



Billy Joel | Melbourne Cricket Ground | Guest Information

Show Information & Running Times	
Show Date	Saturday 10 th December, 2022
Show Running Times	17:00 – Gates Open 19:00 – Tina Arena 20:30 – Billy Joel <i>Running times are approximate and subject to change</i>
Special Effects	Please be aware that there will be special effects for this concert.
Arriving at the MCG	
Public Transport	Public Transport is highly recommended as the quickest and easiest option to get to and from the MCG. If arriving by train, Flinders St, Jolimont and Richmond Station are all within walking distance. Tram 70 stops at Rod Laver Arena or Melbourne Arena while trams 48 and 75 stop on Wellington Street. For further information including public transport options when exiting the venue please visit https://www.ptv.vic.gov.au/
Parking	Public parking is available in Yarra Park (subject to capacity). Yarra Park Opening Times: Gate 3 – 1400 Gate 5 - 1430 If you have a valid disability parking permit then parking can be pre-booked through Ticketek - Yarra Park Event Day Parking tickets Yarra Park, MCG Ticketek Australia A mobility shuttle service “The G Train” is available for patrons who require transportation from the carpark or from Richmond and Jolimont Stations.
Tickets & Entry Information	
Box Office/Ticket Collection	If you need to collect your tickets, or have questions regarding ticketing, please speak with the Ticketek Staff who will be happy to help you at the ticket windows at Gate 3 from 16:00. Only tickets purchased through our official ticketing partner, Ticketek Australia, are valid for this event. If you have purchased tickets through any other source, they may not be valid, and you may not be permitted into the event. You may be able to purchase replacement tickets from the box office; however, availability is not guaranteed. Our staff at the box office will be unable to provide you with a refund for tickets purchased from an outlet other than Ticketek Australia.

Bag Policy	Bags must be small enough to fit under your seat. All bags must be presented for inspection on entering the stadium.
Security Checks	<p>As a Condition of Entry into the MCG, all patrons will be subject to bag searches, wandings and a ticket check process, which will be performed at all entrance points to the venue.</p> <p>We encourage patrons to arrive early, be patient and limit the number of items brought to this event to alleviate queue times and avoid any disappointment.</p> <p>Please also review the Conditions of entry and prohibited items list so you know what not to bring. Any prohibited items will need to be cloaked.</p>
Conditions of Entry	<p>In addition to the MCG Conditions of Entry the following items are also not permitted into the venue for this event:</p> <ul style="list-style-type: none"> • Bags and backpacks that cannot fit under your seat • Professional still or video cameras with large interchangeable lenses • Video recording devices (i.e. 'GoPro' or first use video style devices) • Audio specific recording devices • Selfie sticks or other poles or tripods • Bottles or Cans • Glass containers (with discretion applied for medication and small bottles of perfume) • Laser pointer devices • Weapons or projectiles of any kind • Any item considered a danger to the Artist or the public • Plastic bottles brought into the Stadium or purchased at Stadium outlets will need to have their tops removed
Arena Access	<p>Only patrons with tickets onto the arena will be permitted on the arena. All tickets will be checked by staff prior to entry onto the arena.</p> <p>Billy Joel One Night Only in Australia 2022 is a licensed all ages event. This is a licensed, loud music event, staged over a long time and we do not recommend attendance by children aged 5 years and under. Children 14 and under must be accompanied by a parent or legal guardian at all times and have purchased a valid ticket. No concession tickets will be available for children, they must have a ticket.</p> <p>Access to the arena is via the main aisles in the lower seating bowl. If you need assistance onto the arena, please seek the assistance of one of our Event Staff.</p> <p>The gate indicated on your ticket is the closest entry to the arena, however if you are unsure, please see one of our Event Staff.</p>
Facilities & Amenities	
Access Assistance	<p>For patrons requiring assistance to the arena this is via lifts 5/6/7 which can be found inside Gate 2. From here a staff member will escort you to the general admission area.</p> <p>For details on Changing Places facilities, Accessible bathrooms, and the mobility shuttle please visit MCG facilities for those with disabilities</p>
Anti-Social SMS Service	Our priority is the safety and enjoyment of all patrons at the MCG. If you or your friends are experiencing anti-social behaviour, please text us immediately for assistance on 0409 117 621 or speak to one of our event staff members.
Cash free Venue	All food, beverage and merchandise outlets will be cashless – so all transactions will need to be made on your debit or credit card.

Cloaking	<p>We recommend you leave bags and other large items at home so you don't get held up coming into the Stadium.</p> <p>Limited cloaking is available at the customer service office located between Gates 3 & 4 that will be open from 17:00 to end of the show.</p>
First Aid & Medical Assistance	<p>Medical crews will be present inside the Stadium to attend to any problems, no matter how big or small. Please see an event staff member for assistance.</p> <p>Mobile crews will be located on the arena throughout the show.</p>
Merchandise	<p>Official merchandise will be available for sale during the show. There are multiple outlets (internal & external) and they will remain open during and after the show. Selected external merchandise outlets will open from 15:00.</p>
Mobility Shuttle Service	<p>The G-Train Mobility Shuttle service opens from 12pm.</p> <p>Pre-booking is not required; simply wait at a designated pick up point for the next available buggy. The service has pick up points from Richmond Station, Jolimont Station and the Accessible parking areas.</p>
Prayer Room – Multi Faith	<p>The MCG Multi-Faith Prayer Room is open to all patrons of all faiths including Christian, Muslim, Jewish and Hindu. It is located on B1 of the Shane Warner Stand (at approximately M13) and opens from 17:00 until the end of the show.</p>
Sensory Friendly Space	<p>A sensory friendly space is now open at the MCG offering visitors some quiet and calm on event day.</p> <p>Located within the Australian Sports Museum* on Level 1 (inside Gate 3, behind bay M51) this is a space for patrons of all ages who have sensory sensitivities, processing differences, or other hidden disabilities (e.g. autism, acquired brain injury, mental illness, PTSD, dementia).</p>
Smoking & Vaping	<p>The MCG is a smoke-free & vape-free venue. Designated smoking areas outside the stadium are available. For directions to these designated smoking areas, please see an event staff member.</p>
Water	<p>Water fountains (“Bubblers”) can be found in the following locations.*</p> <p>Level B1 M6 Concourse B1 M13 Concourse B1 M18 Concourse B1 M25 Concourse</p> <p>Level 1 M3 Concourse M10 Concourse M25 Concourse M45 Concourse M57 Concourse N13 Entry foyer Keith Miller Room N23 Entry foyer AFL Dining Room N29 Concourse</p> <p>Level 4 Q23 Concourse Q37 Concourse</p> <p>*There will also be additional water points available on the arena for those with arena tickets.</p>

VIP Package Customers	All VIP & Package Customers can collect their commemorative merchandise packages from 14:00 at Gate 1.
General	<p>We hope we've answered all your questions and now you're prepared for a great time! If you have any questions when you arrive, please feel free to speak to one of our Event Staff Members.</p> <p>The MCG is a big venue so remember to plan a meeting point in case you get separated from friends.</p>