

Bruce Springsteen & E Street Band Kilkenny UPMC Nowlan Park

Sunday, 12th May 2024

Frequently Asked Questions

[Q: What are the dates of the Bruce Springsteen & The E Street Band shows?](#)

A: The Bruce Springsteen & The E Street Band shows will take place at

Kilkenny, UPMC NOWLAN PARK- SOLD OUT

Sunday, 12th May 2024

Other Dates:

Belfast, BOUCHER PLAYING FIELDS

Thursday 9th May 2024

Cork, SUPERVALU PÁIRC UÍ CHAOIMH

Thursday, 16th May 2024

Dublin, CROKE PARK

Sunday, 19th May 2024

UPMC NOWLAN PARK CONCERT DETAILS:

[Q: What is the date of the Bruce Springsteen & The E Street Band show?](#)

A: The Bruce Springsteen & The E Street Band show will take place on

Sunday 12th Of May in UPMC NOWLAN PARK, Kilkenny

Bruce Springsteen & The E Street Band on Sunday 12th of May in UPMC NOWLAN PARK, Kilkenny is sold out, **PLEASE CHECK YOUR TICKETS IN ADVANCE FOR ENTRANCE, ROUTES ETC.**

Please remember to download your tickets from your Ticketmaster account to your iPhone wallet / Google Pay wallet in advance of show day. Screenshots or printouts of digital tickets will not be accepted. Do not wait until you arrive at the venue as network coverage may not be available

TICKETING INFORMATION:

Q: Where can I purchase tickets?

Ticketmaster is the official and only legitimate ticket seller for this event.

Please beware of bogus ticket sellers and tour operators. Please DO NOT buy tickets from unofficial sources including websites as these tickets will not grant you access, and we would hate for you to miss out!

Digital tickets sold via www.ticketmaster.ie and the Ticketmaster app

Venue age restrictions are clearly displayed at the sales pages on www.ticketmaster.ie and the Ticketmaster app.

No Under 14s will be allowed entry to the standing/pitch area and will only be permitted in seating areas.

All Under 16s must be accompanied by a person 18+. All under 14s must have seated tickets as they will not be permitted on the pitch/standing area.

Children under 6 will **NOT** be admitted. All persons entering the stadium must have a valid ticket.

If you have any queries regarding your tickets, please contact Ticketmaster via MYACCOUNT help section and they will be able to assist you.

Please remember to download your tickets from your Ticketmaster account to your iPhone wallet / Google Pay wallet in advance of show day. Screenshots or printouts of digital tickets will not be accepted. Do not wait until you arrive at the venue as network coverage may not be available

CHECK YOUR TICKETS IN ADVANCE TO ENSURE YOU ARE ATTENDING VIA THE CORRECT ROUTE.

Q: Will there be an opening act for Bruce Springsteen & E Street Band ?

A: No, Bruce Springsteen & E Street Band is the only act and will take to the stage at **7pm sharp**.

Q: How much are the tickets for UPMC Nowlan Park?

A: Seats €161.25/ Standing €136.25

Visit www.ticketmaster.ie for all the latest ticket updates.



Please keep an eye on the following websites for all the latest event updates:

www.aikenpromotions.com

www.facebook.com/aikenpromotions | www.twitter.com/aikenpromotions |

www.instagram.com/aikenpromotions

Q: Where is the Box office located on show day?

A: The box office will be located by the roundabout at the junction of Hebron and O’Loughlin Roads.

Q: What time does the Box office open on show day?

A: The box office will open from 2pm until show start.

If you have a query regarding your booking, please contact Ticketmaster via help section in MyAccount and they will assist.

Q: When will I receive my tickets?

A: Remember, most tickets have been purchased via digital mobile/ smartphone and will reside on your smartphone (when downloaded) within your wallet /Ticketmaster account. Physical tickets will be posted if this was your choice of delivery.

Please remember to download your tickets from your Ticketmaster account to your iPhone wallet / Google Pay wallet in advance of show day. Screenshots or printouts of digital tickets will not be

accepted. Do not wait until you arrive at the venue as network coverage may not be available

Q: I can't find my confirmation email?

