In the following paragraphs you will find important information regarding Ed Sheeran’s concerts held at Malmi Airport on Tuesday 23rd and Wednesday 24th of July. The following information applies to both concerts.

Ed Sheeran (UK), currently the world’s most popular artist, comes to Finland for the first time. The British musician releases a brand-new album “No. 6 Collaborations Project” right before the concerts.

The following info text is long and thorough, but we encourage you to read it through. We reserve the rights to changes and adjustments. This packet was updated on July 22.

TICKETS

Tickets for Tuesday’s concert on 23.7.2019 are still available at www.lippu.fi/edsheeran.

Wednesday’s concert on 24.7.2019 is fully sold out.

Ticket resale and ticket raffles are prohibited. Resold tickets will be invalidated.

Do not share pictures of your tickets anywhere so that the serial code of the ticket can’t be copied or misused in any manner.

If you have bought your ticket in PDF format, make sure to download it to your phone before arriving to the concert area.

SCHEDULE

16.00 Gates open
18.45 James Bay (UK)
19.45 Zara Larsson (SWE)
21.00 Ed Sheeran’s concert begins
22.45 The estimated ending time for Ed Sheeran’s concert
01.00 The concert area closes

The schedule applies to both concerts. Changes to schedule are possible.

Particularly important: make sure to arrive on time. We encourage you to arrive latest at 18.00.
THE VENUE: MALMI AIRPORT

Ed Sheeran’s concerts will be held at Malmi Airport, Helsinki. The airport is located here: www.google.fi/maps/@60.2484243,25.0402102,16z

The map of the concert area is attached lower on this page.

The concert area’s surface is flat concrete/sand/grass field. Only unnumbered standing tickets are sold.

In front of the stage is a fenced area with a capacity of approximately 4000 viewers. The area will be filled based on arriving order. If you wish to see the concert from this area, we encourage you to come before the gates open at 16.00.

In total, the concert area has a capacity of 60 000 concert-goers per day.

Please notice that the concert area and its immediate vicinity (Malmi Airport, including the parking space and other areas in addition to the concert area) are attainable only with tickets to the concert. Children and other concert-goers may be escorted to the gate of the airport area.
THE FLORA AND FAUNA OF MALMI AIRPORT

Malmi Airport is inhabited by a vast array of different animals, insects and birds, some of which are endangered. The concert area will be constructed in a manner that is respectful of sustainable values and the biota of the area. Much of the concert area is located on landing strips made of concrete. We remind you to follow the instructions of the safety personnel, to walk only on marked paths and to avoid littering.

ARRIVING TO THE AREA

Malmi can be easily reached by public transportation, which we encourage you to use.

The concert area has three entrances and we recommend that you choose the one that is most suitable regarding your route. You will find more detailed information regarding arrival below.

We kindly ask you to follow the instructions presented on this page regarding your arrival and exit from the area. For instance, Google Maps and Reittiopas may instruct you to use routes that are not applicable during the concert.
ARRIVING BY TRAIN
Foremost, we recommend that you arrive to Malmi by VR’s commuter train. You can find the region map for commuter trains here: [https://www.vr.fi/cs/vr/en/lahiliikenteen_reittikartta_en](https://www.vr.fi/cs/vr/en/lahiliikenteen_reittikartta_en)

When arriving from south, or Helsinki’s center, you can take the train. Lines K or I go to Malmi. The station nearest to the concert is Malmi’s station, from which the walk to the concert area is approximately 2 kilometers long (roughly 15 minutes). There are signs guiding you to the concert area – make sure to follow them.

When arriving from north, you can take the train. Line I to Tapanila and K to Malmi. Walking distance from both stations to the concert area is approximately 2 kilometers long (roughly 15 minutes). There are signs guiding you to the concert area – make sure to follow them.

We request you to use different train stations depending on your direction of arrival to avoid congestion and to ensure a smooth arrival.

Please note that congestion is to be expected even though there are additional shifts and seats on the trains. We encourage you to arrive in good time and reserve enough time for transportation.

We recommend that you buy tickets for public transportation well before the day of the event. Also note that train tickets are not sold in VR’s commuter trains. There will most likely be queues to the ticket vending machines on the train stations.

