

## **D DAY 80 TICKETING FAQs – for Public Ticket Holders**

### **Where and when will the Events take place?**

Both events will take place on Southsea Common in Portsmouth, PO5 3LR on Wednesday 5<sup>th</sup> June 2024.

### **D-Day 80: The National UK Commemorative Event**

There are limited tickets available for this event. All tickets are for unreserved floor seats.

We expect the Gates will open from 09:30 and close at approximately 10:30. Entry may not be permitted after this point. Please arrive in good time to allow for entry and security search requirements. The event will begin at 11:00 and will finish around 13:00.

### **D-Day 80: A Tribute to the Fallen**

There are limited tickets available for this event. All tickets available for this event are for unreserved floor seats. Some seats are on a raised platform which require steps to access them. Please see below for further information on accessibility requirements.

We expect the Gates will open from 19:00 and close at approximately 20:00. Entry may not be permitted after this point. Please arrive in good time to allow for entry and security search requirements. The event will begin at 20:30 and will finish around 22:00.

The events are being held by the Ministry of Defence (MoD), produced by BBC Studios.

### **How do I get hold of tickets?**

Tickets for both events will be made available on the Ticketmaster website from 10:00 on Thursday 9<sup>th</sup> May 2024. They will be allocated on a first come, first served basis.

- You will need a Ticketmaster account to access tickets, so we advise creating one in advance. Tickets are free of charge and there are no service or handling fees.
- Each guest will be able to select a maximum of four tickets.
- This is a “lead ticketholder” event meaning that the booker will need to attend the event in person with their group. The lead ticketholder will need to present the tickets and email confirmation to gain entry and all guests aged 18 and over will also need to present photo ID.
- For security reasons, the name, contact details and address of each attendee will need to be shared. For any bookings of two or more tickets, the lead ticketholder will be emailed an Attendee Information Questionnaire by Ticketmaster. This questionnaire must be completed by 23:59 on Wednesday 22<sup>nd</sup> May. If it is not completed by the deadline, entry to the event may be refused.
- The lead ticketholder will be responsible for completing the Attendee Information Questionnaire on behalf of their guests.
- If you have only obtained one ticket, you will not be sent an Attendee Information Questionnaire, as your relevant information will already have been submitted.
- Only the lead ticketholder will receive ticket information from Ticketmaster, including an email confirmation with a booking reference and of all guests’ names, which will need to be shown at entry.

### How do I access my tickets?

- Only the lead ticketholder will receive ticket information from Ticketmaster.
- This event will use Ticketmaster's Mobile Tickets, which means tickets must be presented on the lead ticketholder's mobile phone to obtain entry. **Ticketholders will not receive a paper ticket or be able to print out a version of the tickets.**
- The lead ticketholder will be able to access the group's tickets in their Ticketmaster account or through the Ticketmaster App. **Note that there will be no public Wi-Fi at the event, so we strongly recommend that the lead ticketholder downloads the app and saves their tickets to their digital wallet in advance.**

### Can I get tickets for both events?

It is possible to get tickets for both events. However, tickets are very limited and will be available on a first come, first served basis. Tickets for both events will be available to book at the same time (from 10:00 on Thursday 9<sup>th</sup> May 2024) and will require separate bookings.

### Are there any age restrictions?

The lead ticketholder must be aged 18 or over. Any under 18s must be accompanied by a ticketholder who is either a parent, legal guardian or someone acting with the consent of their parent or legal guardian.

Please note that these events are happening on a weekday during school term time. *D- Day 80: A Tribute to the Fallen* will not finish until 22:00 so may not be suitable for young children.

Additionally, aside from changing facilities, there will be no facilities for babies or small children such as a buggy park, bottle/food heating facilities etc.

### Can I change a guest name after submitting the Attendee Information Questionnaire?

All guest details should be correct when the Attendee Information Questionnaire is submitted. In the event that a name has to be changed last minute, please contact **Ticketmaster Customer Services** via [How to Contact Us – Ticketmaster Help](#). Name changes can be made until Wednesday 29<sup>th</sup> May.

### Can you forward the QR ticket to someone else?

No, tickets are non-transferable. All guests need to arrive together with the lead ticketholder.

### What should I do if I can no longer attend?

If you've been allocated tickets for *D-Day 80: The National UK Commemorative Event* that you can no longer use, please see the Ticketmaster website for details on how to return them.