If you have not received your ticket/s as expected digitally, please contact Ticketmaster via your Ticketmaster account or via the help section on <https://help.ticketmaster.ie/hc/en-ie> and they will be happy to advise you.

Q: What are the entry requirements?

A: Please remember to download your tickets from your Ticketmaster account to your iPhone wallet / Google Pay wallet in advance of show day. Screenshots or printouts of digital tickets will not be accepted. Do not wait until you arrive at the venue as network coverage may not be available

Please ensure the brightness on your phone is set at maximum as you enter the scanning area.

Please check your tickets in advance to ensure you are attending on the correct date and venue.

Venue age restrictions are clearly displayed at the sales pages on www.ticketmaster.ie and the Ticketmaster app.

No Under 14s will be allowed entry to the standing/pitch area and will only be permitted in seating areas

All Under 16s must be accompanied by a person 18+. All under 14s must have seated tickets as they will not be permitted on the pitch/standing area.

Children under 6 will **NOT** be admitted. All persons entering the stadium must have a valid ticket.

Q: My phone is out of battery so I can't access my ticket(s)?

A: Please make sure your phone is **fully charged** before you leave the house to avoid this situation. If you run out of battery, please go to the box office where someone will be able to assist you to find your order.

Q: What if I lose my mobile phone or change my number before the show?

A: Please contact Ticketmaster via your Ticketmaster account or via the help section on <https://help.ticketmaster.ie/hc/en-ie> and they will be happy to advise you. Tickets are tied to your Ticketmaster account. This account can be accessed on any Smartphone using any number.

Q: What if my mobile phone was lost or stolen on the day of the show?

A: Don't worry, we have a full record of every lead booker who bought tickets for the shows and will be able to help. Please make your way to the box office in the first instance, where your **proof of purchase** and **identity** will be checked. Tickets are tied to your Ticketmaster account. This account can be accessed on any Smartphone using any number.

Q: I have a ticket query. Who should I contact?

A: Please contact Ticketmaster via your Ticketmaster account or via the help section on <https://help.ticketmaster.ie/hc/en-ie> and they will be happy to advise you.

Q: I have seen tickets advertised on other sites - should I buy them?

A: DON'T DO IT! IT'S MOST LIKELY A SCAM

www.ticketmaster.ie is the authorised seller of tickets for these shows. Purchasing on www.ticketmaster.ie guarantees genuine tickets that adhere to the requirements for these shows. Anyone presenting a bogus ticket will be refused entry to the show.

Q: I have a standing ticket; will I be able to bring a seat?

A: **No type of mobile or temporary seating will be allowed within the standing area in UPMC Nowlan Park.** Please do not bring any form of seating with you as you will not be allowed to enter the venue with it.

Q: My circumstances have changed since I purchased my ticket and I am now pregnant, what should I do?

A: Please contact Ticketmaster via your Ticketmaster account or via the help section on <https://help.ticketmaster.ie/hc/en-ie> and they will be happy to advise you. Please note accessibility tickets for your show may be sold-out so any changes may not be possible.

Q: If my tickets are seated, is it possible for me to gain access to the standing area?

A: **No.** Due to safety reasons and crowd control, this will not be possible.

Q: What are the opening times of the venue on show days?

A: UPMC Nowlan Park will open at 5pm on the show days, **SHOW STARTS at 7.00pm.**

Bruce Springsteen & E Street Band is the only act and will take to the stage at **7pm sharp**.

Do allow yourself plenty of time to get to the venue so as to get in well before the start of the show. Please keep an eye on the following websites for all the latest event updates:

www.aikenpromotions.com

www.facebook.com/aikenpromotions | www.twitter.com/aikenpromotions |
www.instagram.com/aikenpromotions

www.ticketmaster.ie

PLEASE NOTE: EARLY QUEUING WILL NOT BE PERMITTED IN THE STREETS AROUND THE VENUE. THESE ARE RESIDENTIAL AREAS AND WE ASK TICKET HOLDERS TO PLEASE RESPECT THE PRIVACY OF THE RESIDENTS AND BUSINESSES IN THE LOCAL COMMUNITY.

