



# TAYLOR SWIFT THE ERAS TOUR

with special guest  
**Paramore**

08, 09 & 10 August 2024  
Ernst-Happel-Stadion, Vienna

TaylorSwift.com/tour

AEG   

## Important Information for your visit of TAYLOR SWIFT | The Eras Tour at ERNST-HAPPEL-STADION in VIENNA Please read everything carefully!

### TICKETS:

Your ticket is in your **oeticket app** account. Make sure it's ready on your smartphone and log in to your oeticket account before the show. Ensure your phone has **full brightness** and **enough battery** to avoid delays at the entrance scan. Open the app with your ticket before you arrive, so security can scan the QR code directly, allowing you a quicker entry. **Download the free oeticket app [HERE!](#)** If you bought multiple tickets, all visitors must enter the stadium **together**.

### ARRIVAL & DEPARTURE:

Plan your arrival in advance! Pay attention to the **entrance** indicated on your ticket. Avoid driving if possible and use public transportation. There will be **NO parking** area at the stadium. Use the subway **U2** and get out at the station "*Stadion*". Alternatively, take the subway **U3** to "*Schlachthausgasse*" and switch to bus line **77A**.

Address: Wiener Praterstadion - Ernst Happel Stadion, Meiereistraße 7, 1020 Vienna.

For departure, use public transport again. Please be patient and follow the security staff's instructions.

### CAMPING:

Camping is **strictly prohibited** on and around the stadium grounds.

### QUEUING SYSTEM:

Official queuing starts at **10:00 AM**. Find the **correct queuing-area** according to your ticket. Pay attention to the **correct entrance** marked on your ticket. Show your ticket to security staff, and you'll receive a queue number.

You can leave the waiting area briefly, for example, to use the restroom or get food and drinks. You can then rejoin the queue according to your number.

It might be a *Cruel Summer-Day*, so please bring water with you. Prepare for **sun or rain** according to weather conditions. You can bring snacks or food into the waiting area, but you have to consume them before entering the stadium. Ensure your phone has **enough battery** to show your ticket digitally at the entrance.

### **CASH- AND CARD-PAYMENTS:**

Make sure to bring **enough cash**, as cashless payment options with EC or credit cards might not be available everywhere in the stadium.

### **BAGS:**

Bags must be **no larger than DIN A4 size** and have a maximum of **2 compartments**.

### **CLOTHING:**

Please ensure that your **clothing, costumes, or accessories** do not **obstruct the view of others** or cause injury. Fan posters must not be larger than DIN A3.

### **DRINKS / WATER ON SITE:**

There will be water stations on site. Please refer to the site map or ask our security staff on site.

You are allowed to bring a clear, soft plastic water bottle no larger than 50cl and **without a cap!** Glass, hard plastic, or metal containers are not allowed in the stadium.

The patrons with floor tickets must decant their water bottle prior to entering the floor. All drinks on the floor must be decanted and poured into a disposable, "soft" cup. **Bottles are not allowed on the floor, including a bottle without a 'cap'** (cups will be provided in the stadium).

### **FOOD:**

There will be food and drink stands with a wide range of offerings throughout the event grounds. It is not allowed to bring food or drinks in to the stadium!

### **CHILD AND YOUTH PROTECTION**

The Vienna Youth Protection Act applies, you can find it [HERE](#).

Young people are allowed to stay in public places and at public events:

- Under 14 years old from 5 a.m. to 11 p.m., and beyond only with a companion or a valid reason (e.g., way home).
- Between 14 and 16 years old from 5 a.m. to 1 a.m., and beyond only with a companion or a valid reason (e.g., way home).
- From 16 years old, unrestricted.

