open from 9:00am on the day of the concert. Tickets will be priced higher on the day.

## AGE RESTRICTIONS

- We advise that the event may not be suitable for young children, especially those under 2 years of age. However, if you do arrive with a non-ticketed child under 2 years old, please report to the box office where an attendant will provide a complimentary ticket. All children 3 years and older will need to have a purchased ticket. Buggies may not be permitted. Necessary care bags will be permitted, but please be advised that additional security checks may take place.
- There are no child discounts.
- Under 16s must be accompanied by an adult 18+

## Schedule

- Gates will open at 5pm (Hospitality guests should follow the timings within their itinerary).
- Please enter by the gates indicated by your tickets following the venue signage and/or instructions from the stewards. 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

## ENQUIRIES

- For any queries regarding your ticket purchase and ticket delivery please contact the agent that you purchased from. This will be indicated on your confirmation email.
- For all other enquiries email [enquiries@RoboMagicLive.com](mailto:enquiries@RoboMagicLive.com)

## RE-ENTRY

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

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## ACCESSIBILITY

- **ACCESSIBILITY TICKETS**

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  - A complimentary carer ticket is available under certain circumstances  
Please supply any one of the following forms of supporting documentation, with the expiry date and full name clearly visible
    - Entitlement to Disability Living Allowance for children under 16 or DLA / Personal Independent
    - Payments (PIP) for those aged 16-64, either in the form of a letter stating that the benefit has been awarded, or the actual Allowance book
    - Attendance Allowance or Carer's Allowance letter of award
    - Incapacity Benefit books, or a letter notifying the recipient that the benefit has been awarded
    - Incapacity Benefit or Employment and Support Allowance (ESA)
    - In the case of visual impairment, a registration card known as the BD8 or a Certificate of Visual Impairment (CVI)
    - A local authority registration document which is local to the attraction where it is being submitted
    - A recognised Assistance Dog ID Card
    - Credibility's Access Card

- **ASSISTANCE DOGS**

- Assistance Dogs are allowed into the stadium but please advise the venue at least seven days before the concert
- Please ensure you purchase a ticket at the end of a row to allow your Assistance Dog to sit beside you
- Due reference will be given to all aspects of safety and guidance from Guide Dogs for the Blind to ensure safety within the Stadium

- **ACCESSIBLE PARKING**

### **Car Park A - Pavilion Run-Through Accessible Parking**

- Accessible parking is available for Blue Badge holders only adjacent to the ground via the main entrance off Nottingham Road (DE21 6DA)
- Accessible Parking must be purchased via the venue, in person at the Incora County Ground, Nottingham Road, Derby DE21 6DA, over the phone on 01332 388101 or by emailing [accessibility@derbyshireccc.com](mailto:accessibility@derbyshireccc.com)
- A valid Blue Badge must be shown before car park booking is confirmed. This can be presented in person or via [accessibility@derbyshireccc.com](mailto:accessibility@derbyshireccc.com)

- **ACCESSIBLE TOILET FACILITIES**

- Accessible toilet facilities are available
- If you experience any problems with the use of the accessible toilets, please contact the nearest steward

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## TRAVELLING TO THE INCORA COUNTY GROUND

### Arriving By Car

- From M1 South  
Take exit 25 and follow signs for A52 Derby  
After 6 miles arrive at the Pentagon Island, following signs for Chaddesden  
The ground is 4<sup>th</sup> exit of this roundabout, signposted Derbyshire County Cricket Club
- From M1 North  
Take exit 28 and follow signs for A38 Derby  
After approximately 13 miles, arrive at the Little Eaton roundabout  
Take the slip road A61, signposted Derby and with a brown sign County Cricket/Pride Park Stadium  
Continue straight on, remaining on the A61 at the next 3 roundabouts until reaching the Pentagon Island  
At Pentagon Island take 1<sup>st</sup> exit off roundabout signposted Derbyshire County Cricket Club
- From Birmingham  
Travel up A38 until the Little Eaton roundabout  
Take 3<sup>rd</sup> exit signposted A61 Derby and with a brown cricket/football sign  
Continue straight on, remaining on the A61 at the next 3 roundabouts until reaching the Pentagon Island  
Take 1<sup>st</sup> exit off roundabout signposted Derbyshire County Cricket Club
- From M6  
Take exit J15 (from south), J16 (from north)  
Follow signs to A50 (Uttoxeter)  
Follow A50 for approximately 20 miles to A516 to Derby  
Take A516 until it joins A38 then follow directions from Birmingham above

