



Billie Eilish

with special guest Ashnikko

PLEASE SHARE THIS INFORMATION WITH YOUR FRIENDS

RUNNING TIMES*

**Approximate and subject to change without notice*

4:30pm	Ticketek Box Office opens
5:00pm	External Gates / Foyer doors open
6:00pm	Arena Doors Open
7:00pm	Event Commences

WHAT YOU SHOULD BRING

These essential items should easily fit into your pocket;

- ❖ Valid Event Ticket;
- ❖ Phone – fully charged;
- ❖ Debit/Credit Card only (this is a cashless Venue); and
- ❖ Photo identification

Don't forget to bring your dancing shoes!

We recommend the flat, comfortable kind especially if you are on the general admission – standing floor.

WHAT YOU CAN'T BRING

As a condition of entry and to assist in providing a safer environment for everyone, a security search and magnetic wandling will take place prior to entry. The Brisbane Entertainment Centre encourages a 'less is best' approach. Please do not bring the following items;

- ❖ **NO BAGS AND BACKPACKS LARGER THAN A4 SIZE SHEET OF PAPER**
- ❖ **NO PROFESSIONAL CAMERAS OF ANY KIND (phones OK)**
- ❖ **NO AUDIO/VIDEO RECORDING DEVICES**
- ❖ **NO DRONES**
- ❖ **NO** Selfie sticks/monopods and tripods
- ❖ **NO** Tablets (e.g. iPads, iPad Minis, Samsung Galaxy Note etc)
- ❖ **NO** Alcohol and illegal substances

IF YOU'RE UNSURE – LEAVE IT AT HOME
FOR A FULL LIST OF PROHIBITED ITEMS –
www.brisent.com.au

EARLY ARRIVING PATRONS – EACH EVENT DAY MORNING:

GATE A has been designated as the only gate that will open for those guests wishing to arrive early. Gate A will open from approximately 5:00am for pedestrians to walk through. All other access gates will open at later times. Security will be in position to walk guests to the Lakeside Turnstiles in an orderly manner.

CAR PARKING

For any patrons arriving early, Car Park 1 will be open to park your vehicles (if arriving early, you will need to park the vehicle and walk through Gate A). Car Park 1 is located just before entering Gate A (noted on map below). Vehicles are not to park in other areas of the grounds / venue.

REMINDER

Camping on site is NOT PERMITTED. Those found camping within the grounds will be asked to leave and Queensland Police will be contacted for anyone found to be camping under the age of 18.



IMPORTANT SUSTAINABILITY INFORMATION:

Billie Eilish will continue her long-standing partnership with environmental nonprofit REVERB on this tour, building on the success of previous efforts, which resulted in over \$1 million donated to environmental, greenhouse gas reduction, and climate justice projects, more than 150,000 fan actions, and much more. Sustainability efforts on this tour will include reducing greenhouse gas pollution, decreasing single-use plastic waste, updating concession offerings to promote and encourage plant-based food options with Support+Feed, and supporting climate action.

- Join the effort to make HIT ME HARD AND SOFT: THE TOUR more sustainable by carpooling or catching public transport. Your concert ticket includes free travel on Queensland Rail City Network trains (excluding Airtrain) and Transport for Brisbane buses to and from Brisbane Entertainment Centre. Free travel begins at midday and runs until the last service of the day. To plan your journey download the Translink app, visit translink.com.au or call 13 12 30.
- Visit the REVERB Eco-Action Village at the show where you'll have the chance to connect with local climate organizations and learn about opportunities for you to take action in your community.
- You are welcome to bring an empty refillable water bottle with you however it must not be larger than 1L (32oz). **Glass bottles will not be permitted.**
- Please utilise the recycling and containers for change stations around the Venue.
- In addition to regular menu items, there are delicious vegetarian and vegan food and drink options available.

MERCHANDISE

Be the first in Australia to secure your exclusive Billie Eilish 'Hit Me Hard and Soft' Tour Merchandise. We're going BIG with a massive indoor retail hub and we are operating with extended trading hours from 12 noon daily (Tuesday, Wednesday, Friday and Saturday). The range is extensive with some definite must have items. There will be plenty of directional signage to the retail hub but if you can't see it, please ask a team member for assistance. Remember it is a cashless operation, so bring your card.

