



# TAYLOR SWIFT THE ERAS TOUR

with special guest  
**Paramore**


**23 & 24 Jul 2024**  
**Volksparkstadion, Hamburg**



TaylorSwift.com/tour


AEG   TAYLOR SWIFT  
TOURING


## TAYLOR SWIFT | THE ERAS TOUR: PLAN YOUR VISIT


*Taylor Swift | The Eras Tour will take place on July 23rd and 24th, 2024 at Volksparkstadion in Hamburg. Everything you need to Know Before You Go: Please read the following information carefully so that you can best prepare for the concerts.*


 Your ticket is an **EVENTIM.Pass ticket**. Please have your EVENTIM.app ready on your smartphone and log in with your EVENTIM account details. Make sure that your smartphone has full screen brightness and sufficient battery to access the EVENTIM.Pass ticket during the admission scan. Otherwise we will not be able to grant you entry to the stadium. Tip: Open your EVENTIM.Pass ticket in the EVENTIM.app before you arrive so that the security staff can scan the QR code directly and you can get into the stadium more quickly. **Download the free EVENTIM.app [here](#).**


 **Plan your arrival: Please note the entrance indicated on your ticket.** The best route to the stadium depends on your seat and the corresponding entrance. Please use public transportation and the shuttle service from  S-Bahn Stellingen and do not travel by car. **There will be no parking spaces available at the stadium.**


 It is not permitted to arrive at the Volksparkstadion **before the day of your concert!** Camping on and around the event site is expressly prohibited. The event site and the queuing areas are accessible from 8:00 a.m. on the days of the event.

 **Plan to pay in cash:** Make absolutely sure that you have enough cash with you, as cashless payment options with debit or credit cards cannot be guaranteed in the stadium.

 **Bags** may be a **maximum of A4 in size** and have a **maximum of 2 compartments**.

 Be careful: Please make sure that your **clothing, costumes or accessories neither restrict the view of people around you nor can they injure other visitors**. Fan posters must **not be larger than DIN A3**.

 **Remember:** Bringing food & drinks, umbrellas or parasols and professional cameras are **not allowed** in the stadium. Mobile power banks are permitted, but must not be larger than your phone.

 You are allowed to bring in empty clear soft-plastic bottles (max. 500ml; **without a lid**). No glass, hard plastic, or metal containers of any kind are allowed in the stadium. Anyone with a standing ticket will not be allowed to bring a bottle inside the stadium (cups will be provided inside the stadium).



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AEG JAGGED MUSIC TAYLOR SWIFT TOURING

## SCHEDULE

July 23rd & 24th 2024

### EARLY ENTRY\*

3:00 PM

### GENERAL ADMISSION

4:00 PM

### SHOW START PARAMORE

6:15 PM

### SHOW END

Approx. 11:00 PM

### OPENING TIMES MERCH

12:00 PM – 08:00 PM (July 22<sup>nd</sup> exclusively at Barclays Arena)

10:00 AM – 12:00 AM (July 23rd & 24th)

\*The 'It's Been A Long Time Coming' and 'We Never Go Out Of Style' VIP packages include Early Entry into the venue. All other VIP package classifications do not include Early Entry and will be allowed to enter at the general admission door times referenced above.

