



## Visitor information

### Rammstein Europe Stadium Tour 2024

Support Act: Abélard

Doors: 4:00 PM  
Show: 7:30 PM

Dear concert visitor,

in order to ensure a pleasant concert evening and a smooth entrance for everyone, we ask that you carefully read and observe the points listed below.

#### PERSONALIZED TICKETS

**All tickets were sold personalized.** This means that all tickets must show the name of the respective ticket holder. A re-personalization or transfer of the ticket is possible via the Eventim account of the ticket buyer up to 24 hours before the start of the event via the "sell" button in the order. Alternatively, you can also go directly to [www.fansale.de](http://www.fansale.de).

In exceptional cases, re-personalization will also be possible on site on the day of the show, if an original identification document of the original ticket holder is available. A proxy will not be accepted. Please note that there may be considerable waiting times for a new personalization on site. Therefore, please have this in mind when scheduling your arrival.

Tickets for people with disabilities and their company can be re-personalized until **25.07.2024** via rammstein-barrierefrei@eventim.de or by telephone on. +49 421353638 (Monday to Saturday from 09:00 a.m. to 06:00 p.m.).

Please have a valid identification document (passport, ID card, driver's license) ready at the entrance so that the ticket check can be carried out as quickly as possible.

### **SECURITY RESTRICTIONS**

For safety reasons, it is forbidden to bring glass bottles, cans, hard packaging or other objects that can be used as projectiles (e.g. deodorant, perfume, etc.) onto the premises. These items will therefore be taken away at the entrance.

### **Bags shall be DIN A4 (21cm x 29,7cm) or smaller!**

**The restriction applies to bags and backpacks as well as gym/cloth bags and plastic bags, the largest side of which is larger than the "DIN A4" format (21.0 x 29.7 cm).**

In order to minimize waiting times at the entrance, we ask you to refrain from bringing bags with you. There is no possibility to leave the bags on site.

Admission is granted with smaller bags (fanny packs, small shoulder bags, clutches), but we ask you to limit yourself to an absolute minimum (e.g. money, medication). Bringing e-cigarettes is permitted.

Therefore, please leave the following items at home to expedite entry:

- Large bags such as backpacks, shopper bags, travel bags, suitcases, baskets and cooler bags
- Professional cameras with interchangeable and/or zoom lenses and video function
- Audio and video recording equipment of all kinds
- Lighting and video equipment
- GoPro cameras
- Selfie Sticks
- Electronic devices such as tablets, laptops, **with the exception of cell phones & small power banks**
- Food and beverages (both available for purchase on the stadium grounds)
- Chairs
- Weapons, knives, tasers, batons, pepper spray, etc
- Glass containers
- Flashlights, key & purse chains, glow sticks, laser pointers
- Large flags and posters (including sticks)
- Helmets
- Umbrellas of all kind
- Binoculars

Please also note the safety instructions of the VELTINS-Arena!

[www.en.veltins-arena.de/service/agb-hausordnung/](http://www.en.veltins-arena.de/service/agb-hausordnung/)

## **ARRIVAL**

We recommend travelling by public transport as the concert ticket entitles you to do so (except special transport).

### **Bus & Tram**

From Gelsenkirchen main station, take the tram line 302 in the direction of Gelsenkirchen Buer Rathaus to the VELTINS-Arena stop.

People with walking disabilities should use the Willy-Brandt-Allee stop.

Line 302 commutes between Gelsenkirchen main station and the ZOB Buer Rathaus in shorter intervals for both arrivals and departures.

Info about arrival & departure can be found here: [www.en.veltins-arena.de/service/anreise-parken/](http://www.en.veltins-arena.de/service/anreise-parken/), [www.bogestra.de](http://www.bogestra.de) and [www.bahn.com/en](http://www.bahn.com/en)

### **Car:**

Car parking spots are available in car parks B-E on Adenauerallee and Willy-Brandt-Allee. The Navigation addresses for the car parks:

A to C3: Adenauerallee 110

D1 to E3: Rudolf-Gellesch-Weg or Willy-Brandt-Allee 52

Parking spaces on site are limited. If you are travelling by car, we recommend that you get on one stop of the 302 line and park your car in the vicinity of the respective stop, form car pools or use rideshare options.