GETTING TO THE BRISBANE ENTERTAINMENT CENTRE

PUBLIC TRANSPORT

Join the effort to make HIT ME HARD AND SOFT: THE TOUR more sustainable by carpooling or catching public transport. Your concert ticket includes free travel on Queensland Rail City Network trains (excluding Airtrain) and Transport for Brisbane buses to and from Brisbane Entertainment Centre. Free travel begins at midday and runs until the last service of the day. To plan your journey download the **Translink app**, visit translink.com.au or call **13 12 30**.

Boondall railway station on the Shorncliffe line is approximately 600m from the Venue. Please note that due to the finishing time of the event, some scheduled services departing Boondall station may not make connecting services. To plan your journey, visit the Translink website for service information, www.translink.com.au or call 13 12 30.

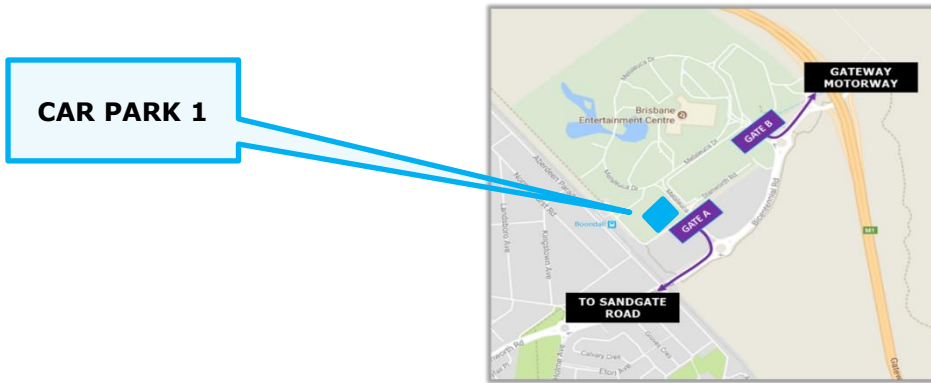
CAR

Parking is available at the Centre. The cost is \$18.00 per vehicle, payable to the attendant upon entry (card only). Patrons with special needs must display a current disability parking permit upon entry. Ensure that you follow the directions of the Car Park Attendants at all times.



EXITING THE VENUE AFTER THE SHOW

Due to the large volume of traffic on exit, we ask that everyone be patient, a traffic management plan will be in place with the assistance of Queensland Police. All traffic exiting via Gate A will be diverted to Sandgate Road. All traffic exiting via Gate B will be directed to the Gateway Motorway. Please ensure you are familiar with both locations and plan in advance.



GENERAL ADMISSION (STANDING) TICKET HOLDERS

If you have purchased a ticket to the General Admission (Standing) area on the floor, you will enter via the **LAKESIDE** Turnstiles only (marked with **GREEN FLAGS**). General Admission Standing queue lanes are clearly marked with door numbers, so **please ensure you queue on the lane that corresponds to the door number on your event ticket**. Show ticket and circle door number.

Once your ticket has been scanned at the turnstiles, the Venue will issue a wristband for General Admission Standing entry (1 wristband per ticket). Loss, removal or tampering of the wristband may result in denied access to the General Admission Standing floor.

Venue or Security staff WILL NOT be responsible for keeping the order of the queue line. If you queue, the line is to be self-policed. We strongly encourage you to look after one another, and respect where each person is in the line.

All four (4) General Admission entry doors (Doors 4, 5, 10 and 11) to the Arena floor will open at the same time.

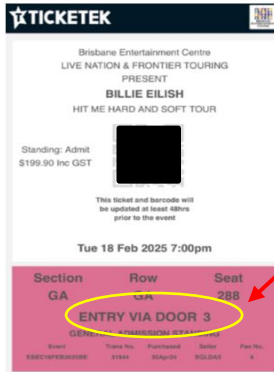
ENTRY PROCEDURES

At the entry points you will go through a security check then scan your tickets at the turnstiles. Non ticketed guests will not be permitted into the Centre (excluding parents/guardians who are accompanying a minor – under 15 years. Parent/Guardians must present at the turnstiles at the same time as the ticketed guest. If arriving later, entry will not be permitted).

Noted on your event ticket is a door number. You will enter the Main Arena via the door number on your ticket. See the Front of House staff (Ushers) in teal coloured shirts and they will direct you to your seat or to the floor for General Admission patrons.



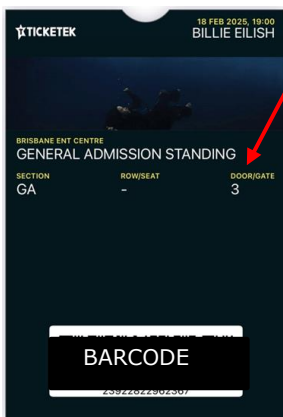
Mobile Ticket Sample



Print At Home Sample



Apple Wallet Sample



Samples of where to find your Door Entry on your ticket. If unsure where to go, ask an Usher for assistance.