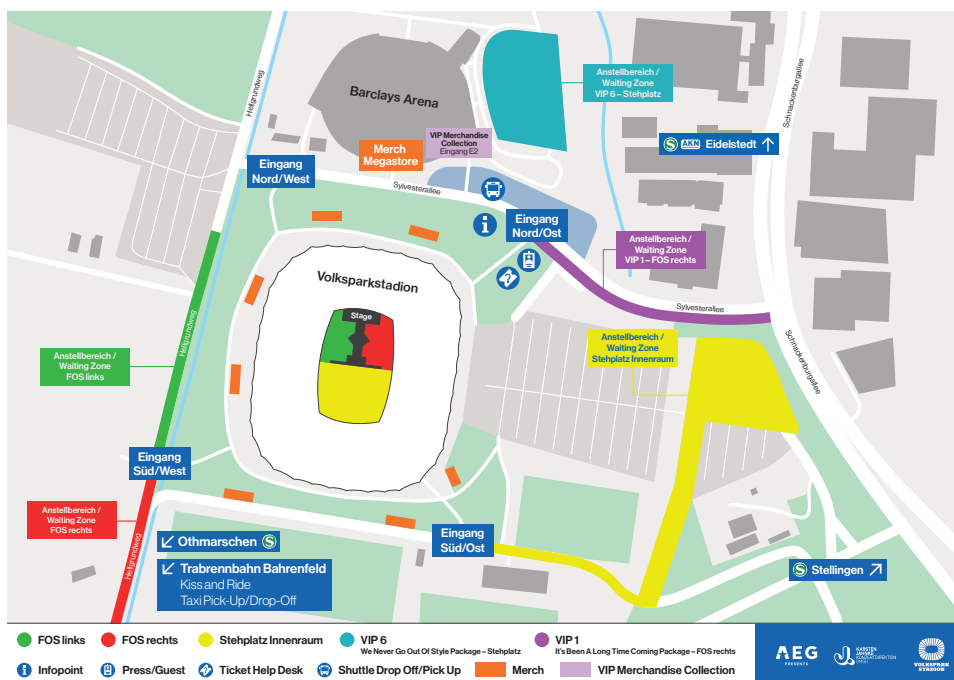


Abbildung 1 [Download Venue-Map](#)



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## GETTING TO THE STADIUM


⚠️ There are **no parking spaces** available at the stadium.

Please use public transport and the shuttle service from  Stellingen S-Bahn station and do not travel to the stadium by car.



Your concert ticket entitles you to book a public transport ticket for the outward and return journey to the stadium within the HVV area on the day of the event. Please have your **EVENTIM.Pass** account details ready and book your free public transport ticket [here](#).


### Arrival via Stellingen S-Bahn station (incl. shuttle service):

  Take the S-Bahn from Hamburg Central Station to the Stellingen stop (lines: S3 towards Pinneberg or S5 towards Elbgaustraße). From there you can take the shuttle service to the stadium.





 Alternatively, it is about a 20-minute walk from the Stellingen S-Bahn station to the stadium entrances.


### Arrival via Eidelstedt S- & AKN-Bahn station:



  Take the S-Bahn from Hamburg Central Station to the Eidelstedt stop (lines: S3 towards Pinneberg or S5 towards Elbgaustraße) or take the AKN from the Hamburg suburbs to the Eidelstedt terminus.

 From the Eidelstedt S-Bahn & AKN train station, it is about a 15-minute walk to the stadium entrances.



### Arrival via Othmarschen S-Bahn station:

  Take the S-Bahn from Hamburg Central Station to the stop Othmarschen (Line: S1 direction Wedel). From there, take bus line  (direction S-Bahn Rissen) and get off at the Elbe-Einkaufszentrum stop. From Elbe-Einkaufszentrum take bus  (direction U-Bahn Kellinghusenstraße) to Hellgrundweg (Arenen). From there it is a 15 minute walk.

 Alternatively, it is about a 50-minute walk from the Othmarschen S-Bahn station to the stadium entrances.

  "Kiss-and-ride" area: Four large stopping areas will be set up at **Trabrennbahn Bahrenfeld**, where people can stop briefly to drop off their loved ones for the concert or pick them up again after the concert. This will be the only way to drop off or pick up concert guests near the stadium by car. It will not be possible to drive to the stadium by car for pick-up and will be prevented by the police or our security service.

The route between **Trabrennbahn Bahrenfeld** and the Volksparkstadion will be clearly signposted and well lit. Experienced security staff will be present along the route to assist visitors with any queries they may have.

  Cab pick-up service: A separate drop-off/pick-up area for cabs will be set up at **Trabrennbahn Bahrenfeld** on concert days.



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🚲 You can ride to the stadium with your own bike or a rental bike. Please note, however, that there will be no bike lockers or guarded parking spaces on the days of the event.

🛼 There is a parking ban for e-scooters in the area around the stadium. All details are available in the apps of the respective providers. So check there before you set off!

🚫🚗 No parking at the stadium: There are **no public parking spaces available for cars** at the Volksparkstadion Hamburg on the days of the event.

## PROHIBITED ITEMS

The following items and objects are prohibited at the concert:

- 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.
- Clothing, costume, or personal effects that may impede the view of those around or behind you.
- Handcuffs or other restraint items
- Animals (except for certified disability service animals)
- Chains, chain wallets, studded jewelry or spurs (necklaces are allowed)
- Bicycles, scooters, skateboards, skates, segways, or other unauthorized means of transportation
- Glass, hard plastic, or metal containers of any kind
- You are permitted a clear, empty soft plastic water bottle – no larger than 500 ml (without a lid)
- Umbrellas and parasols
- Strollers
- Noise-making devices such as air horns, bells, bullhorns, thunder sticks or whistles
- Briefcases, bags, luggage, purses larger than a clutch bag/DIN A4 (except as noted below):

**TALL:** Max. 29,7 cm  
**WIDE:** Max. 21 cm  
**DEEP:** Max. 21 cm



The bags may have a maximum of 2 compartments.



