

## FAQs

### 1. FC Union vs. Maccabi Haifa | 30.09.2021 | Olympic Stadium, Berlin

#### ARRIVAL:

##### **Public Transport:**

The S-Bahn is recommended when travelling from Köpenick. The train arrives every 5mins.

Ticket holders, who are arriving from a closer location, are recommended to arrive using the U2 U-Bahn train, which arrives also every 5mins.

##### **Car:**

Car parking spaces are available (P4/P5) at a cost of 7 Euros.

#### ADMISSION:

##### **When does the stadium open?**

The stadium opens at 18:30 CEST.

##### **Which entrance should I use?**

All visitors on the Gegengerade please use the East Gate at Olympischer Platz. All fans in the main stand please use the South Gate at Coubertinplatz.

Away fans should access on the marked entrance at the South Gate (left).

##### **What documentation do I need to bring?**

Alongside your Print@Home ticket (paper or digital), you must show an identification document as well as proof of your vaccination, recovery status or alternatively a negative test (paper and digital in each case). Children under the age of six are exempt from this requirement.

Ticket holders who have picked up their 3G wristband only have to show their Print@Home ticket and an ID document. Please use the assigned entrance areas at the South and East Gate for the Fast Lane.

##### **What tests are accepted and can I take a corona test on site?**

If you are cannot prove vaccination or recovery status, you will need to provide proof of a negative test in paper or digital form. The rapid test must be on the day and the PCR test cannot be older than 24 hours (Weds, 29.09. 23:00 Uhr).

There are no test centres on site. The Alte Försterei test centre will not be open.

##### **Where can I get the 3G wristband in advance for the Fast Lane?**

Control bands will be issued on 29.09 and 30.09 at all three Union-Zeughaus stores in Berlin on presentation of proof (digital or paper) of the complete vaccination or recovery status, an ID document and the match ticket.

From 18:30 CEST at the South and East Gates on matchday, there will be the possibility to pick up control bands. Ticket holders who show the rapid test and a PCR test (digital or paper) can also receive their wristband.

### **Can I take bags or drinks into the stadium?**

No bags larger than A4 are allowed. You can use the baggage drop-off at the Sudtorweg/P5 for a fee of 3EUR. Drinks up to 0,25L in cardboard containers are allowed.

### **Are mask rules in place?**

Yes. Please wear your FFP-2 or medical mask until you arrive at your seat/place.

### **Can I buy merchandise at the stadium?**

Yes, the club's mobile shop and stalls will be there.

## **TICKETING**

### **Can I buy tickets at the Olympic Stadium?**

There is no ticket box office at the stadium. Tickets can only be bought exclusively [online](#). This option will be available until kick-off.

### **Can I change the personal details on the ticket?**

Yes. You can use our online form and change the details [here](#).

### **Can I change the personal details on the ticket on matchday?**

Yes, possible at the clearing points on matchday before you enter.

### **Can I upgrade a concession ticket to full price?**

Yes, possible at the clearing points on matchday at the stadium.

### **What is Print@Home?**

At the Olympic Stadium, the Print@Home tickets will be digitally scanned. Of course, you can also bring the paper copy.

### **Who can I contact to personalise my disability carer ticket?**

You can contact the disabled ticket office at the South Gate.