

# IMPORTANT EVENT INFORMATION



**CAPE TOWN | 22 APRIL | DHL STADIUM**

## TICKET INFORMATION

### VERY IMPORTANT:

- **ONLY** tickets purchased from Ticketmaster, the official exclusive ticketing agent may be presented.
- Ticketmaster tickets are not transferable and may not be resold or offered for resale.
- Tickets purchased from any 3rd party, websites and resellers are not valid.
- Tickets will be scanned and validated. Persons presenting a counterfeit or a non-valid Ticketmaster ticket will not be permitted access to the Pit Party and/or stadium.
- Only persons in possession of a valid event and Pit Party ticket will be allowed access to the Pit Party.
- No ticket collection on the day.
- Pit party tickets are **SOLD OUT**. Stadium tickets except for limited suite tickets are available. These tickets may **ONLY** be purchased from Ticketmaster ([www.ticketmaster.co.za](http://www.ticketmaster.co.za))
- Please sit in your allocated seat during the event.
- No under 3 years are allowed to attend the event
- No pass outs

**Tickets for Disabled persons:** Disabled persons are required to present a dedicated wheelchair ticket. Should you be disabled and do not have a disabled ticket please contact [Ticketmaster.co.za](http://Ticketmaster.co.za) as you can **ONLY** be accommodated in the designated disabled section in the stadium.

The disabled seats which can be accessed via the all access ramp on Fritz Sonnenberg Road, Turnstile 1 entrance at the main entrance. Seating for guests and their caregivers is located on level 02 (podium). Disabled toilets are available exclusively for our guests with disabilities and are located on level 02.

The venues are wheelchair-friendly with dedicated accessibility seating for fans. All fans with accessibility requirements can book their tickets and parking direct with Ticketmaster.

Each paid accessibility ticket is accompanied by a free accessibility assistant ticket, all tickets are sold on a first-come-first-served basis. Fans with accessibility requirements can only be placed in the designated accessibility area for safety reasons and will not be permitted in the standing or general seating area due to safety. Fans will be contacted directly by the Ticketmaster customer service team within 5 days of purchase to confirm accessibility/wheelchair requirements, only after confirmation will the free assist ticket be issued. Ticketmaster will try its best to reseat fans should they incorrectly purchase accessibility/wheelchair seats, however, this will be based on availability.

## ON THE WAY

### Will there be road closures?

Yes, to assist with traffic flow roads around the stadium precinct and some access roads will be closed. Please be patient, courteous and aware of officers on duty. We encourage you to use traffic apps such as Waze and Google Maps to help you navigate traffic congestion on the day.

### Making your way to the stadium

Whether you are coming from the airport, suburbs, the City Bowl or surrounds, it is essential to use public transport or walk from the city centre to DHL Stadium. Park personal vehicles in designated parking bays inside the city and continue your journey using a shuttle or simply walk. Check the traffic report on your event day for updated route information. Please visit <https://www.dhlstadium.co.za/> for information regarding MyCiti Bus, Metro rail, cycling, walking.

### Free MyCiti Shuttle – Civic Centre Station / Thibault Square to Stadium

There is ample parking in the city centre to avoid queues off the highway towards Helen Suzman Boulevard. A free bus service is offered from both the Civic Centre and Thibault Square from the city centre to the stadium before the show and again afterwards. This is a convenient, easy and accessible means in getting in and out of the stadium quickly. We encourage guests to use this route.

**Park & Ride SA** is available from Somerset Mall, Tygervalley Shopping Centre, Eikestad Mall, Table Bay Mall, and Canal Walk. Book now through [ticketmaster.co.za](https://www.ticketmaster.co.za) [Book Now](#)

### Uber / E-Hailing:

Dedicated Uber / E-Hailing points have been designated for drop off and collection for this event. We encourage all riders to use the drop off dedicated for this event at DF Malan Drive next to Artscape in the City. The event Organiser has supplied dedicated drop off in the city with security to avoid delays and queues on Helen Suzman Boulevard around the stadium. This is designed to be a quick in and out of the city by connecting with the free MyCiti shuttle from Civic Centre Station across the road from the bus pick-up and drop-off.