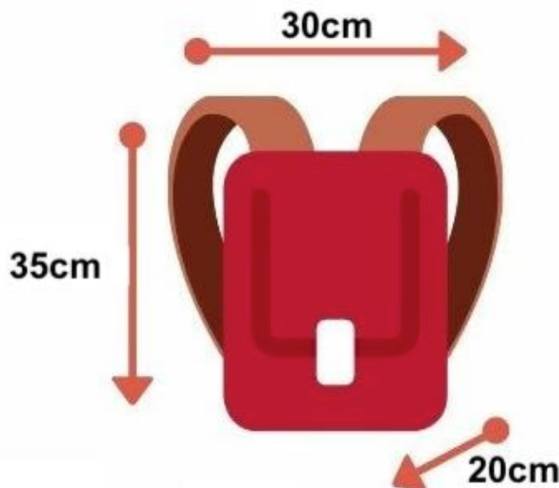
**🚫 PROHIBITED ITEMS:**

Here is the list of prohibited items! **Please read it carefully!**

**PERSONAL ITEMS | CLOTHING**

- ANY MATERIAL OR ARTICLE OF CLOTHING, ETC., CAPABLE OF FULLY OR PARTIALLY OBSCURING THE FACE, WITH THE EXCEPTION OF MEDICAL MASKS AND OR RELIGIOUS GARMENTS/WEAR, ARE ALLOWED ON THE PREMISES.
- NO CLOTHING, COSTUME, OR PERSONAL EFFECTS THAT MAY IMPEDE THE VIEW OF THOSE AROUND OR BEHIND YOU.
- NO HANDCUFFS OR OTHER RESTRAINT ITEMS
- NO ANIMALS (EXCEPT FOR CERTIFIED DISABILITY SERVICE ANIMALS)
- NO CHAINS, CHAIN WALLETS, STUDED JEWELRY OR SPURS
- NO BICYCLES, SCOOTERS, SKATEBOARDS, SKATES, SEGWAYS, OR OTHER UNAUTHORIZED MEANS OF TRANSPORTATION
- NO GLASS, HARD PLASTIC, OR METAL CONTAINERS OF ANY KIND
- YOU ARE PERMITTED A CLEAR, SOFT PLASTIC WATER BOTTLE - NO LARGER THAN 50CL – NOT ALLOWED FOR STANDING
- NO UMBRELLAS
- NO STROLLERS
- NO NOISE-MAKING DEVICES SUCH AS AIR HORNS, BELLS, BULLHORNS, THUNDER STICKS, WHISTLES
- NO BRIEFCASES, BAGS, LUGGAGE, PURSES LARGER THAN A CLUTCH BAG OR NON-CLEAR BAGS (EXCEPT AS NOTED BELOW)

**MAXIMUM BAG SIZE**



- 35 cm - TALL**
- 30 cm - WIDE**
- 20 cm - DEEP**

**MAXIMUM OF (2) COMPARTMENTS**

## **WEAPONS | DANGEROUS MATERIALS & OBJECTS**

- NO WEAPONS OF ANY KIND (GUNS, AMMO, KNIVES OF ANY SIZE, TASERS, PEPPER SPRAY/MACE, ETC.) THIS ALSO APPLIES TO OFF-DUTY LAW ENFORCEMENT AND CONCEALED CARRY PERMIT HOLDERS.
- NO FLAMMABLES OR MISSILE-LIKE OBJECTS, FIREWORKS, ROAD FLARES, EMERGENCY FLARES, EXPLOSIVES, OR OTHER INCENDIARY DEVICES
- NO AEROSOL CONTAINERS, INCLUDING SUNSCREEN, PEPPER SPRAY, BUG SPRAY, OR SPRAY PAINT.
- NO BALLOONS, FRISBEES, PROJECTILES, HORNS, RADIOS, BELLS, WHISTLES, MUSICAL INSTRUMENTS, LASER POINTERS, STICKS, POLES, BATS, CLUBS, ETC.
- NO ITEMS THAT MAY BE DEEMED A SAFETY HAZARD OR ANNOYANCE TO PARTICIPANTS OR GUESTS

## **CONSUMABLES**

- NO OUTSIDE ALCOHOLIC BEVERAGES
- NO OUTSIDE FOOD OR BEVERAGES
- NO ILLEGAL SUBSTANCES
- NO GLASS OR METAL CONTAINERS OF ANY KIND