Q: What is the running time for the concert?

A: UPMC Nowlan Park will open at 5pm on the show day, **SHOW STARTS at 7.00pm**.

Bruce Springsteen & E Street Band is the only act and will take to the stage at **7pm sharp**.

Do allow yourself plenty of time to get to the venue so as to get in well before the start of the show. Please keep an eye on the following websites for all the latest event updates:

www.aikenpromotions.com

www.facebook.com/aikenpromotions | www.twitter.com/aikenpromotions |
www.instagram.com/aikenpromotions

www.ticketmaster.ie

All Times subject to change

Q: How early should we turn up?

A: UPMC Nowlan Park will open at 5pm on the show day, **SHOW STARTS at 7.00pm**.

Bruce Springsteen & E Street Band is the only act and will take to the stage at **7pm sharp**.

Do allow yourself plenty of time to get to the venue so as to get in well before the start of the show. Please keep an eye on the following websites for all the latest event updates:

www.aikenpromotions.com

www.facebook.com/aikenpromotions | www.twitter.com/aikenpromotions |
www.instagram.com/aikenpromotions

www.ticketmaster.ie

Q: If I arrive late can I still enter the venue?

A: Yes, once you have a valid ticket you will be allowed entry. UPMC Nowlan Park will open at 5pm.
Do allow yourself plenty of time to get to the venue so as to get in well before the start of the show.

To ensure you don't miss a thing, we would highly recommend planning your journey in advance, allowing plenty time for travel, so you can soak up the amazing atmosphere from the moment gates open!

Q: I can't get in with my ticket, it failed to scan and I've been turned away at the turnstile?

A: Don't worry, we can try and help you. Go to the box office where someone will be able to help you work out what's gone wrong. ***Beware of bogus ticket sellers!***

Ticketmaster is the official and only legitimate ticket seller for this event.

Q: Can I leave and re-enter the venue throughout the day?

A: No. We have been counting down the days to this show for so long now and we would hate for you to miss any portion of the event, therefore It's very important that you please keep in mind that once you leave the venue on the show day, **re-entry will not be possible.**

Q: How will I get up to date information in the days leading up the concert?

A: Customers will be contacted by Ticketmaster with concert information prior to the event. You can also get up to date information from the following websites:

www.aikenpromotions.com www.ticketmaster.ie

www.facebook.com/aikenpromotions | www.twitter.com/aikenpromotions |
www.instagram.com/aikenpromotions

Q: Will there be a facility to queue at the venue?

A: Early queuing will not be permitted or facilitated at the venue.

PLEASE NOTE: EARLY QUEUING WILL NOT BE PERMITTED IN THE STREETS AROUND UPMC NOWLAN PARK. THESE ARE RESIDENTIAL AREAS AND WE ASK TICKET HOLDERS TO PLEASE RESPECT THE PRIVACY OF THE RESIDENTS AND RESPECT THE LOCAL COMMUNITY.

[Q: What should I wear based on expected weather?](#)

A: This is an outdoor event and Ireland has its fair share of rain and cool wind, so please watch the weather forecast prior to the show day and dress accordingly. We are hoping the sun will come out for the show so if this is the case, please don't forget your sun-cream! UPMC Nowlan Park can get colder as the day goes on so, please dress with this in mind. An important tip - no one likes unhappy feet at a concert right!? So, make sure to wear comfy footwear to allow for lots of dancing!

[Q: Can I bring an umbrella?](#)

A: **NO.** Umbrellas are not permitted in the venue. In the event of adverse weather conditions, we would advise bringing a rain mac or disposable raincoat/ poncho.

[Q: Is it possible to take videos & photos at the show?](#)

A: Any large lens professional cameras or any form of video recorder **WILL NOT** be admitted. Only small 35mm cameras will be permitted.