If you've been allocated tickets for *D-Day 80: A Tribute to the Fallen* that you can no longer use, please see the Ticketmaster website for details on how to return them. If there are any resales for *D-Day 80: A Tribute to the Fallen*, these tickets will be advertised on the Ticketmaster website week commencing 27<sup>th</sup> May 2024.

### What sort of security arrangements will there be?

Guests' safety and security whilst at the event is a priority, so ticketholders are advised to arrive early to pass through security screening processes. All guests will be subject to a security search on arrival.

As well as their mobile ticket, guests will also be asked to show the email containing all the confirmed named guests. All guests aged 18 and over will need to bring photographic identification.

Acceptable Photographic Identifications are:

- Passport
- UK Driving Licence or UK Provisional Driving Licence
- MOD 90
- EU National ID Card

**Guests aged 18 and over without photographic ID will be required to provide two forms of ID from the list below:**

- UK Freedom Pass
- Birth Certificate

Dated within 3 months:

- Bank Statement
- Utility Bill
- Physical Government issued letter e.g. HMRC or NHS

If your guest is aged under 18 they will not be required to provide the above identification.

Failure to provide adequate proof of identity may result in entry being refused. More details on the security arrangements will be sent closer to the Event.

Tickets will be strictly non-transferrable.

**Will I be sent further information about event arrangements?**

Yes, specific information about the arrangements for the event and what to expect will be sent to the lead ticketholder a week before the event; including what you can and can't bring, security arrangements, entry and exit points and timings.

Ticketmaster will send you information on how to present your mobile tickets in the lead up to the event.

**How will my personal data be used?**

The personal data you provide when registering for tickets will only be used by BBC Studios, Ticketmaster (the company contracted to administer issue tickets on our behalf), the MoD and (if necessary and/or applicable) other organisations concerned with the administration and security of the event, as stated in the event privacy notice. Your data will be handled in accordance with the BBC Privacy Policy found here: <http://www.bbc.co.uk/privacy>.

Ticketholders will redeem their ticket through Ticketmaster. If you do not already have an account with Ticketmaster, you will be required to create one. When redeeming a ticket and creating an

account, Ticketmaster will process your personal details in accordance with their privacy notice found here: <https://www.ticketmaster.co.uk/privacy>.

## **ON THE DAY**

### **What can I expect at the Event?**

Both events will commemorate the 80<sup>th</sup> anniversary of D-Day, the largest naval, air and military operation in history. They will pay tribute to the extraordinary bravery and achievements of the D-Day veterans, and the incredible work on the Home Front that combined to make D-Day one of the most important days of the twentieth century. It will reflect on the story of the 'great' of Great Britain who came from every walk of life, and the role of the Allies who combined to launch the most complex amphibious invasion plan ever conceived.

At *D-Day 80: The National UK Commemorative Event*, you can expect recognisable faces, musical performances, readings and testimonies.

*D-Day 80: A Tribute to the Fallen* will include a community vigil to fallen Allied soldiers who fought and died during D-Day operations, include a live broadcast from Bayeux War Cemetery in France. You can expect live music performances and moving testimony from those who were there.

As both events are being broadcast live on BBC One and iPlayer, you may appear on TV. By attending the event you are giving your consent to this.

### **What facilities are you providing for people with accessibility requirements?**

- The floor seating has spaces designed for wheelchair users. We also have a high dependency platform with charging facilities for electric wheelchairs.
- There will be a 'quiet zone' Welfare Tent.
- The event will be signed live by BSL interpreters.
- Portable hearing loops will be placed in specific areas such as information points, welfare tent, first aid tent, bag searches etc.
- Audio description loop packs will be available.
- Volunteers will support with the accessibility areas.
- Food and drink concessions will have provisions in place to support those with accessibility requirements

If you need any further information on accessibility at this event, or have any other access requirements, please contact **Ticketmaster Customer Services** via [How to Contact Us – Ticketmaster Help](#)

### **What if I can't access my QR ticket on the day?**

There will be staff on site to assist any guests who are unable to access their ticket on their phone due to, for example, a lost phone or a battery running out.

### **What happens if it rains?**

The stage will be covered, but not the seating areas. Please bring a waterproof coat with you. Large umbrellas will not be permitted during the event.