PLAKATE GRÖßER ALS A3  
POSTERS LARGER THAN A3



KRACHMACHER  
NOISEMAKERS



HELME  
HELMETS



LICHTER UND TASCHENLAMPEN,  
POWERBANKS  
(GRÖßER ALS DEIN TELEFON)  
LIGHTS AND TORCHES, BATTERY PACKS  
(LARGER THAN YOUR PHONE)





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**KLEIDUNG, KOSTÜME ODER PERSÖNLICHE GEGENSTÄNDE,  
WELCHE DIE SICHT DER PERSONEN UM SIE HERUM ODER  
HINTER IHNEN EINSCHRÄNKEN KÖNNTEN**

**CLOTHING, COSTUME, OR PERSONAL EFFECTS THAT MAY  
IMPEDE THE VIEW OF THOSE AROUND OR BEHIND YOU**

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

*The following weapons, dangerous materials or objects are prohibited at the concert:*

- 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.
- Flammables or missile-like objects, fireworks, road flares, emergency flares, explosives, or other incendiary devices
- Aerosol containers, including sunscreen, pepper spray, bug spray, or spray paint.
- Balloons, frisbees, projectiles, horns, radios, (theatre) binoculars, bells, whistles, musical instruments, laser pointers, sticks, poles, bats, clubs, etc.
- Items that may be deemed a safety hazard or annoyance to participants or guests



## **CONSUMABLES**

*The following food & beverages may not be taken into the stadium:*

- Outside Alcoholic beverages
- Outside food or beverages
- Illegal substances or drugs
- Glass or metal containers of any kind

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

*The following signs and materials may not be taken into the stadium:*

- Distribution of unauthorized promotional or commercial material
- Flyers, samples, giveaways, or promotional items
- Country flags
- Banners or poles
- No signs larger than 27,94 cm x 43,18 cm (DIN A3)
- No political signage



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## ELECTRONICS | CAMERAS | RECORDING DEVICES

The following electronic recording devices may not be taken into the stadium:


- Digital, analogue or instant cameras
- 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)
- Selfie sticks
- Drones
- Lights or battery packs (except for power banks the size of your smartphone)
- Two-way radios or walkie talkies
- Laptop computers, tablets, or digital readers



**NO DIGITAL, ANALOGUE OR INSTANT CAMERAS, PROFESSIONAL OR COMMERCIAL CAMERAS / PHOTOGRAPHY EQUIPMENT, VIDEO CAMERAS, GOPROS, AUDIO RECORDING DEVICES, OR TRIPODS: NO VIDEO OR AUDIO RECORDING ALLOWED (EXCEPT PERSONAL MOBILE PHONES). NO EXTENDABLE OR ATTACHABLE LENSES ON CAMERAS OR MOBILE PHONES ALLOWED.**

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

## TICKET-INFORMATION

 Your ticket is an **EVENTIM.Pass ticket**. Please have your EVENTIM.app ready on your smartphone and log in with your EVENTIM account details.

Make sure that your smartphone has full screen brightness and sufficient battery to access the EVENTIM.Pass ticket during the admission scan. Otherwise we will not be able to grant you entry to the stadium.



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Tip: Open your EVENTIM.Pass ticket in the EVENTIM.app before you arrive so that the security staff can scan the QR code directly and you can get into the stadium more quickly.

**Download the free EVENTIM.app [here](#).**

If you have several tickets (e.g. for accompanying persons), all persons must be admitted to the stadium together.

**There will be no ticket sales ("box office") at the stadium. Tickets for Taylor Swift | The Eras Tour Hamburg can only be purchased on EVENTIM and on no other ticket platform.**

Your ticket(s) will be sold by the organizers directly and exclusively via Eventim to you as a consumer. Tickets purchased from companies or retailers that violate the terms and conditions for ticket sales will be canceled. By accepting these terms and conditions, you confirm that you are an end consumer.

Your ticket(s) will become invalid immediately if they are resold or offered for sale, unless the sale is made via Eventim's official fan-to-fan sale. Tickets sold through third parties and other unauthorized outlets, including online auction sites, are not valid. Resale of a ticket through unauthorized outlets will render it invalid and will result in denial of admission.

## CHILD AND YOUTH PROTECTION

Loud music can damage your hearing!