ARRIVING BY FOOT OR BY BICYCLE
If you live in the approximity of the concert area, walking and biking are the best choices of transportation!

Helsinki’s center is roughly 10 kilometers away from the concert area, whereas both Tikkurila and Itäkeskus are approximately 7 kilometers away from the concert area. Especially exiting after the event is easiest by foot and by bicycle. There is a cost-free parking area for bicycles next to the concert area.

You can also take your bicycle to the metro and exit at Myllypuro’s station, situated only 5 kilometers from the concert area. This is likely to be the fastest way to arrive and exit the area if you are coming from Espoo’s or Helsinki’s center’s direction. There will also be additional shifts in the metro traffic after the concert ends.

ARRIVING BY BUS
Only few bus lines go to Malmi and Malmi Airport and they are likely to be extremely packed. Therefore, we would like to note that even though there are additional shifts, it is unlikely that the buses can fit everyone in. We recommend that you use trains or other means of transportation. More information regarding the routes is offered by Reittiopas: [www.reittiopas.hsl.fi](http://www.reittiopas.hsl.fi)
ARRIVING WITH OWN VEHICLE & PARKING
A limited number of parking spaces are sold prior to the concerts. The paid parking area is divided into two segments (Blue Parking and Red Parking) that are both located on the concrete landing strip right next to the concert area.

EDIT: both parking areas are 100% sold out on both days.

The parking area opens at 14.00 on both days. It is not allowed to leave the cars there for the night – cars left on the area will be towed.

There are no parking spaces near the Malmi Airport in addition to the official parking area. We recommend that you park your car in Helsinki’s city center, Pasila (Messukeskus, for instance), Tikkurila, Helsinki-Vantaa Airport or other parking areas near VR’s regional stations.

Please note that the nearby areas of the concert area will be congested on the days of the concerts and many streets will be closed from traffic. Traffic jams are also to be expected. If you travel with your own car, reserve enough time for arrival and parking.

There will be a reserved area for accessible parking in the Red Parking area. There is a limited number of accessible parking spaces, and you need to register for the parking space in advance. You can find more info in the section regarding accessibility.

DROPPING OFF AND PICKING UP
If you are driving someone to Ed Sheeran’s concerts, you can drop them off at the official Drop Zone spots – information regarding their location will be announced closer to the concerts. The Drop Zone spots are located quite far away from the concert area, so make sure to reserve enough time for arriving.

Dropping off and picking up in the immediate vicinity of the concert area is not possible, as the roads in the areas surrounding Malmi Airport will be closed from traffic.

ARRIVING WITH A TAXI
You can come to the concert area with taxi, but please be prepared for traffic jams. Only official taxis are allowed to drive to the vicinity of the concert area. Helsinki’s taxi center will instruct the taxi drivers.

ARRIVALS ARRANGED BY THIRD PARTIES
Parties arranging charterbuses and travel services are requested to contact the organizers of the concerts so that we can instruct you on where to park the buses and where to drop off passengers. We request that you send us email at asiakaspalvelu@fullsteam.fi by 14.7.2019.
QUEUING

Many fans wish to come to queue well before the concert starts. For safety reasons, queuing in the immediate vicinity of the concert area is allowed from 9:00 on both days. The organizers of the event reserve the right to remove customers who come to queue before 9:00. We recommend gate #3.

Please remember to take your trash to the according trash bins found at the area’s gate, among other locations.

ARRIVE ON TIME

It is particularly important that you arrive to the concert area well before the concert starts!

As there will be tens of thousands of customers attending to the event, congestion is to be expected, also at the gates. Come to the area in good time to make sure that you get to see the world-class supporting artists James Bay and Zara Larsson. This way you can also get to know the concert area and its diverse selection of restaurants. We recommend that you arrive at 18:00 at the latest – preferrably earlier. If you arrive later, we can’t guarantee that you see Ed Sheeran’s concert in its entirety. If you wish to see Zara Larsson’s and James Bay’s shows, we recommend that you arrive at 16, when the gates open.

TIKTETS: ALL TICKETS ARE PERSONALIZED

To prevent misuse, reselling, unreasonable pricing and extortion of fans, all tickets are personalized. This means that the ticket buyer’s name will be printed on the ticket. Upon entrance, the buyer needs show an identity card (photo ID) and show that the name in the tickets matches with the name in the identity card. Therefore, all members of your party (max 4 tickets) must come to the event accompanied by the person who bought the tickets. This policy is being used in every show of Ed Sheeran’s tour. If the person whose name is on your ticket is not present, you cannot enter the concert area.