## **SIGNAGE | ADVERTISING | PROMOTIONAL MATERIALS**

- NO DISTRIBUTION OF UNAUTHORIZED PROMOTIONAL OR COMMERCIAL MATERIAL
- NO FLYERS, SAMPLES, GIVEAWAYS, OR PROMOTIONAL ITEMS
- NO BANNERS OR POLES
- NO SIGNS LARGER THAN 11" X 17" (DIN A3)
- NO POLITICAL SIGNAGE

## **ELECTRONICS | CAMERAS | RECORDING DEVICES**

- NO PROFESSIONAL OR COMMERCIAL CAMERAS/PHOTOGRAPHY EQUIPMENT, VIDEO CAMERAS, GOPROS, AUDIO RECORDING DEVICES, OR TRIPODS; NO VIDEO OR AUDIO RECORDING WILL BE ALLOWED (EXCEPT PERSONAL CELL PHONES) NO EXTENDABLE OR ATTACHABLE LENSES ON CAMERAS OR MOBILE PHONES ALLOWED.



- NO SELFIE STICKS
- NO DRONES
- NO LIGHTS OR BATTERY PACKS
- NO TWO-WAY RADIOS OR WALKIE TALKIES
- NO LAPTOP COMPUTERS, TABLETS, OR DIGITAL READERS

**BE AWARE THAT FLYING DRONES OR OTHER UNMANNED AERIAL VEHICLES (UAVs) IN, OVER, OR AROUND THE STADIUM MAY RESULT IN THE CONFISCATION OF THE UAV AND/OR PENALTY/ARREST OF THE OPERATOR. WE RESERVE THE RIGHT TO ENFORCE VIOLATIONS TO THE FULL EXTENT OF THE LAW.**



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## **TIMETABLE**

08, 09 & 10 August 2024

### **EARLY ENTRY** \*

3:00 PM

\*Only the **VIP 2** and **VIP 6** packages include access to Early Entry into the stadium. All other packages do not include Early Entry and are subject to the general entry times.

### **GENERAL ENTRY**

4:00 PM

### **PARAMORE SHOW START**

6:15 PM

### **END OF SHOW**

Approx. 11:00 PM

### **MERCH OPENING HOURS**

08, 09 & 10 August 2024 from 10:00 AM – 12:00 AM

### **EARLY-MERCH OPENING HOURS**

07 August 2024 from 10:00 AM – 8:00 PM

### **CUSTOMER SERVICE HOURS**

08, 09 & 10 August 2024 from 11 AM – 09:00PM

# VENUE MAP





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## FAQ TAYLOR SWIFT VIENNA

### **Are there water stations on site?**

Yes, there are water stations available outside and inside the stadium. Please check the site map or ask our security personnel for assistance.

### **Can I bring a bag into the stadium?**

Yes, but bags must be no larger than DIN A4 size and have no more than 2 compartments.

### **Can I bring a carabiner?**

Yes, you are allowed to bring a carabiner.

### **Can I bring a sign, flag, or banner?**

Banners are not allowed. Fan posters must not be larger than DIN A3.

### **Can I bring a power bank into the stadium?**

Yes, but it must not be larger than your phone.

### **Where can I find restrooms?**

There will be plenty of restrooms available on site.

### **Will public transportation be running after the show ends?**

Yes, public transportation will continue to operate after the show. However, please be prepared for potential delays and follow any instructions from public transit staff.

Please also check public transportation website: <https://www.wienerlinien.at/>

### **Where can I find medical assistance?**

You can find medical assistance at our first aid tents. Please ask our security personnel for help.

### **At what age can I attend the concert without an accompanying person?**

The Vienna Youth Protection Act applies, you can find it [HERE](#).

### **I have a ticket with Early Entrance. When does it start?**

Early Entrance begins at 3 p.m. Please refer to the site map for details.