### Drop Off / Pick Up

- All drop off and pick ups will be taking place in Stores Road, located to the west of the concert Arena
- Access will be from Sir Frank Whittle Way
- Please follow road signs and stewards' directions while using this facility
- A safe controlled area has been put into place for your convenience and a safe 5 minute walking route to the Arena
- Please be advised no dropping off or pick ups will be allowed on the roadside outside of the arranged drop off / pick up area in Stores Road
- This also applies to all pre-booked Taxis and Hackney Cabs

### Parking

- Car parks will open from 3.30pm
- Car parking spaces in close proximity to the venue are being sold on a first come, first served basis. To guarantee your parking space we strongly recommend you pre-book via authorised ticket merchants
- The venue will sell Accessible Car Parking only
- Official car parking is available in close proximity to the ground on the Racecourse playing fields (Car Park C)

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- All official event car parks will be open from 3:30pm on the event day and will close at approximately 11:00pm

## Car Park A - Accessible car parking

- Accessible parking is available for Blue Badge holders only adjacent to the ground via the main entrance off Nottingham Road (DE21 6DA)
- Tickets must be purchased in advance via the venue to guarantee access

## Car Park B - Pentagon House

- Hospitality Parking at Pentagon House, off Stores Road

## Car Park C - Racecourse - approximately 2,000 spaces

- Entrance A (from South and East)  
When travelling from the South and East the venue advises using entrance A off St Marks Road adjacent to the Light House Centre (DE21 6AL)  
Access to St Marks Road is via the second left turn on Nottingham Road, following the main entrance to the ground  
The venue is immediately adjacent to this section of the Racecourse car park
- Entrance B (from North and West)  
When travelling from the North and West the venue advises using entrance B or C to the Racecourse car park with access of St Marks Road  
Join A61 at Little Eaton Island, continuing straight on at the next two roundabouts  
At the 3<sup>rd</sup> roundabout turn left onto Hampshire Road continuing onto St Marks Road  
There is an approximate 5 minute walk to the venue from this section of the Racecourse car park

## By Train

- Derby is on the East Midlands Trains mainline with direct trains from Leicester to the South and Sheffield and Chesterfield from the North
- Derby is also served by local trains from Burton, Matlock, Nottingham and the East Midlands
- The walk from the station takes about 20 minutes
- Please plan ahead and allow plenty of time for your journey
- Taxi services will be available

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## IS THE CONCERT SEATED?

- Yes, the concert is fully seated
- The seating is blocks AA, BB, CC and DD are on the pitch
- Block EE has slightly tiered seating
- Please be aware that people may stand up around you within the seats
- Please note the pitch / floor seating is not tiered
- Seats within the venue are all uncovered

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## 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

## SUPPORT

- Yes, there will be a support act. Please check listings for details

## CAN I BRING A BAG?

- Yes, but only one small bag (no bigger than A5 size) 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

## CAN I BUY OFFICIAL MERCHANDISE?

- Yes, official merchandise will be available to purchase within the venue
- Do avoid unlicensed traders outside of the venue offering inferior goods
- Catering and bar tills will accept all major debit/credit cards, as well as contactless payment options, including Apple and Android Pay

## 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
- You may bring one small, sealed plastic bottle of water per person, max 500ml
- 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
- Catering and bar tills will accept all major debit/credit cards, as well as contactless payment options, including Apple and Android Pay

## 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

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- Any cameras that are deemed 'professional' will be confiscated until the end of the concert

## DO'S

- Do keep your belonging 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 (except one small, sealed plastic water bottle) 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

## 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
- 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)
- 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 may be subject to a search 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

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- 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 small handbags and shoulder bags will be allowed into the venue
- Please note that there will NOT be a luggage storage or cloakroom facility at the venue
- The use of threatening behaviour, foul or abusive language is strictly forbidden and will result in arrest and/or ejection from the Ground
- Racial, homophobic or discriminatory abuse is strictly forbidden and will result in arrest and/or ejection from the Ground

## SMOKING

- Smoking is not allowed in the stands, seating areas or Club buildings
- Smoking is permitted in designated areas only

## TOILETS

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

## UMBRELLAS

- Umbrellas are not permitted