The organizer of the event has the right to inspect your identity at the gates, so please bring a valid photo ID with you.

There will be commotion at the gates, so please make sure to enter the concert area together with your party and using the same entrance.

More information regarding the tickets and ticket policies of Ed Sheeran’s concert can be found here: https://tinyurl.com/y3zolmd4
AGE RESTRICTION

There is no age restriction at the concerts. However, we recommend that children below the age of 14 come accompanied by an adult. We recommend that you come to the area in good time and agree upon an easily identifiable meeting place in case one of you gets lost. Due to the large crowds at the events, cell phones may be affected by network and signal issues.

Perambulators and trolleys are prohibited for safety reasons.

The concert area will be crowded – therefore it is easier and safer to follow the concert from the sidelines of the field if you are accompanied by children.

ENTRANCE AND SECURITY CONTROL

- Meet up with your party before entering the concert area.
- Enter the area as a group. Remember to reserve enough time.
- Queue calmly and follow the instructions of the safety personnel.
- Have your tickets and photo ID at hand before coming to the gates.
- If you have a PDF ticket, download it to your phone before coming to Malmi. If mobile networks are affected by traffic peaks, you may not be able to show your ticket at the gate and therefore cannot enter the concert area. A screenshot of the ticket does not suffice as the ticket readers can only read original PDF files.

There will be a security control at the gate. You will find more information regarding prohibited items below.

To ensure fast entrance and security control we encourage you to bring only necessary items with you to the concert area. For instance, we recommend that you leave big backpacks and bags either at home or in the cloakroom. There is an optional paid cloakroom available at the gate. The fee for cloakroom is 5 € per customer. The fee for additional visit in the cloakroom is 2 €.

SERVICES IN THE CONCERT AREA

After entering the concert area, you will find lavatory services, water refill stations, Ed Sheeran merchandise stands, several vendors selling food and beverages, as well as vendors selling ear plugs and disposable rain cloaks.

There is one stage on the concert area on which all of the evening’s artists perform.

There are two large bar areas for adults in the area. Both areas offer a good view to the stage.

THE AUDIENCE AREA

Malmi Airport consists mainly of flat surface made of concrete, enabling easy moving in the area.
In front of the stage is a fenced area with a capacity of approximately 4000 viewers. The area will be filled based on arriving order. If you wish to see the concert from this area, we encourage you to come before the gates open.

Only unnumbered standing tickets are sold. Seats are available in the vicinity of the main food vending area.

**PAYING IN THE CONCERT AREA**

All vendors, bars and the cloakroom in the concert area accept most debit and credit cards and contactless payment. Contactless payment is limited to 50 € per purchase, and it is the fastest and easiest method of paying!

**THINGS TO KEEP IN MIND IN THE CONCERT AREA**

- **ID** | You will need an official photo ID (passport, driving license, photo ID) to enter the concert area, as all tickets are personalized. More info can be found above in the section devoted for the personalizing of the tickets. If you are over 18 years old and wish to enter the bar areas, you are required to have an ID to prove your age.
- **TAKING PHOTOS AND VIDEOS** | Filming with your smartphone or digital camera is allowed. Systems cameras (definition: interchangeable lenses), video cameras (including GoPro cameras) and selfie sticks are prohibited.
- **SHARING IN SOCIAL MEDIA** | The official hashtag for the events is #EDsinki
- **EAR PLUGS** | Bring ear plugs with you. Protecting your hearing ensures that you can safely enjoy the concert. There are also ear plugs sold at the event.
- **RAINCOATS AND SUN BLOCK** | If the weather seems rainy, bring along a raincoat. Umbrellas are prohibited due to reasons related to safety and to ensure a good view to the stage. In the case of hot weather, bring along sun block, water bottle and a hat.
- **DRESSING ACCORDING TO THE WEATHER** | As the concerts last well into the night, it is recommendable to dress warmly and to bring along proper shoes. Since there will be lots of walking, we encourage you to leave high heels at home and bring along sneakers or other shoes fit for walking, instead.
- **NO CHARGING STATIONS – BRING ALONG A POWERBANK** | As the event lasts for many hours, your phones battery may die. There are no charging stations in the area. The mobile networks may be affected by traffic peaks, so make sure to decide upon a meeting place with your party in the case you get lost.
- **CLOAKROOM** | There is an optional paid cloakroom upon the entrance. The fee for the cloakroom is 5 € per customer. The fee for an additional visit to the cloakroom is 2 €.
- **LAVATORY AREAS** | There are numerous lavatory areas in the concert area. All lavatory areas also include accessible toilets.
- **SMOKING** | Smoking in the vicinity of the stage is prohibited. Please smoke only in the areas designated for smoking.
- **FIRST AID** | In addition to the first aid station located in the area, there are also first aid personnel moving around the area. If you need help or notice that someone else needs help, contact the nearest member of safety personnel immediately.
• **WASTE MANAGEMENT** | There are several places for garbage disposal in the area. Please remember to sort your trash.

