

## **GENERAL INFORMATION & FAQ'S**

**\*\*ALL TIMES ARE SUBJECT TO CHANGE\*\***

### **DOOR & SHOW TIME**

THURSDAY AUGUST 24, 2017  
PARKING ATTENDANTS ON SITE BEGINNING AT 3:30PM  
DOORS OPEN AT 5:30PM  
OUR LADY PEACE AT 7PM  
**\*\*ALL TIMES ARE SUBJECT TO CHANGE\*\***

CHECK THE WAZE LIVE TRAFFIC APP (Available on [Google Play](#) and the [App Store](#)) FOR DETAILS OF THE QUICKEST ENTRY AND EXIT TO THE VENUE WHICH INCLUDES DETAILS ON ROAD CLOSURES IN THE AREA

### **VENUE LOCATION**

Investors Group Field is located at 315 Chancellor Matheson Road, Winnipeg, MB.

### **WHEN SHOULD I ARRIVE AT THE VENUE?**

We suggest you try to arrive a bit early to ensure you don't miss any of this great show!

Merchandise will be available to the public from 12noon to 4pm in the big tent at the corner of University Crescent and Chancellor Matheson Road (no event ticket required to access merchandise tent during these hours).

Beginning at 5pm, the plaza area—including the merchandise tent—will become a ticketed area (concert ticket required for entry). Radio stations on site, food and beverage available! Avoid the rush and start the party early! Once you're in the plaza, you'll gain easy access to Investors Group Field when concert doors open.

*Rates, terms and conditions for the surrounding University of Manitoba parking lots will apply. At 3:30pm, parking attendants will assist advance pass holders and cash parking patrons to designated parking locations. Full event day parking plan is in effect at 5:30pm.*

## **WHICH GATE SHOULD I USE ONCE I GET THERE?**

Gates are scheduled to open at 5:30pm, your ticket allows you to enter at any main gate at Investors Group Field (Gates 1, 2, 3, and 4). As you enter the venue, guest services personnel will be available to answer your questions or direct you to your destination.

It is suggested that you avoid bringing bags or back packs, however, a bag check service will be available outside the venue, at Gate 1.

Please note that re-entry to the venue is not permitted – if you leave, you will not be allowed to re-enter. (The show is going to be so great that no one will want to leave anyway! 😊)

## **IS PARKING AVAILABLE AT INVESTORS GROUP FIELD?**

Parking passes are available for advance purchase through Ticketmaster. Click [HERE](#) or call 1.855.985.5000, while supplies last. Passes purchased via phone or internet must be printed at home before heading to the concert!

If you buy an advance parking pass, please:

- Enter and exit the campus using the street marked on your pass;
- If you have a standard Ticketmaster ticket or you've printed your parking ticket at home, have your parking ticket ready to present to the parking attendants. Leave the parking ticket on your vehicle's dash, face up and visible through your windshield for the duration of the concert.
- There is no will-call pickup for parking passes and parking attendants will not have access to pre-purchase information. All vehicles arriving with pre-purchased parking should have:
  - Their ticket in-hand and ready to present to attendants
- Watch for signage and parking attendants to assist you, they will be on site beginning at 3:30pm and will direct you to designated parking areas beginning at 3:30pm.

Cash parking will also be offered starting at 3:30pm the day of the concert and will be sold on a first-come, first-served basis, while quantities last; otherwise, rates, terms and conditions for the surrounding University of Manitoba parking lots will apply. Full event day parking plan is in effect at 5:30pm.

## **IS ACCESSIBLE PARKING AVAILABLE AT THE VENUE?**

A limited number of accessible parking passes may be available for sale but they must be requested in advance of the concert. To qualify, concert goers must first have a valid disabled parking permit. To request accessible parking, call the Blue Bomber office at 204.784.2583.

## **IS PARK & RIDE SERVICE AVAILABLE FOR THIS EVENT?**

Yes, starting at 5pm on show day. For a nominal fee (\$5 cash when you board the bus, children 12 and under are free) there are seven special event Park & Rides located across the city that provide non-stop service to and from Stadium Station at Investors Group Field. Click here for the game day/special event park & ride map. Postgame service will operate from Stadium Station located outside Gate 4. Stadium Station can also be accessed from Gate 3.