These can be found at [www.schalke04.de/mitfahrboerse/](http://www.schalke04.de/mitfahrboerse/).

## **WHEELCHAIR USERS / PEOPLE WITH WALKING DISABILITIES**

### **Local Public Transport**

Visitors with walking disabilities can reach the stadium via the "Willy-Brandt-Allee" stop. This stop has no stairs and is only slightly further away from the arena. From here, please follow the signs.

### **Car**

As a holder of a wheelchair/severely disabled ticket, you have received a separate mailing with information about parking and travel possibilities. Please check your inbox. A mailing to customers who purchased their tickets shortly before the show will be sent out soon.

Additional parking spaces for visitors in wheelchairs, visual impairments or exceptional walking disabilities (aG) who are in possession of a blue/orange parking permit are available at various locations around the VELTINS-Arena.

## **Inside the VELTINS-Arena**

Stair-free access to the arena

- On the Arenaring
- On the Parkallee at the hotel/medicos
- In the medicos car park (level 2), access to the arena via Charly Neumann Bridge
- In the P2-PH1 car park on Stan-Libuda-Weg with access to the arena via the Stairlift (maximum load capacity 225 kg) at the West 2 entrance.

## **WALKING AIDS**

For safety reasons, it is not permitted to bring walking aids and crutches or similar into the entire standing area. The aforementioned aids are only allowed at the seats outside the infield. If you are the holder of a ticket for the standing area and are dependent on walking aids, please go to this link by **19.07.24** and follow the steps:

[www.eventim.de/faq/en\\_en/search/dialog-rammstein-walking-aid/](http://www.eventim.de/faq/en_en/search/dialog-rammstein-walking-aid/)

## **FURTHER INFORMATION**

### **Digital payment system:**

If you use car parks B to E, you will come into contact with the new payment system. Parking fees will no longer be paid manually to security staff, but at machines or digitally via your smartphone.

You will not receive a parking ticket when you enter the car park; instead, your license plate will be automatically recorded by cameras. We recommend that you pay immediately after entering the car park, but you also have the option of doing so after the event.

### **#STEHTAUF contact point**

With the question "Where is Elli?" or the code word "Elli", all those seeking help are given the opportunity to receive direct assistance. Whether it's about discrimination, violence, sexual assault, anxiety, discomfort or other emergencies, every guest is offered immediate support. In addition to the team at the contact points, you can also contact the security service, the service staff in the kiosks, the medical service or the volunteers in the green shirts and jackets at any time.

The #STEHTAUF contact point can be reached by a mobile team inside the stadium (at the DRK tent between Tunnel 1 and Tunnel 2), on the stands in the lower tier and in the upper tier and at a retreat in the museum at stairwell 12 (TH12). The team will be wearing pink waistcoats and will be available in the arena from admission until half an hour after the end of the show.

## **MORE**

Remember sunscreen (cream, headgear, etc.) as well as rainproof clothing.

Loud music can damage hearing! We would like to draw your attention to the fact that especially children should wear hearing protection and be placed appropriately on the premises. We recommend not to bring children under 8 years to the concert, children under 6 years are NOT admitted.

**In general - Safety first**

Please make sure that you have eaten and hydrated enough to keep your circulation going. You will find food and beverage vendors offering a wide range of food and drinks throughout the stadium. It is not permitted to take food and drinks into the VELTINS-Arena.

Paramedics and doctors are on site for medical emergencies.

Please behave considerately at all times, look out for others and offer your help when needed.

We ask for your understanding in case of any delays.

We wish you a wonderful concert experience.  
The Team of MCT & concert team nrw GmbH

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**Promoter:**

MCT Agentur GmbH  
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