

Information on the scheme

Rescheduled concerts

Is travel to the venue included with my ticket for rescheduled concerts at the AO Arena?

We know it has been a challenging week for fans who had been looking forward to gigs that have been postponed.

We're pleased to confirm that tram travel is included with tickets for the rescheduled events taking place at the AO Arena.

Tram travel is included with event tickets for four hours before and after the following shows:

- **A Boogie Wit Da Hoodie** - Saturday 4 May
- **Take That** - Tuesday 7, Thursday 9, Friday 10, Saturday 11 and Sunday 12 May

The AO Arena is situated in the heart of Manchester and with its prime location as part of the Victoria Station complex is easily accessible by rail, tram and bus.

Ticket validity

What services is this valid on?

Transport is included across the full Metrolink network from four hours before and up to four hours after each event, in line with standard operating hours.

They will also be valid on the shuttle bus services which will operate after concerts back to Manchester city centre.

Why is the offer only valid on tram services and not Bee Network buses?

The bus services in the vicinity of Co-op Live are not yet part of the Bee Network. The initiative therefore focuses on tram services.

Can I use my event ticket on the 216, 219, 231 bus services prior to a concert to get there?

You can travel to the Etihad Stadium on these services (a 10-minute walk from Co-op Live). However, these standard bus services are not yet part of the Bee Network, and therefore travel is not included with your event ticket.

My bus is part of the Bee Network – can I use my event ticket to travel four hours before and after?

We wanted to make sure that the integrated transport offer included the same options for all, so this means that the Greater Manchester commercial bus network as a whole (franchised and non-franchised services) is not currently included in the integrated transport offer.

Why are there only shuttle buses offered post-concert?

The time and number of shuttle buses are based on expected additional demand across the existing TfGM network. The shuttle buses will support peak demand across the Metrolink network.

Can I get my money back because I didn't manage to travel the way I wanted to [delay/cancelled/missed/full]?

As the initiative does not come at additional cost to an event-goer, we cannot offer any refund for unexpected delays to your journey.

I paid for my travel and only found out about this initiative after purchasing my ticket – can I get a refund?

As the initiative does not come at additional cost to an event-goer, we cannot offer any refund for tickets that are bought prior to knowledge of the scheme.

Travelling to the venue

Do you just show people your gig ticket if asked?

As a 100% digital ticketed venue, all tickets will be available in advance of events through the Co-op Live app. When asked, please show your event ticket to TfGM staff. If you do not have a valid event ticket at time of travel, you will need to purchase a Metrolink ticket in advance of your journey.

What do I do if I'm collecting my tickets from the box office/on the guestlist?

As a 100% digital ticketed venue, all tickets will be available in advance of events through the Co-op Live app. If you do not have a valid event ticket at time of travel, you will need to purchase a Metrolink ticket.

Are there any other ways to get to the Co-op Live?

You can find more information about travelling to the venue on the Bee Network website, where we guide you through the bus, train, driving and cycling and walking options.

[Find out more about getting to the Co-op Live](#)

Walking to the venue from the city centre is a great option, as the route has received significant investment to enhance the pre-event experience for event-goers. The venue is just a 25-minute walk from the city centre by this route, and is step-free, well-lit and interactive, clearly signposted

from Piccadilly Station and through the Ancoats and New Islington areas. Helpers will also be on hand to support on show days.

If you're cycling, it takes just 10 minutes by bike from the city centre if you cycle via Merrill Street, then on to the CityLink by Holt Town tram stop. There are over 500 cycle parking spaces on the Etihad Campus once you get to the arena.

Pick up and drop off points and information on official off-street parking is available on our website.

Issues with service

Are we planning to introduce more frequent trams?

Transport for Greater Manchester has increased the frequency of trams to every six minutes, from Monday to Saturday, between the city centre and the Etihad Campus. Shuttle buses will support at peak times following events at Co-op Live.

What if my concert is on a Sunday?

Transport is included on all days of the week, in-line with Metrolink operating hours. Additional shuttle buses will be provided at peak times. There will be increased network capacity on Sundays to make sure everyone gets to where they need to be.

What happens if there are multiple events at Co-op Live and high demand on trams?

Where necessary, additional travel measures will be put in place during particularly busy times. The Metrolink initiative is also supported by the CityLink walking route from the city centre to Etihad Campus.

Does this include other events on at the Etihad Campus?

The initiative is only valid for events at Co-op Live. If you do not have a valid event ticket at time of travel, you will need to purchase a Metrolink ticket in advance of your journey.

My event takes place after 30 June (the end of Co-op Live's opening season when the integrated ticket initiative is in place) – will I still be able to use my event ticket for travel?

A full review of the initiative will take place following the initial run of events, and further information on the scheme published in due course.