[Q: Can I bring posters/banners to the concert?](#)

A: Flag poles, selfie sticks, sticks for banners are not allowed. Only small banners of other (A4 or A3 size) will be permitted into the event as anything larger can obstruct the views of other fans. Personally, we would recommend keeping your hands free to save you from carrying your signs to the bathrooms, food/bar outlets and most importantly you'll need free hands for a whole lotta clapping right!?

[Q: What can I bring or not bring to the concert?](#)

A: Prohibited articles and items are as follows:

- Any article that may be used as a weapon,
- Any person deemed to be offensive or abusive, or who may compromise public safety, will be reported to Gardai (police),
- Professional cameras and recording devices (this will apply to cameras that have detachable lenses),

- Bottles, glass vessels, cans, flasks, frisbees, and related items,
- Dangerous or hazardous items,
- Illegal substances,
- Scooters, skateboards, or other skates,
- Flag poles and flares,
- Laser devices,
- Prams/push chairs,
- Inflatable and folding chairs,
- Large suitcases,
- Laptops,
- Illegal merchandise items,
- Umbrellas,
- Hampers, and cold boxes,
- Air horns,
- Alcohol,
- Food and drinks,
- Selfie sticks, and
- Animals (except service dogs and guide dogs).

PLEASE do not bring a bag unless it is absolutely necessary. People without bags will be fast-tracked. If you must bring a bag it needs to be less than A4 size. Bags under A4 size will be subject to a search which will result in queueing.

NO bags larger than A4 size will be allowed into the venue, nor will you be allowed to leave them unattended anywhere in or near the venue so please adhere to the above advice.

NOTE: There will be plenty of security and stewarding staff at the concerts. Staff are there for your protection, to provide information and to help you. Please do not hesitate to ask them for help at any point. We ask you to co-operate with the security staff as their job is to make the whole experience go as smoothly as possible for all the fans.

[Q: Have you any further concert tips that I should be aware of?](#)

A: We sure do! Please take note of the following:

- We love a good show snap and we bet you do too! But try not to use all your phone battery up during the show, save some juice for the way home.
- Handy tip! Memorise or bring the mobile numbers of those you are coming with to the Bruce Springsteen & The E Street Band show just in-case you are separated from your family and/or friends, and if possible, arrange a pre-determined meeting place.
- **#AVOID!** Please beware of bogus ticket sellers, **do not** buy tickets from any unofficial outlets.
- When leaving UPMC Nowlan Park please take your time, please walk slowly. Please remember to protect the privacy of the residents and respect the local community when arriving at and leaving UPMC Nowlan Park.
- **IMPORTANT:-** If you have purchased seated tickets, please remember your seat location – section, row and seat number, you don't want to be separated from your friends/family if you head to the bathroom or food/drink concessions.

AGE POLICY:

Q: Is there an age-limit for the show?

A: Yes. UPMC Nowlan Park age restrictions are clearly displayed at the sales pages on www.ticketmaster.ie.

No Under 14s will be allowed entry to the standing/pitch area and will only be permitted in seating areas

All Under 16s must be accompanied by a person 18+. All under 14s must have seated tickets as they will not be permitted on the pitch/standing area.

Children under 6 will **NOT** be admitted. All persons entering the stadium must have a valid ticket.

For the safety and enjoyment of all patrons, An Garda Siochana and Aiken Promotions request all Parents and Guardians to undertake full responsibility of U16's throughout the duration of the event and to fully review and adhere to the age restrictions and conditions before attending the event.

There will be FREE-TAG-A-KID safety wristbands which will be available at all the customer care points both outside and inside the venue. Parents/Guardians attending with young children or those with learning disabilities are encouraged to avail of these white wristbands which have a space for Parent/Guardian to write a contact number and seat number, if applicable. The purpose of these wristbands is to help reunite lost children with parent/guardian should your child become separated from you within the venue.

Any kid /adult of any age from 6 and over can avail of this option. Don't get separated from your friends or family.