• **LOST & FOUND** | Found items will be delivered to the area’s info desk during the event. In the days following the event, lost items can be inquired via email at asiakaspalvelu@fullsteam.fi. Remember to describe the characteristics of the lost item. Items with a value of 20 € or higher will be delivered to Helsinki’s police station in Pasila on Monday (29.7.2019) following the concert.

**EATING AND DRINKING**

There is a wide array of food and beverages sold in the concert area. In addition to pop-up restaurants serving food, there is also water, beverages and snacks available. Alcohol is served for adult customers in the bar area. See more detailed locations in the event’s map.

**BRINGING YOUR OWN FOOD**

You are allowed to bring “normal-sized” food like sandwiches, fruits, snacks, sweets and other similar food into the concert area. Large-sized picnic baskets and coolers are prohibited.

You are allowed to bring one unopened 1,5 liter bottle or an empty 1,5 liter bottle with you. The bottle needs to be plastic, transparent and clear. Empty alcohol bottles are prohibited. Small juice boxes made of cardboard are allowed.

There are water refill stations in the area, where you can fill your water bottle. It is prohibited to bring alcohol to the area.

**ACCESSIBILITY**

The route leading to the entrance of the area consists of flat surface made of concrete and sand roads and every gate has a specifically marked entrance for customers with physical disabilities or wheelchairs.

The Red Parking parking area has an accessible parking space with a limited capacity. Customers requesting a permit for accessible parking needed to apply in advance by 30.6.2019.

There are 2 elevated wheelchair seatings in the concert area, located near the mixing booth. We would like to remind that the wheelchair seatings can only be accessed with a wheelchair ticket. Regular tickets do not entitle to an access to the wheelchair seating. Please arrive in good time and keep your tickets with you during the whole event.

Customers holding a wheelchair ticket will receive a bracelet upon entrance, entitling them to an access to the elevated wheelchair seating.

Every lavatory area in the concert area has also accessible toilets.
Customers in wheelchairs, as well as customers with other disabilities, are welcomed to bring along a personal assistant (1 assistant / 1 customer). Personal assistants are not required to have their own concert tickets. We recommend that you bring along a certificate of the need for a personal assistant.

If you have any additional questions, we encourage you to send us an email at asiakaspalvelu@fullsteam.fi.

PROHIBITED ITEMS

We request that you leave all additional items at home or bring them to the cloakroom.

Alcohol, glass items, firearms or sharp objects (including multi-purpose tools), fireworks, spray and aerosol cans and other similar dangerous items are prohibited. Umbrellas are prohibited to ensure that everyone has a clear view to the stage.

Portable chairs and perambulators are prohibited due to safety reasons. Selfie sticks are also included in the prohibited items.

There will be a security control at the gate, and the members of the safety personnel make the final decision whether an item poses a risk for safety. Please leave all extra items home.

Large backpacks and suitcases need to be taken to the cloakroom. Normal-sized backpacks, textile bags and purses are allowed.

EXITING THE AREA

Ed Sheeran’s show is scheduled to end approximately at 11pm on both days.

The routes are likely to be packed as 60 000 people exit simultaneously. We remind you to move calmly and wait for the routes to clear.

Please buy your tickets for public transportation in advance.