### **What will the dress code be?**

We ask that guests do not wear clothing with large slogans and/or offensive wording. Otherwise, guests should wear what they feel comfortable in, bearing in mind potentially changeable weather, the fact that the seating area will be uncovered on a grassed event area, and the duration of the event. We would advise comfortable footwear, waterproof and warm clothing.

**Will I be able to bring a bag/luggage?**

For security reasons, only small A4 sized bags, handbags and waterproof clothing will be permitted. All bags will be searched and there are no left-luggage or cloakroom facilities at the event.

**Will I be able to bring food and drink?**

It is not permitted to bring alcohol or food into the event. There will be concessions within the event site if you wish to purchase food or drink, which will cater to most dietary needs. There will be no alcohol sold on site.

However, you may bring baby food in with you if required, but please note that there are no heating facilities on site. You can bring in sealed bottles of water up to 500ml in size.

You are also encouraged to bring an empty reusable water bottle with you. Flasks or reusable water bottles must be emptied of their contents before you enter the security search point. You will be able to re-fill them at water stations within the event site. Any food items and liquids must be consumed or disposed of before you enter the security search point.

**Will I be able to bring a camera?**

You may bring a small camera, for taking still pictures at the event. You will not be permitted to film the event on a video recorder or your phone. Professional cameras (including zoom lenses), video cameras or any form of audio-visual equipment will not be allowed into the event and could result in your entry not being permitted or your equipment removed.

**What can't I bring into the event?**

- Food and Drink – You may not bring any food or drink (including alcohol) to the event with the exception of sealed bottles of water up to 500ml in size. Water points are available on site, re-useable water bottles are permitted if empty. You may bring sealed pouches or pots of baby food for your baby if required.
- Liquids – You may not bring any liquids into the event other than sealed bottles of water up to 500ml in size, a tube of suncream up to 50ml, or baby milk if required.
- Drugs / Controlled Substances – A drugs search is in operation at the event entrances, if any illegal drugs are found, you will be ejected and passed to the police
- New psychoactive substances “legal highs” are strictly forbidden at the event and could result in penalties for possession or supply.
- Animals – only registered assistance dogs are permitted at the event.
- Filming equipment – unauthorised professional photography or filming equipment is not permitted
- Large bags – Any bags larger than A4 size are prohibited and there are no cloakroom facilities at the Event.

- Dangerous items – the following are considered dangerous and are not permitted.
  - Drones
  - Large golf umbrellas
  - Glass in any form
  - Sealed cans or metal containers
  - Spray cans, Gas cannisters or compressed gas in any container
  - Fireworks, flares, smoke cannisters, Chinese lanterns
  - Camping stoves or cooking apparatus, explosives
  - Hand held communication devices such as radios, radio jammers / scanners
  - Firearms, knives, scissors or blades of any size, replica weapons of any sort
  - Balloons
  - Stools / camping sticks / chairs or other furniture
  - Gazebos or parasols
  - Sports equipment
  - Flags, flag poles, banners & blankets
  - Megaphones, amplification equipment
  - Klaxons, airhorns or other similar items capable of making loud noise
  - Laser pens
  - Scooters, skateboards, bicycles
  - Hi-visibility tabards or similar

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

If you're travelling to Portsmouth, the easiest way to travel, if possible, is by train. To plan your journey to and from the event in advance use the [National Rail Enquiries](#) websites. Ahead of and during your journey, check live travel updates via [National Rail](#) or your train operator.

There are two train stations in Portsmouth. The main station is Portsmouth & Southsea. A free shuttle bus will be in place between Portsmouth & Southsea Station and the event. The event bus stop is a short walk to the designated audience entrance of the Event site, which will be clearly signposted.

The second station is Portsmouth Harbour and you can walk approximately 30 minutes to the designated audience entrance following a clearly marked route.

If you are driving to the event, please use the park and ride that is conveniently located on the M275, Junction 1. There is limited parking near the seafront and no event parking except for ticket holders with blue badges. Park and Ride buses for the event will depart every 15 minutes and buses will return at regular intervals. More information will be made available soon.

If you live locally, please consider catching the bus or walking to and from the event if possible.

Whichever way you travel plan your journey and allow extra time when travelling to and from the event as Portsmouth is expected to be busy.

**What Covid-19 guidelines will be in place for the event?**

There are currently no covid restrictions in place within the UK. Event protocols will be subject to government restrictions at the time and any additional BBC Covid-19 Event safety measures. This will be an outdoor, non-socially distanced event.