EZYTICKET HOLDERS

Ensure tickets are individually printed and distributed prior to arriving at the turnstiles. Tickets must clearly display your Barcode, Door, Section, Row and Seat number.

Find out more about Ticket Delivery Assistance – visit www.ticketek.com.au

MOBILE TICKET HOLDERS

If you have more than 1 ticket on your phone, please use the SHARE TICKET option and forward tickets to your guests before arriving at the venue.

GENERAL INFORMATION A – Z

ARRANGE MEETING POINTS

There will be a lot of people attending the event so it is important that you and your friends decide on a meeting point if you get separated. If you are being collected after the event, organise a meeting point in advance.

ATM

There are no ATM's located at the Centre. All outlets including catering and merchandise are cashless. Be sure to bring your plastic debit/credit card in case of mobile phone congestion.



CAMERA POLICY

Professional cameras (those with detachable or telephoto lenses), audio & video recording devices and drones will not be permitted into the Centre.

CLOAKROOM

A free Cloakroom is located adjacent to the Ticketek Box Office. All bags submitted to the cloakroom will be subject to a security search prior to cloaking. We recommend a less is best approach and leave your large bags at home or put your gear into your car before entering the Centre.

DROP OFF/PICK UP

There will be a Drop Off/Pick Up Zone located within the Grounds. Please advise the Car Park Attendants and follow their directions. This area is for short term use only.

FOOD & BEVERAGE

A Catering outlet located near the Lakeside Turnstiles will open from 10:00am for hot/cold food and drinks (no alcohol) for those queuing early.

All other catering outlets and licensed bars will be open from 5.00pm. You must be 18+ and produce photo identification to purchase alcoholic beverages. For Parents/Guardians waiting in the Foyer, some concession outlets will remain open once the event commences. Please note that no glass or metal bottles or cans are permitted into the Centre.

PATRON CARE

This is an exciting time and we want to make sure you keep your energy levels at maximum. Please make sure you eat and keep hydrated at all times throughout the day.

MOBILE PHONE CONGESTION

Due to the high volume of patrons using mobile phones, network congestion may occur. Please ensure your phone is fully charged before arriving at the Venue and also make sure that you download your event ticket and save it to your phone wallet. If you have more than 1 ticket on your phone, please use the SHARE TICKET option and forward tickets to your guests before arriving at the venue.

NO TICKET, NO ENTRY

Ensure that you distribute tickets to those attending prior to arriving at the turnstiles. Please note that non ticketed guests will not be permitted into the Centre. If you have multiple tickets on your mobile phone, the best method is to scan each member of your group in first, then scan yourself in last.

Non ticketed guests will not be permitted into the Centre.

PATRONS WITH MEDICAL CONDITIONS OR MEDICAL EQUIPMENT

Patrons with a medical condition can bring medical supplies from home however we ask that you contact the Centre on (07) 3265 8111 a minimum of 24 hours prior to the event day and register your details. This will ensure any issues can be avoided on the night of the event.

POSTERS

Posters must not;

- ❖ Be larger than an A3 sheet of paper
- ❖ Be made of anything other than paper or thin card
- ❖ Contain offensive language/images
- ❖ Include battery operated lights
- ❖ Have any poles or sticks attached (poster must be foldable)

Each poster will be checked at the security check/turnstiles for content. During the show, please be conscious that you do not block anyone's view of the stage and that you do not cover any other signage with your poster.



TICKETEK BOX OFFICE

The Ticketek Box Office will be open for any ticket enquiries and collections from 4:30pm and is located at the entry gates to the right of the main stairs (opposite the Lake). Please have out your photo identification and credit card used to make your purchase when presenting at the counter.

If you have lost or misplaced your tickets, log-on to your My Ticketek Account and view your Order History. Your ticket purchase will be listed, with an option to resend your tickets.

If you are having issues viewing your tickets on your My Ticketek App, delete the App and try viewing your tickets again via your online My Ticketek Account, or clicking the link again on your SMS.

We want to provide a safe and enjoyable experience for all patrons. If you have any questions please do not hesitate to contact the Centre on (07) 3265 8111.



BRISBANE ENTERTAINMENT CENTRE
It All Happens Here!

For Centre Terms and Conditions go to www.brisent.com.au.