Please note that as the routes leading to the airport area’s gates are narrow, congestion is to be expected – for those walking as well as for those driving. This is a matter of safety as well, as the road network won’t fit all customers exiting at the same time.

You can avoid long queuing at the train station and taxi stations by staying at the concert area also after the concert has ended. The bars at the area serve until midnight.

TRAINS

If you are heading to Helsinki, you can walk to Malmi’s train station and use the train. Lines I, N, K and T go to Helsinki’s city center. The walk from the concert area to the train station is approximately 2 kilometers long and takes roughly 15 minutes.
We request you to use different train stations (depending on your location and direction of exiting) to ensure a smooth trip back home.

There are additional train shifts. The additional shifts go north and south and operate until 3 in the morning, ensuring that everyone gets back home from Malmi and Tapanila.

Please note that the trains are expected to be crowded. The members of safety personnel allow only a safe number of customers in the dock area of the train station at a time, so please wait calmly for your turn.

We recommend that you buy your tickets for public transportation well in advance. Please note that train tickets are not sold in the commuter trains. The ticket vending machines at the train stations are expected to be crowded.

**BY FOOT OR BY BICYCLE**
Exit calmly using walkways or cycleways and take other traffic into consideration. If you exit by bicycle, remember to have your lights on.

The metro also has additional shifts. For those traveling to the direction of Helsinki’s city center or Espoo, we recommend cycling to Myllypuro’s metro station (approximately 5 kilometers) and taking your bicycle with you to the metro.

**BY BUS**
Buses can only fit a fraction of customers exiting the area. Therefore, we recommend that you go by train or by other means of transportation.

**BY TAXI**
A temporary taxi pick-up point will be constructed at the south side of the concert area. However, be prepared to queue due to traffic peaks. Only official taxis are allowed to drive to the vicinity of the concert area. Ubers, for instance, are not permitted.

We encourage you to share taxis with other concert-goers! Sharing cabs helps everyone get home faster.

**ARRANGED PICK-UPS**
If you have arranged a pick-up drive back home, make sure to arrange a meeting place reasonably far away from the concert area. Cars are not allowed to drive to the vicinity of the gate and some of the streets in the area are closed for the event.

The official pick-up points will be declared closer to the concert. Prepare for traffic peaks and long queues.

**SERVICES IN THE MALMI AND TAPANILA AREA**
The best services in the Malmi area can be found in Malmin Nova (www.malminnova.fi), the mall located in the immediate vicinity of Malmi’s train station. Many shops and restaurants can also be
found in Malmi. The shops and restaurants close to Tapanila’s train station serve customers arriving from north. The nearest pharmacy store is located in Malmin Nova (opening hours: 7-22).

ADDITIONAL INFORMATION ABOUT HELSINKI

Helsinki is filled with different leisure activities. Our recommendation is that you arrive to Helsinki well before the concert so you can get a chance to also explore Helsinki. Additional information about Helsinki can be found at www.myhelsinki.fi, for instance.

UPDATING INFORMATION REGARDING THE CONCERTS

In the case of changes in the information regarding the concerts, we will keep you up to date on this website and on the events’ official Facebook event: www.facebook.com/events/1780786295304358/

INFORMATION FOR RESIDENTS LIVING NEAR MALMI AIRPORT

Ed Sheeran’s concerts will bring an exceptionally large crowd to Malmi. Therefore, we request residents to reserve more time for transportation than usual and to avoid driving in the vicinity of the concert area during the days of the events. Public transportation will also be affected by congestion during the days of the events.

The construction and dismantling of the concert will cause no considerable disturbance to the nearby areas.

The sound systems will be tested on Monday 22.7.2019 during 9-21 and on concert days (Tuesday and Wednesday 23.-24.7.2019), beginning at 9.

QUESTIONS?

In all matters related to tickets, we encourage you to contact Lippupiste’s customer service: 0600 900 900 (2€/ startt min+mpm/pvm) Mon - Sat 9 - 21 and Sun 10 – 18. On show days our ticket office next to main gate helps starting 4pm.

If presented with other questions regarding the Ed Sheeran concerts, we request you to read this info package with care. If the answer to your question is not found, you can send your question to us at asiakaspalvelu@fullsteam.fi.

The concerts are organized by Fullsteam Agency, www.fullsteam.fi