An alternative Uber / E-Hailing point has been designated at P13 on Main Road in Green Point. Please bear in mind that there will be delays accessing this drop off and collection zone. The stadium will have restricted e-hailing booking as you will only be able to book a ride outside the stadium precinct.

### Parking

There's no parking available at the stadium. The best route is to park in the city and catch the free MyCiti shuttle from the Civic Centre & Thibault Square to the Stadium. The MyCiti shuttle will be running for free from Civic Centre to the Stadium and this is the best way to travel to the stadium after parking.

### Pre-paid parking

Specific limited parking is available. Please book through [www.ticketmaster.co.za](https://www.ticketmaster.co.za)

### Parking availability

Parking is available in the following areas:

- Various paid Parking Parkades around Civic Centre including Civic Centre Parking.
- V&A Waterfront has limited parking please see [www.waterfront.co.za/parking](https://www.waterfront.co.za/parking)
- Open street parking is available in the city on event day a short walk from the stadium
- P12 & P14 parking off main street in Green Point



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Don't forget to bring with you on the day: your tickets and ID (if you intend to consume alcohol)

**What time does the stadium open?** The stadium opens at 4pm ahead of the main event which begins at 6pm and ends at 8:30pm.

**What is the age restriction?**

No children under the age of 3 years. We encourage parents to take note of the kind of event, in particular, that noise levels are very high. For safety reasons, no unaccompanied minors are permitted.

**Is the event wheel-chair friendly?**

Dedicated wheelchair areas are available at each venue with specific tickets purchased from Ticketmaster

**Is Monster Jam noisy?**

The super-charged engines are very noisy so we encourage fans to wear earplugs or earmuffs so that your family can enjoy the fun while reducing exposure to high levels of noise.

**Can I buy merchandise?**

A large choice of Monster Jam merchandise is available for purchase at the event. No hawkers, only registered contracted suppliers. Monster Jam Souvenirs and merchandise may be purchased on-line from the Monster Jam Superstore at <https://www.monsterjamsuperstore.com>.

**Can I bring my camera?**

Still cameras are permitted, provided that they are non-professional cameras and the photos are intended for personal use only. Camera's with a detachable lens or a SLR (Single Lens Reflex) type are regarded as professional. No video cameras of any kind or recording devices including tablets and iPads are allowed into the arena. You will not be allowed to capture the show unless you are an accredited photographer/videographer with a recognised publication or media owner.



**Can I bring my own food and beverages?**

Own food and beverages including alcohol, picnic boxes and braais are not permitted. There is a choice of beverages and snacks on sale at each venue. No drinking will be allowed in any areas other than the licensed public bars outside and inside the stadium. Security will confiscate any alcohol in the car parks, and refuse entry into the venue to any persons that are intoxicated.

**Which items are prohibited?**

In addition to recording devices, professional cameras, own food and beverage, gazebo's, umbrellas; items as glass, selfie sticks, chairs, weapons of any description, flares, fireworks, laser pointers, loud hailers, flags and flagpoles, whistles or similar musical instruments, sharp objects, illegal substances and additional items prohibited by the stadiums. No roller skates, segways, hoverboards, skateboards, bicycles, rollerblades. Banners that may obstruct the view of spectators. Containers or other heavy and/or sharp objects, which could potentially be used as projectiles (excluding sunglasses, binoculars and prescription or reading glasses) Animals are not permitted with the exception of legitimate guide/working dogs. Any item intended for distribution, hawking, selling, offering, exposed for sale or on display for marketing or promotional purposes

**Which personal items/types of bags are allowed into the stadium?**

One small bag per person (able to fit under the patron's seat) that may be searched upon entry.



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## **What is the best way to dress for a Monster Jam show?**

Dress comfortably, practical shoes are recommended to safely navigate the steps at a venue. Proper attire, including shoes and shirts, must be worn at all times. If possible rain is forecast, pack a rain jacket (no umbrellas). All of our shows offer a casual, family-oriented environment.

## **Is ear protection available for purchase at the event?**

Bring your own or our concessions staff sell Monster Jam novelty ear protection and disposable ear plugs while supplies last at each event.