IMPORTANT PLEASE NOTE:

If there is doubt whether a minor qualifies for age restrictions set out, **proof of age may be requested**. It is the responsibility of the adult accompanying the minor to be able to satisfy staff that the minor is the age they say. We recommend if in doubt please bring colour photocopy of the minor's passport to prevent any unnecessary disappointment.

Q: How many children under 16 can an adult accompany?

A: One Adult can accompany up to 4 children.

Q: I would love to bring my baby/toddler to this event, is it possible?

A: No. Children under 6 will **NOT** be admitted.

TRANSPORT:

NOTE: As this event takes place on a Sunday, please check public transport timetables prior to travelling.

How do I get to UPMC Nowlan Park?

A: We strongly advise the use of public transport.

Bus and Rail transport options can all bring you within 10 minutes' walk of the stadium. Plan your journey online from anywhere in Ireland to UPMC Nowlan Park via the journey planner found on www.transportforireland.ie.

An Garda Síochána have devised a traffic management plan for these events. For full details please check: www.garda.ie.

Access routes include the following:

BLUE ROUTE: Hebron Road

RED ROUTE: O'Loughlin Road

YELLOW ROUTE: Hebron Road (Wheelchair route)

[Q: Can I travel to the stadium via public transport?](#)

A: Yes indeed. UPMC Nowlan Park is well served by public transport. Bus and Rail transport options can all bring you within 10 minutes' walk of the stadium. Plan your journey online from anywhere in Ireland to UPMC Nowlan Park on www.transportforireland.ie

Plan your journey to & from UPMC Nowlan Park based on the following:

- Add at least 1.5hours to your usual car journey time to avoid being late.
- You are strongly advised to arrive early and use public transport as traffic delays are inevitable. www.transportforireland.ie can help you plan your route
- UPMC Nowlan Park is well served by public transport – Bus & Rail will bring you less than a 10-minute walk to the ground. Details are available at www.buseireann.ie & www.irishrail.ie

NOTE: As this event takes place on a Sunday, please check public transport timetables prior to travelling.

[Q: How do I get to the venue from the Bus/Train station?](#)

A: Please check your ticket, it will have reference to a route colour code. There will be signage to direct patrons to the appropriate entrance to your seating or standing area. Follow the coloured route directions as indicated on your ticket.

Please show respect to local residents when making your way to and from the event.

[Q: Will there be any road restrictions or closures when travelling to the stadium?](#)

A: Yes. Certain roads may be closed or restricted to resident access in and around the venue before and after the show. Please follow the direction of Gardai and security staff.

[Q: I need to get past the traffic cordons on the day of the concert. What can I do?](#)

A: You must contact Kilkenny Garda Station directly in exceptional circumstances to gain access inside the cordon. Telephone - (056)7775000

VENUE FACILITIES:

[Q: I have seating tickets and my friends have tickets for pitch standing. Can I go and meet them during the concert?](#)

A: No. For safety reasons movement between areas or levels will NOT be permitted.

[Q: Can I queue early at the venue?](#)

A: As the stadium is located in a residential area, early queuing is not permitted in the streets around the venue.

[Q: Can I purchase official artist merchandise at the concert](#)

A: Yes, official merchandise will be available in a number of outlets located inside the venue. Please refrain from purchasing any unofficial merchandise outside the stadium.

[Q: Will there be the facility to purchase food and drink in the stadium during the concert?](#)

A: Yes, there will be a wide range of foods and beverages available to buy. The bars and food outlets will be available inside the venue.

REMEMBER - Proof of age will be required if you wish to purchase alcohol.

[Q: Will there be drinking water available?](#)

A: Yes. Drinking water fountains will be available at various points throughout the stadium.

[Q: Can I smoke in the stadium?](#)

A: Patrons are encouraged not to smoke out of respect to other patrons. Smoking is only permitted in Designated Smoking Areas

[Q: What if I or one of my guests feel unwell or have an accident?](#)

A: There will be trained medical staff on duty. Please approach a steward, a member of security or indeed any member of staff immediately who will direct you to the nearest first aid/ medical point or to summon assistance.

