

ICC Durban

1. Will individuals be searched on arrival?

Individuals may be subject to a personal search and/or search of personal possessions at the time of entry to the venue.

2. If tickets are defaced or damaged in any way will entry be refused on arrival?

If tickets are damaged or defaced in any way or are not purchased from the official ticketing agent or other authorised points of sale, entry may be refused and a refund denied.

3. Can you re sell your ticket or use it for commercial purposes such as advertising, promotional competitions or to promote the sales of other goods and services?

Without prior consent, tickets must not be resold or offered for resale (including on-line auction sites) or used for commercial purposes including advertising, promotional competitions, or to promote the sales of other goods and services. If this condition is breached the ticket may be cancelled without refund and the bearer of the ticket may be refused entry.

4. What should I do if I buy a fake ticket?

Tickets are purchased and downloaded to the authorized sales locations are the only valid. For tickets purchased in other places, I bear the risk of the buyer.

5. Will tickets be refused entry if they were purchased at unauthorized points of sale?

Tickets purchased through unauthorized points of sale may be cancelled or you may be denied admission without refund.

6. Can you buy tickets at the gate of the venue?

Yes, subject to tickets to availability

7. If tickets are lost or stolen will they be replaced?

Tickets lost or stolen may not be replaced.

8. Are tickets non-transferable and non exchangeable?

Tickets are non-transferable and non exchangeable.

9. Does the event proceed if it rains? YES

10. Are food and alcohol allowed to be brought in? NO

11. Are glass bottles allowed to be brought into the venue?

For the safety of you and fellow concert goers, drinks should be decanted into a plastic container.

Are there recycling points? Yes

If you refuse to comply with a security check will you be denied entry?

Security procedures are in effect and you may be requested to submit to a search of your person and/ or property. Failure to comply will mean you will be prevented from entering the event.

12. What are the consequences to disruptive and offensive behaviour?

Appropriate standards of behaviour are expected and persons deemed to be behaving in a manner that is dangerous or unacceptable to management will be refused admission and/or removed from the venue with no refund on the ticket.

13. Are activities such as stage diving, moshing, climbing and crowd surfing allowed?

Activities such as 'stage diving', 'moshing', 'climbing' and 'crowd surfing' are strictly prohibited for your own safety.

14. To be served alcohol do u need a valid I.D

The venue is licensed. Patrons wishing to consume alcohol must have a Photo ID. We are prohibited by law from serving liquor to under 18s and intoxicated persons.

15. Will food and alcohol be available?

Yes Most, of the time unless the promoter decides that it is not suitable or a safety issue. We mostly serve beer, wine and soft drinks at the bar. Spirits only allowed if there is a sponsor request and approved by the safety and security officer in terms of risk assessment. Food is also served on a risk basis based on concert profile. Interval is normally limited, to prevent queues, purchase your tickets or food and beverage prior to the concert starting.

16. What items are you not allowed to bring into the venue?

- Any cans, metal containers, glass bottles or containers or other glass objects (excluding sunglasses, binoculars and prescription or reading glasses)
- Any illegal drugs
- Skateboards, scooters, roller blades or bicycles
- Knives, weapons or fireworks
- Any object that could be used to distract, hinder or interfere with any performer including a laser pointer
- Any flags with poles, large flags or banners that may obstruct the view of other patrons
- Any whistle, horn, musical instrument, loud hailer, public address system
- Digital, electronic or other recording or broadcast device
- Any item that you intend to distribute, hawk, sell, offer, expose for sale or display for marketing or promotional purposes
- No Animals apart from authorised guide/companion dogs)
- Any dangerous goods and any other items by management to be dangerous or capable of causing a public nuisance

- Umbrella's
- Food/Beverage not purchased at the ICC
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17. What items are you allowed to bring in? Food and beverage purchased at The ICC Durban, decanted drinks, Jackets, souvenirs.

18. Where is the concert venue? ICC Durban: 45 Bram Fischer Rd (Ordnance Road) or Exhibition Centre: 11 Walnut Road

19. How do I get there? See street plan attached.

20. Is there car parking available? Yes but limited to entry on a first come basis

21. How long will it take to get through the gates/security checks?

As with any major event you should allow yourself ample time to get through the gates. Depending on the time of day, crowds, events in surrounding area and security, checks may take some time.

22. What should I bring with me on the day?

Ticket(s), adequate cash, PHOTO I.D as proof that you are 18+ years of age (if you intending to consume alcohol), suitable clothing.

23. Am I allowed to bring my camera?

Cameras for personal use are permitted (no professional zoom) Note: all video cameras and sound recording devices are prohibited.

24. Are there pass outs from the venue?

No, once you exit the gates (after entry) you will not be permitted to exit and re-enter

25. What bathroom facilities are there available?

There will be ample toilet facilities onsite including facilities appropriate to the mobility impaired.

26. Are there lost property areas? Yes, ICC Security

27. What if I injure myself- is there medical personnel/first aid available?

There will be experienced medics and doctors available onsite.

28. Is there wheel chair/ special needs access? Every Concert that we hold, we will make every effort to ensure that access is as easy as possible for concert fans requiring assistance to access the site, including the provision of facilities for mobility impaired to aid enjoyment of the event. Check the ICC website closer to the event specifically for access and parking details.

29. Can I bring my young child with me?

Yes, but depending on the nature of the event the recommended minimum age may vary.

30. Gate times?

These will be confirmed closer to the event, but we expect to open _____ *am/pm* and close *am/pm*. Check our website and ticketing agent all the way up to the day of the event for any updates, as there is always a possibility that things may change.

31. Are all ages allowed?

Yes, all ages are welcome, but we recommend chaperones for anyone under 18 years.

32. Is there a supporting Act?

Kindly check the ticketing agent website for regular updates

33. Can I smoke at the venue? No, limited smoking area's available in the outdoor courtyards

34. Is cash available on site? Yes at the ICC Basement entrance only. Currently negotiating for mobile units at the Arena. Ensure cash is withdrawn before you enter the building.