

Q&A / Rain Plan for World Cup Soccer – 11 June to 11 July 2010

1. **Load shedding** – Should the power go off while the event is on, what is the back-up plan to ensure it is not affected?
 - Montecasino will run off back-up generators therefore the big Piazza screen and sound will not be affected. During changeover, we may experience a minute or two of downtime whilst the generators kick in.
2. **Rain plan** – Is there an alternative plan in the event of rain?
 - The event has been advertised as an outdoor event in all the communication to make the public aware beforehand and manage expectations. Logistically, an event of this size and nature is impossible to move indoors. No ponchos will be available.
3. **Ticket refunds** – For those not wishing to watch the match in the event of rain, are their tickets refundable?
 - Tickets are not transferable or refundable.
4. **Tickets** – What does my R50 ticket get me?
 - Entrance into the fan zone for all the games on that day, 1x free hotdog and 1x free drink as well as entertainment and an opportunity to win prizes. A portion of the ticket proceeds will also go to an MTN and Montecasino charity.
5. **Seating arrangements** - Should there be a problem with seating i.e. unable to read tickets, have lost their tickets, whose responsibility is it to resolve?
 - There will be no refunds for lost tickets. There is no pre-allocated seating – seating works on a first come first served basis. Seating issues to be referred to either security or promotional staff at the entrance points. Should they not be able to assist, the problem will be escalated to their supervisor.
6. **Vuvuzela** – Can I bring my Vuvuzela?
 - Yes, Vuvuzelas are allowed in the Fan Zone area only. You may not blow the Vuvuzelas inside the complex or on the casino floor.
7. **Bathroom facilities** – Should there be long queues at the bathrooms and customers want to lodge a formal complaint; who is responsible?
 - Security and event crew (who will be in uniform) will re-direct to nearest on property ablutions – Bell Tower toilets in the Fan Zone or Teatro toilets.
8. **Vendors, refreshments, alcohol** – Food and alcohol are not allowed to be brought into the event area, why?
 - Due to security reasons, we have restricted alcohol being brought into the Fan Zone. Only food that has been purchased from Montecasino's food outlets may be brought into the Fan Zone. All food & beverages (including alcohol) can be purchased from the stalls inside the Fan Zone.
9. **Movement during the game** – Is there a restriction on movement in and out of the Fan Zone?
 - There is no restriction.
10. **Traffic congestion**
 - Traffic Marshals will be on sight and will assist with the congestion and direct people to available parking as well as indicating when parkades are full. Please note that Montecasino has 3 different parking entrances. May we also recommend that you come early. Any issues regarding traffic congestion should be directed to the Complex Duty Manager who may be reached on 082 531 1984. Jacqui to send out resident communication.
11. **Resident Complaints**
 - Any issues regarding noise problems should be directed to our PR Manager Jacqui Mabuza who may be reached on 011 510 7329 or jacquim@tsogosun.com.
12. **Where can I leave my kids?**
 - There is a secure crèche on complex called Bambini Crèche for kids from 12 months to 9 years – charged per hour. Phone number: 084 811 4493.

13. Where can I leave my belongings that are not allowed into the venue i.e. umbrellas, picnic baskets etc?

- All personal belongings will need to be returned to your vehicle. It has been decided by Montecasino & MTN that umbrellas are not allowed as they block the view for others.

14. What happened if something of mine gets lost / stolen?

- Indemnity signage is visibly displayed at all property entrances. Should an incident occur, it should be reported to the Security Manager on duty who may be reached on 071 874 8415.

15. Where do I collect tickets left for me by the organizer, complimentary tickets etc.?

- From the Montecasino Box Office

16. Where can I purchase merchandise?

- From the World of Sport stall situated outside The Metropolis

17. Which entrance do I use?

- Please look out for directional signage upon entering Montecasino complex that will direct you to the outdoor Piazza where you will find the Fan Zone

18. What time do gates open / close?

DATE	GAME TIMES	GATES OPEN	GATES CLOSE
Fri. 11 June	16:00	12:00	23:00
	20:30		
Sat. 12 June	13:30	11:30	23:00
	16:00		
	20:30		
Sun. 13 June	13:30	11:30	23:00
	16:00		
	20:30		
Mon. 14 June	13:30	11:30	23:00
	16:00		
	20:30		
Tues. 15 June	13:30	11:30	23:00
	16:00		
	20:30		
Wed. 16 June	13:30	11:30	23:00
	16:00		
	20:30		
Thurs. 17 June	13:30	11:30	23:00
	16:00		
	20:30		
Fri. 18 June	13:30	11:30	23:00
	16:00		
	20:30		
Sat. 19 June	13:30	11:30	23:00
	16:00		
	20:30		
Sun. 20 June	13:30	11:30	23:00
	16:00		
	20:30		
Mon 21 June	13:30	11:30	23:00
	16:00		
	20:30		
Tues. 22 June	16:00	14:00	23:00
	16:00		
	20:30		

	20:30		
Wed. 23 June	16:00	14:00	23:00
	16:00		
	20:30		
	20:30		
	20:30		
Thurs. 24 June	16:00	14:00	23:00
	16:00		
	20:30		
	20:30		
Fri. 25 June	16:00	14:00	23:00
	16:00		
	20:30		
	20:30		
Sat. 26 June	16:00	14:00	23:00
	20:30		
Sun. 27 June	16:00	14:00	23:00
	20:30		
Mon. 28 June	16:00	14:00	23:00
	20:30		
Tues. 29 June	16:00	14:00	23:00
	20:30		
Fri. 2 July	16:00	14:00	23:00
	20:30		
Sat. 3 July	16:00	14:00	23:00
	20:30		
Tues. 6 July	20:30	18:00	23:00
Wed. 7 July	20:30	18:00	23:00
Sat. 10 July	20:30	18:00	23:00
Sun. 11 July	20:30	17:00	24:00