[Q: Where will the First Aid areas be located?](#)

A: There will be multiple First Aid areas at the stadium. These will all be clearly signposted, and all stewards will be able to direct patrons in the direction of the nearest medical point.

PARKING

Q: [Will there be public parking facilities at the Stadium for the public?](#)

A: No. We would strongly encourage concert goers to use public transport. There is no parking available on the streets surrounding the immediate vicinity of the stadium. A traffic management plan will be in operation by An Garda Síochána.

We would also strongly advise that patrons park with a view to ease of leaving the city at the end of the concert - This generally means using car parks on the outer perimeter and walking to the venue. Pay particular attention to on-street parking signs such as pay & display and do not park in restricted or 'no parking' areas as a robust parking enforcement operation will be in place. 'Clamping' will be in operation to combat illegal parking.

PLEASE NOTE THE FOLLOWING INFORMATION:

An Garda Síochána will have a traffic management plan in operation. For full details please visit www.garda.ie . Please plan your approach to UPMC Nowlan Park based on the following:

- As traffic and parking delays are inevitable (add at least 1.5hours to your usual car journey time to avoid being late) you are strongly advised to use public transport or carpool.
- UPMC Nowlan Park is well served by public transport – Bus & Rail will bring you less than a 10-minute walk to the ground. Details are available at www.buseireann.ie & www.irishrail.ie

NOTE: As this event takes place on a Sunday, please check public transport timetables prior to travelling.

- For more details, check out <http://www.kilkennycoco.ie/eng/Services/Traffic/>
- Plan your route in advance using www.transportforireland.ie and check the AA Roadwatch website for reports on traffic, road works, delays on your route. www.theaa.ie
- For further information on public transport, please visit www.transportforireland.ie, www.buseireann.ie & www.irishrail.ie

Q: [Where are the car parks?](#)

Special event car parks:

- St Kieran's College
- St Canice's Hospital
- Dublin Road across road from St Canice's Hospital
- Orchard Bar Car Park

City Centre 24 hour car parks:

- Market Yard
- Cathedral Square
- Fair Green
- Wolfe Tone Street
- Watergate
- Dean Street

Other car parks opening include:

- MacDonagh Junction
- Market Cross Shopping Centre

ACCESSIBILITY/SPECIAL NEEDS:

[Q: I have a wheelchair accessible ticket and I have a query - Who do I contact?](#)

A: Please contact Ticketmaster via your Ticketmaster account or via the help section on <https://help.ticketmaster.ie/hc/en-ie>

[Q: Will there be a designated area for wheelchair users at the concert?](#)

A: Yes, there will be purpose-built raised accessibility platforms for accessibility ticket holders for this event. Please note space within these areas is limited. Please check availability through www.ticketmaster.ie . Please contact Ticketmaster via your Ticketmaster account or via the help section on <https://help.ticketmaster.ie/hc/en-ie>

PLEASE NOTE: There is a fixed capacity for the wheelchair facility, the promoter may not be able to accommodate those who do not have an accessibility ticket. Access to the wheelchair facility

operates a strict 1+1 policy.

Q: Since purchasing my ticket I am now a wheelchair user. What should I do?

A: Please contact Ticketmaster via your Ticketmaster account or via the help section on <https://help.ticketmaster.ie/hc/en-ie>

PLEASE NOTE: There is a fixed capacity for the wheelchair facility and as the event is sold-out the promoter may not be able to accommodate those who do not have an accessibility ticket. Access to the wheelchair facility operates a strict 1+1 policy.

Q: I still have questions about the event that are not answered here. What can I do?

A: We are happy to answer any remaining queries you may have. Please email the promoter directly on office@aikenpromotions.com and a representative will assist you with your query.

Don't forget - You can keep up to date with all the latest information from the following websites:

www.aikenpromotions.com

www.facebook.com/aikenpromotions | www.twitter.com/aikenpromotions |

www.instagram.com/aikenpromotions

www.ticketmaster.ie