See Park & Ride locations below. Click [HERE](#) or call 311 for more information:

[Route 1 – Park & Ride Super Express](#) – McPhillips Station Casino (484 McPhillips St) to Investors Group Field. The [McPhillips Station Park & Ride](#) can accommodate up to 500 cars

[Route 2 – Park & Ride Super Express](#) – Club Regent (1425 Regent Ave West) to Investors Group Field. The [Club Regent Park & Ride](#) can accommodate up to 115 cars

[Route 3 – Park & Ride Super Express](#) – Centre Scolaire Leo-Remillard to Investors Group Field. The [Centre Scolaire Leo Remillard](#) (1095 St. Anne's Road) can accommodate up to 160 cars.

[Route 4 – Park & Ride Super Express](#) – Manitoba Hydro (820 Taylor Ave) to Investors Group Field. The [Manitoba Hydro Park & Ride](#) can accommodate up to 500 cars.

[Route 5 – Park & Ride Super Express](#) – Assiniboia Downs to Investors Group Field. The [Assiniboia Downs Park & Ride](#) can accommodate up to 300 cars

[Route 6 – Park & Ride Super Express](#) – St. Norbert Hotel (3540 Pembina Hwy) to Investors Group Field. The [St. Norbert Hotel](#) can accommodate up to 200 cars.

[Route 7 – Park & Ride Super Express](#) – Red River Co-op (77 Vermillion) at Lakewood mall. The [Red River Co-op Park & Ride](#) can accommodate up to 300 cars.

### **Post Event Service:**

All Park & Ride service and extra regular service on routes 75, 78 (via Cambridge and via Kenaston) and 160 will operate from Stadium Station, located outside of Gate 4. Route 162/170 can be caught at its regular stop – University Crescent at Freedman.

If you are unsure of where to catch your bus on your return home, Transit Supervisors will be on scene to help guide you to your bus. Wayfinding signage will also be posted at the venue.

Click [HERE](#) for the Stadium Station map.

## **IS THERE A DROP OFF / PICK UP AREA LOCATED AT THE VENUE?**

The drop-off and pick-up area is located in U Lot off of Chancellor Matheson Road, across from Investors Group Field. Please follow the signage that will be setup to help get to these zones, and there will be staff on site to help with further directions and instructions.

For taxis and limousines, drop off and pick up will be accommodated on the parking lot in front of the Pinnacle Club off of University Crescent.

## **CAN I RIDE MY BIKE TO THE VENUE?**

There is a Bike Valet service that is located at Gate 3 of the venue which is completely free to use and offers:

- Fully secure and monitored bike storage.
- Rack space for 800 bicycles.

There are racks for about 400 more bikes that are available around the perimeter of the venue, however, these racks are not monitored.

## **WHERE DO I PICK UP MY TICKETS?**

If you do not have your tickets yet, we encourage you to collect them in advance of the show – this will help alleviate line-ups at the box office will-call and will help make your concert-going experience more enjoyable! Most tickets, with the exception of Day of Show Pickup Only tickets, can be picked up at Bell MTS Place box office with your credit card and photo ID if this option was chosen at time of purchase; otherwise, will-call pickups are available at the Investors Group Field North Ticket Office near Gate 3.

Investors Group Field North Ticket Office (Gate 3) will open at 12:00 noon on concert day. In addition to regular ticket will-call services, Day of Show / Will Call Pickup Only tickets are available from this location only.

Remember--to collect your tickets, you will be required to show your photo ID and the credit card used to purchase.

## **IS THE SHOW ASSIGNED SEATING OR GENERAL ADMISSION?**

Most ticket holders will have assigned seating. Tickets for the pit are general admission.

## **I REQUIRE SPECIAL SEATING, WHERE DO I GO?**

Designated seating areas for any patrons requiring wheelchair or special seating consideration must be coordinated through Ticketmaster in advance. On site, please ask for assistance from any guest services personnel and they will do their very best to assist you. All four gates at Investors Group Field can be used to enter the venue for those in wheelchairs or by special means.

## **WHAT CAN OR CAN'T I BRING INTO THE CONCERT?**

All patrons will be subject to a search and security wand at all entry gates.

To speed up the process, it is suggested that you avoid bringing bags or back-packs; they will be subject to search. A bag check service will be available outside Gate 1, at a cost of \$5.00 per item.

For everyone's safety and comfort, **certain items are prohibited inside the venue.** They are listed here.

