



MY CHEMICAL
ROMANCE

CHANGE OF DATE

PLEASE NOTE

Due to COVID-19 Stadium MK are following Government Guidelines and the Stadium is currently closed. We have a small number of key workers that are able to assist with any questions not answered in the below FAQ sheet, they can be contacted via email only – customerservices@stadiummk.com, unfortunately during these unprecedented times we are unable to offer a telephone / social media help desk.

Concert Tickets

Tickets purchased will now be valid for the same day the following year. For example if you purchased tickets for Thursday 18th June 2020, your ticket is now valid for Thursday 17th June 2021 (please see below).

Original Date		New Date
Thursday 18th June 2020	—————▶	Thursday 17th June 2021
.....	
Saturday 20th June 2020	—————▶	Saturday 19th June 2021
.....	
Sunday 21st June 2020	—————▶	Sunday 20th June 2021

I can't make the new date, can I swap it to a different one?

Please refer to your ticket provider

Gigs & Tours - <https://www.gigsandtours.com/tour/my-chemical-romance>

Ticketmaster - <https://www.ticketmaster.co.uk/my-chemical-romance-tickets/artist/859324>

Big Green Coach: Official ticket + coach travel packages -

<https://www.biggreencoach.co.uk/events/my-chemical-romance-tickets-coach-travel>

I can't make the new date, can I get a refund?

Please refer to your ticket provider

Gigs & Tours - <https://www.gigsandtours.com/tour/my-chemical-romance>

Ticketmaster - <https://www.ticketmaster.co.uk/my-chemical-romance-tickets/artist/859324>

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I've booked via a secondary party/agent

(not Gigs and Tours, Ticketmaster or Big Green Coach), what happens next?

You will need to contact your provider for further information.

Accessible Tickets Purchased Directly from Stadium MK.

I can't make the new date, can I swap it for a different one?

Unfortunately not; all tickets will be automatically transferred to the corresponding new date in 2021.

I can't make the new date, can I get a refund?

If you can't make the new date you can apply for a refund at boxoffice@mkdons.com

Hospitality Tickets Purchased Directly from Stadium MK

I can't make the new date, can I swap it for a different one?

Unfortunately not; all tickets will be automatically transferred to the corresponding new date in 2021.

I can't make the new date, can I get a refund?

If you can't make the new date you can apply for a refund at boxoffice@mkdons.com

The on-site DoubleTree by Hilton

I've booked accommodation for the June 2020 dates, how do I move my reservation to the new 2021 dates?

Please contact the hotel directly at reservations@hotelmk.co.uk quoting the confirmation number of your already booked reservation, the name on the booking, and the date which you would like to move your reservation to for the rescheduled dates in June 2021. If your reservation was booked for Thursday 18th June 2020, your reservation can only be moved to the corresponding date in June 2021 (Thursday 17th June 2021), if your reservation was booked for Saturday 20th June 2020, your reservation will be moved to the corresponding date in June 2021 (Saturday 19th June 2021), if your reservation is booked for Sunday 21st June 2020, your reservation can only be moved to the corresponding date in June 2021 (Sunday 20th June 2021).

*Please note, the hotel has temporarily closed due to the government's instructions, therefore, we would appreciate your patience during this time and will endeavour to respond back you as soon as we can.

I can no longer attend the concert and would like to cancel my reservation, how do I do this?

Please contact the hotel directly at reservations@hotelmk.co.uk quoting the confirmation number of your already booked reservation, the name on the booking and advise that you would like to cancel, as the dates of the concert have now rescheduled and you will not be attending in 2021. You will receive a full refund for your booking if the reservation has been pre-paid.

*Please note, the hotel has temporarily closed due to the government's instructions, therefore, we would appreciate your patience during this time and will endeavour to respond back you as soon as we can.

Transport and Parking

I booked via the Big Green Coach Company, can I assume that my booking has now been changed to the new date?

Yes, your booking will automatically transfer to the corresponding new date in 2021. Further details can be found at <https://www.biggreencoach.co.uk/>

I have booked car parking via Park The Car Here, will my booking be transferred to the new date?

Yes, your booking will automatically be transferred to the corresponding new date in 2021

I can no longer make the concert, can I get a refund on parking

Yes, please email info@epdataservices.com



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STADIUM●MK

STAY HOME, SAVE LIVES