## **Are pyrotechnics used during the event?**

Yes! Our Monster Jam shows may use Pyrotechnics before, during and at the conclusion of our events.

## **Can I leave the arena and come back in?**

The stadiums do not allow re-entry. Once you are in, you are in for a great time at our events! Most families in between the Pit Party and main events can enjoy the concessions, introductions and other announcements made prior to the main event.

## **Is smoking permitted?**

The event has a strict No Smoking Policy and urges patrons to adhere to these smoke-free restrictions within the stadium.

## **Are ATM's available? Yes**

## **Can you make a public announcement for a birthday or special personal message?**

Owing to the nature of the event personal requests can't be entertained.

## **JUDGING THE EVENT**

At Monster Jam, YOU are the judge. Throughout the competition, you'll be asked to be part of our judging panel to determine the winner. There's no other sport that puts the scoring into the hands of the fans like Monster Jam. It's fun and it's simple.

### **Getting started**

- Enter [www.JudgesZone.com](http://www.JudgesZone.com) into your browser. Make sure your privacy setting is off.
- Next enter the three-digit code for the show you are watching, provided by your hosts to get you started.
- Once you've entered the code, you'll see a screen that allows you to move the BKT tyre up or down to register a score. You'll see the score change as you move the tyre up and down. Now you are ready to participate.
- When the Monster Jam truck has completed its run, whether it's Two-Wheel Skills, Donuts or Freestyle, listen for the cue to enter your score. You'll only have 20 seconds to make your decision, so don't wait to the last second. Simply select your score and hit the "Submit" button. Your score goes to the scoring central location and the average score will be displayed before the next competition. The Monster Jam truck with the highest average score wins the competition.

### **How are points scored?**

Points are awarded based on performance. The winner of the competition will receive top points with the remainder of the field getting fewer points than the truck that finished higher.

Point values can vary with the competition.

### **Who gives the points and picks a winner? YOU DO!!**

Audience members view the competition and assign a value to the performance. Each judge can score from 1 (lowest) to 10 (highest). Once scores are reported, the average score is given.



## THE PIT PARTY

### What can we expect at the Pit Party?

We are thrilled that you will be attending this pre-show event! The Pit Party provides each pass holder the opportunity to meet some of the drivers and see some of the trucks up close. Be sure to arrive early to avoid disappointment in case any drivers need to leave early due to restrictions and/or operational requests. There is an array of exhibitors showcasing their products and brands as well as attractions for your family to enjoy. Food and beverages will be on sale to add to your Pit Party experience.

**IMPORTANT INFORMATION:** A combined event and Pit Party ticket must be purchased. Scanning and validation of both tickets will take place on arrival.

### What time is the Pit Party?

Avoid the rush and arrive early. The Pit Party opens at 1pm and closes at 4pm. Final entry is at 3:30pm. Latecomers cannot be accommodated. The Monster Jam drivers depart from the Pit Party at 3:30pm.

### Where is the Pit Party located?

The Pit Party will take place at a separate location near/around the stadium.

**Pit Party entrance:** The entrance to the Pit Party at the Cricket Oval adjacent the stadium is off Vlei Road behind the Athletics Stadium and not through the stadium turnstiles

### What items can be brought into a Pit Party?

Food and beverages are not allowed into the stadiums, as well as any glass, chairs, umbrellas, weapons, illegal substances and additional items prohibited by the stadiums. Additional information can be found on the relative stadium website.

### What can we do in the time between the Pit Party and the Monster Jam event?

As the Pit Party begins to wind down, fans of our events head into their seats and enjoy access to the venue amenities such as concessions, local sponsors, possibly viewing practice runs, driver and fan interviews and opening ceremonies.

## FEEDBACK

### How can I email my comments directly to the producer producers of Monster Jam?

Please email any comments to Showtime Management, the official promoter of Monster Jam South Africa [info@showtime.co.za](mailto:info@showtime.co.za)

### Who do I contact regarding a question or comment about Monster Jam?

You may contact us directly by email at [CustomerServiceEurope@feldinc.com](mailto:CustomerServiceEurope@feldinc.com).