You may not bring:

- PROFESSIONAL CAMERAS (Nothing with a lens longer than 3")
- AUDIO OR VIDEO RECORDING DEVICES
- TABLETS, IPADS
- SELFIE STICKS
- COOLERS
- BOTTLES
- CANS
- ALCOHOL
- ILLEGAL SUBSTANCES
- LARGE UMBRELLAS (Collapsible umbrellas to under 18" are allowed but they may not be opened in the venue).
- SIGNS, BANNERS, FLAGS, OR POLES OF ANY KIND, OR ANYTHING THAT MAY OBSTRUCT THE VIEWING PLEASURE OF OTHERS.
- FRISBEES
- PETS (CERTIFIED GUIDE DOGS WILL BE PERMITTED)
- KNIVES
- WEAPONS
- BULK FOODS
- GLASS
- CHAIRS
- LASER POINTERS
- FIREWORKS
- AIRHORNS, WHISTLES, MUSICAL INSTRUMENTS
- ANY OBJECT DEEMED TO POTENTIALLY POSE A RISK TO GUESTS, STAFF, OR ARTISTS

**VENUE MANAGEMENT RESERVES THE RIGHT TO RESTRICT ANY ITEM(S) THEY DEEM INADMISSABLE.**

But you CAN bring:

Cell phones and small, personal point and shoot cameras will be permitted! To avoid distracting the artist and your fellow guests, please refrain from using flash at any point during the performance.\*

Stay dry on your way to the venue! Collapsible umbrellas (to under 18 inches) are allowed, but they may not be opened inside the event.

Stay hydrated! One (1) plastic empty bottle per person OR one (1) sealed water bottle with water will be allowed – you can fill it with water at the fountains provided inside the venue!

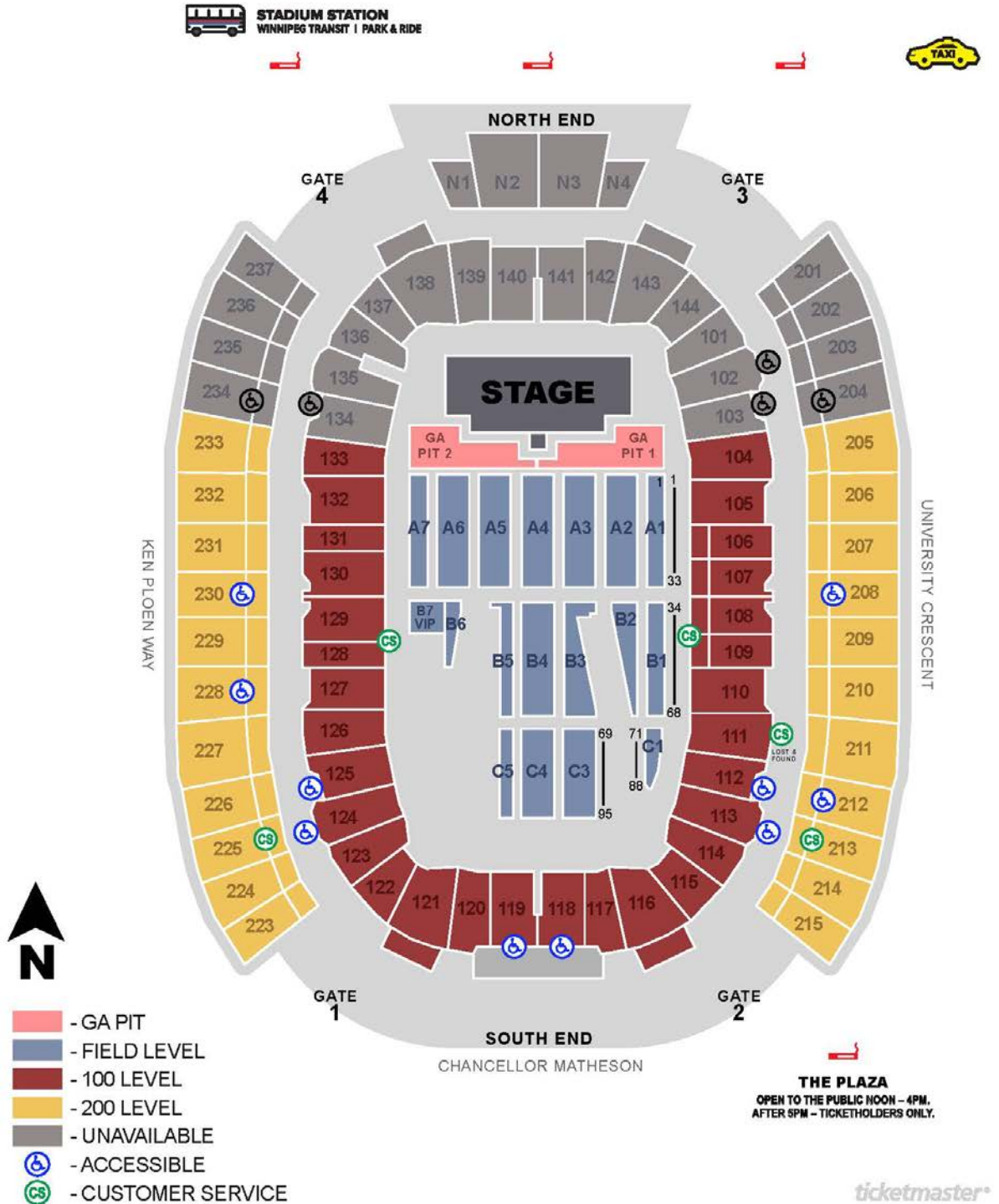
Single serving snacks (e.g., chocolate bar, carrots, etc.) will be permitted. Don't forget to check out the Investors Group Field concession offerings!

