

## **RESCHEDULED – THE KILLERS CONCERT FAQs**

**Due to the outbreak of coronavirus and the worldwide pandemic that has followed, The Killers concert at Ashton Gate Stadium has been postponed to next year (2021).**

**The below should help cover any questions you may have:**

**Q. What is the new rescheduled date?**

**A.** Thursday, May 27<sup>th</sup> 2021

**Q. Are the Manic Street Preachers still the support act?**

**A.** Yes, the Manic Street Preachers are still the support act for the concert at Ashton Gate Stadium

**Q. I bought a hospitality package - do I need to do anything?**

**A.** No – your package will automatically be transferred to the new date. Our events team will be contacting all hospitality bookings in the coming days with more information

**Q. I bought a disabled access ticket – do I need to do anything**

**A.** No – your tickets and any additional service you booked will automatically be transferred to the new date. Our supporter services team will be contacting all bookings in the coming days with more information.

**Q. I bought a general admission ticket – what happens now and what if I can't make the new date?**

**A.** Please contact Ticketmaster directly - Customer Service line: 0333 321 9999

**Q. I bought a hospitality ticket –what if I can't make the new date?**

**A.** Please email the stadium events team on [events@ashtongate.co.uk](mailto:events@ashtongate.co.uk) and quote your booking information – someone in the events team will respond directly

**Q. I bought a disabled access ticket – what if I can't make the new date?**

**A.** Please email the stadium supporter services team on [supporterservices@bristol-sport.co.uk](mailto:supporterservices@bristol-sport.co.uk) and quote your booking information – someone in the supporter services team will respond directly

**Q. If I have booked travel with you (through Bristol Sport Supporter Services), is this transferable?**

**A.** Yes - Your travel ticket will be transferred automatically to the new concert date. If you still have a question please email: [supporterservices@bristol-sport.co.uk](mailto:supporterservices@bristol-sport.co.uk) quoting your booking reference

**Q. If I have booked parking with you, is this transferable?**

**A.** If you have bought parking through our hospitality package it will be transferred automatically to the new concert date and the events team will reconfirm that with you in due course