**Children under the age of 3 are NOT admitted to the concerts**, even if they are accompanied by a parent or guardian.

Persons **between the ages of 3 and 15** will only be permitted to attend if they are accompanied by a parent or guardian or an authorized supervisor and can present a valid admission ticket and an identification document (e.g. passport, health insurance card, student ID). An authorized supervisor must be of legal age (at least 18 years old), have the necessary maturity to responsibly support the child at a concert event and ensure the child's safe journey home. The authorized supervisor must also present a corresponding authorization signed by the legal guardian(s) to accompany the minor, including a copy of the ID of the signing legal guardian(s), at the entrance to the concert event. You can download the corresponding authorization form [here](#).

We recommend that children from 3 to 10 years of age only attend the concert with the so-called "Mickey Mice" (ear muffs).

## FOOD & DRINKS

You will find food and drink stands with a wide range of food and drink on the entire event site. It is not permitted to take food and drinks onto the event site!



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## OTHER INFORMATION

Please remember sun protection (e.g. cream or headgear. **Sprays are prohibited!**) and rainproof clothing if necessary. Umbrellas are prohibited without exception, as they obscure the view of other visitors.

There will be sufficient qualified medical staff on site for medical emergencies.

## FAQ

### Can I get free water in the stadium?

Please make sure that you drink enough fluids during the event.

Free cups will be provided in the stands and around the stadium for you to fill up with drinking water at the sanitary facilities. Our stewards will also be serving drinking water free of charge inside the stadium.

Holders of a **seat ticket** can bring empty transparent soft plastic water bottles into the stadium (max. 500 ml without lid) and fill them up at the sanitary facilities in the stadium.

**Standing ticket** holders may not bring empty, transparent bottles into the stadium; instead, they must refill them in the cups provided at the entrances to the stadium.

Metal bottles are not permitted anywhere in the stadium.

### This is my first time at the Volksparkstadion. Who do I turn to if I need help?

If you are lost, anxious, feel unwell or simply need help, please contact the security staff on site.

### Is smoking and smoking pot allowed in the Volksparkstadion?

The consumption of tobacco products is generally permitted on the grounds, but all smokers are asked to be considerate of their immediate surroundings.

The consumption of cannabis products ("smoking weed") is expressly not permitted on the grounds in accordance with Section 5 (1) of the German Consumer Cannabis Act (KCanG), as the stadium grounds are located in a legally prohibited zone and there are also minors among the concertgoers.

### How can I report bad behavior?

Any form of antisocial and discriminatory behavior will not be tolerated in the Volksparkstadion. Please inform our stewards immediately as soon as you notice any such behavior.





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## **Will I be safe in the Volksparkstadion?**

The safety of fans in the Volksparkstadion is our top priority. We work closely with the police, fire department and relevant authorities and maintain sufficient security and medical staff to ensure that the stadium's safety protocols meet the highest standards.

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

Each person may only take one small bag into the stadium, which must not be larger than A4 and have a maximum of two compartments:

Tall – 29,7 cm - Wide - 21 cm - Deep - 21 cm

Half-filled bags that are folded to reduce their size will not be accepted. Persons carrying bags that do not meet the above criteria will not be permitted to enter the stadium. There will be no checkroom or storage facilities for prohibited items or oversized bags at the stadium. A limited number of mobile lockers will be available at Sylvesterallee, which can be used to store items that may not be taken into the stadium. These mobile lockers are subject to a charge and can be booked on site on a first come, first served basis. As the number is very limited, we recommend that you do not bring any prohibited items into the stadium at all.

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

All posters or signs must not be larger than A3. Country flags are generally not permitted. All formats larger than A3 are not permitted.

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

Metal carabiners are not permitted. However, plastic carabiners may be brought into the stadium.

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

Small rechargeable batteries (power banks) may be brought into the stadium. However, they must not be larger than your phone.

## **Can I come to the stadium if I don't have a ticket?**

No. If you do not have a ticket, you should not travel to the Volksparkstadion. Nobody is allowed to stand in front of any of the entrances or in the entrance area of the stadium. Anyone without a ticket will be asked to leave the grounds by security staff.

## **Will there be listening parties outside the stadium?**

No. Any person outside the stadium will be asked to leave the premises by security staff.



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If you have any further questions about the event beyond this information, please visit our general FAQs or contact our ticket service in good time by e-mail ([tickets@kj.de](mailto:tickets@kj.de)).

We ask for your understanding for any delays in the process.

We wish you a wonderful concert experience - it's been a long time coming!

Your Karsten Jahnke Konzertdirektion GmbH

*Last updated: July 17<sup>th</sup> 2024*