*\* Any photographs taken at this performance may only be used for personal, non-commercial purposes. Any use or distribution of photographs taken at this performance for commercial purposes is STRICTLY PROHIBITED. Videotaping and sound recording is STRICTLY PROHIBITED. Any use or distribution of videos or sound recordings made at this performance is STRICTLY PROHIBITED. We reserve the right to remove or refuse entry to any patron violating these rules, and to remove, inspect and temporarily retain any equipment used for such purposes. YOUR ENTRY INTO THIS PERFORMANCE SIGNIFIES YOUR ACCEPTANCE OF THESE RULES.*

Below is the seating map including the floor sections:

# Guns N' Roses

Investors Group Field, Winnipeg, MB  
Thursday, August 24, 2017



## **WHERE CAN I PURCHASE CONCERT MERCHANDISE?**

Show merchandise will be available to the general public (no show ticket required!) on concert day at the Plaza located on the corner of University Crescent and Chancellor Matheson Road from 12noon to 4pm.

For ticketholders, merchandise will be available in the Plaza after 5pm as well as inside the venue at Gates 1, 3, and 4. Payment options: Cash, Debit, Visa, MasterCard, American Express, and Discover Card.

*Please note that the Bomber Store will be closed at 3:00pm on Thursday 24<sup>th</sup> August.*

## **WILL I BE ABLE TO PURCHASE FOOD & BEVERAGE INSIDE THE VENUE?**

Mmmmmm, yes! There will be a wide variety of food and beverage options available throughout the public concourses and the field. Payment options: Cash, Visa, MasterCard, American Express, and Discover Card. All guests who appear under the age of 30 will be required to show valid ID to purchase alcohol. Guests serving alcohol to minors will be subject to arrest. Alcohol may not be brought into the stadium. Guests attempting to bring alcohol into the stadium will be denied entry or removed. Any guest that is denied entry or removed for any violation of facility rules will not be issued a refund.

## **ARE THERE ATM'S IN THE VENUE?**

Yes, there are ATM's located throughout the Stadium concourses and on field level. Service fees apply.

## **WHAT ABOUT WEATHER?**

As this is an outdoor venue, please be prepared for all types of weather. The show will happen – rain or shine! We suggest bringing a rain coat or poncho and that you wear multiple layers to remain comfortable. Please note that collapsible umbrellas (to under 18 inches) are allowed but they cannot be opened inside the venue.

## **IS SMOKING PERMITTED ANYWHERE INSIDE THE VENUE?**

Smoking is not permitted on the field level, in the stands, or anywhere else inside Investors Group Field. Smoking will only be permitted in the extended gate areas of the stadium outside of gates 3 and 4, and the Plaza area.

## **WHAT ELSE SHOULD I KNOW?**

- Strobe lights and/or pyrotechnic effects may be used throughout the performance.
- If you require assistance at any time during the show, guest services personnel will be available at each gate and throughout the venue to answer your questions. You can also call the Investors Group Field Help Line at 204-788-HELP (4357) or text 204-330-4552. Medical personnel and facilities are available at the south end of each concourse; consult guest services or any venue personnel for assistance.

## **WHAT DO I DO IF I STILL HAVE QUESTIONS?**

Call the Blue Bomber office at 204.784.2583, or email [fanservices@bluebombers.com](mailto:fanservices@bluebombers.com).

At the concert, guest service attendants will be located at all gates as well as on the main concourse at section 111 (this includes all Lost & Found items), upper east concourse at section 213, upper west concourse at section 225, field level east side at the bottom of section 108/109 and field level west side at the bottom of section 128/129.

***Thank-you and enjoy the show!***