

KNOW BEFORE YOU GO



BTS WORLD TOUR | ARIRANG

SANTIAGO ESTADIO NACIONAL

14.10.2026. WED

16.10.2026. FRI

17.10.2026. SAT

BEFORE ATTENDING **BTS WORLD TOUR 'ARIRANG'**
IN SANTIAGO REVIEW THESE RECOMMENDATIONS TO
HELP YOU PLAN YOUR ARRIVAL AND ENJOY A
BETTER EXPERIENCE.

IMPORTANT INFORMATION

ENTRY TO THE VENUE WILL ONLY BE ALLOWED WITH A VALID TICKET FOR THAT DAY'S SHOW. BEFORE ATTENDING, CHECK THE DATE SHOWN ON YOUR TICKET AND MAKE SURE IT MATCHES THE SHOW DATE YOU ARE ATTENDING. THE CONCERT IS OPEN TO ATTENDEES AGED 6 AND OVER, AND CHILDREN UNDER 6 WILL NOT BE ADMITTED. ATTENDEES UNDER 16 MUST ENTER THE VENUE ACCOMPANIED BY A RESPONSIBLE ADULT. EACH ATTENDEE MUST HAVE THEIR OWN TICKET. FOR MORE DETAILS, SEE THE E-TICKET AND QUENTRO SECTION.

BRING A VALID PHOTO ID THAT MATCHES THE NAME OF YOUR TICKET. YOU WILL NEED TO PRESENT IT DURING THE ENTRY PROCESS. ACCEPTED DOCUMENTS INCLUDE A PHYSICAL ID CARD, PASSPORT OR DNI, AS WELL AS THE OFFICIAL DIGITAL CHILEAN ID AVAILABLE THROUGH THE CIVIL REGISTRY APP WITH A VERIFIABLE QR CODE. PROOF OF AN ID APPLICATION IN PROGRESS, PHOTOS, PHOTOCOPIES OR SAVED IMAGES WILL NOT BE ACCEPTED. IF YOUR ID CARD IS STILL BEING PROCESSED, PLEASE PRESENT YOUR PASSPORT INSTEAD.

PLAN YOUR ARRIVAL IN ADVANCE AND CHECK THE ENTRANCE ASSIGNED TO YOUR SECTION BEFORE COMING TO THE VENUE. YOU CAN FIND ALL THE DETAILS IN THE VENUE ACCESS AND TRANSPORTATION SECTIONS.

BRING ONLY ITEMS AUTHORIZED FOR THE EVENT. BEFORE ATTENDING, REVIEW THE BAGS AND BACKPACKS, PERMITTED ITEMS, PROHIBITED ITEMS AND WATER BOTTLE GUIDE SECTIONS.

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IMPORTANT INFORMATION

IF YOU NEED TO BRING MEDICATION OR ITEMS RELATED TO A HEALTH CONDITION, REVIEW THE INSTRUCTIONS IN THE MEDICAL ASSISTANCE SECTION.

CAMPING IS NOT PERMITTED AROUND PARQUE ESTADIO NACIONAL. PLAN YOUR ARRIVAL ACCORDING TO THE TIMES LISTED IN THIS GUIDE AND AVOID ARRIVING MORE THAN 2 HOURS BEFORE YOUR SCHEDULED ENTRY OR ACTIVITY.

DESIGNATED SHADED AREAS WILL BE AVAILABLE AROUND THE VENUE THROUGHOUT THE DAY, PROVIDING A PLACE TO GET SOME RELIEF FROM THE HEAT. WE ENCOURAGE EVERYONE TO USE AND TAKE CARE OF THESE SHARED SPACES, SO THEY REMAIN AVAILABLE THROUGHOUT THE DAY.

IF YOU NEED HELP WITH YOUR TICKET, REVIEW THE E-TICKET AND QUENTRO SECTION IN ADVANCE, WHERE YOU WILL FIND INFORMATION ON TICKET MANAGEMENT AND THE AVAILABLE SUPPORT CHANNELS.

IMPORTANT: THIS SHOW INCLUDES LASERS, SMOKE, HAZE, FLAMES, PYROTECHNICS AND STROBE LIGHTING EFFECTS. FIND MORE INFORMATION IN THE SHOW DAY RECOMMENDATIONS SECTION.

KNOW BEFORE YOU GO

SCHEDULE

VIP CHECK-IN

10:00

**ENTRY TO PARQUE
ESTADIO NACIONAL**

14:00

**GENERAL ENTRY TO
ESTADIO NACIONAL**

16:30

LOCAL DJ SET

18:30

SHOW TIME

20:00

ARMY ZONE

11:30 - 18:30

SCHEDULE SUBJECT TO CHANGE.

ENTRY WILL TAKE PLACE IN STAGES: FROM 14:00, ATTENDEES FROM ALL SECTIONS MAY ENTER PARQUE ESTADIO NACIONAL. THEN, FROM 16:30, YOU MAY ENTER ESTADIO NACIONAL ACCORDING TO THE SECTION AND TICKET TYPE SHOWN ON YOUR TICKET.

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ENTRANCES

TO MAKE YOUR ENTRY EASIER, CHECK THE ENTRANCE ASSIGNED TO YOUR SECTION IN ADVANCE.

EACH SECTION WILL HAVE AN ASSIGNED ENTRANCE. CHECK THE MAP, IDENTIFY THE ENTRANCE LINKED TO YOUR TICKET, AND GO DIRECTLY TO THAT POINT.



REFERENTIAL MAP

LEGEND

A GALERÍA NORTE

B CANCHA ANDES

C CANCHA PACÍFICO
PACÍFICO ALTO
PACÍFICO BAJO
PACÍFICO MEDIO
PACÍFICO LATERAL NORTE
PACÍFICO LATERAL SUR
MOVILIDAD REDUCIDA

D ANDES BAJO NORTE
ANDES BAJO CENTRO
ANDES BAJO SUR
ANDES ALTO SUR
ANDES ALTO CENTRO
ANDES ALTO NORTE

E GALERÍA SUR

F ARMY ZONE

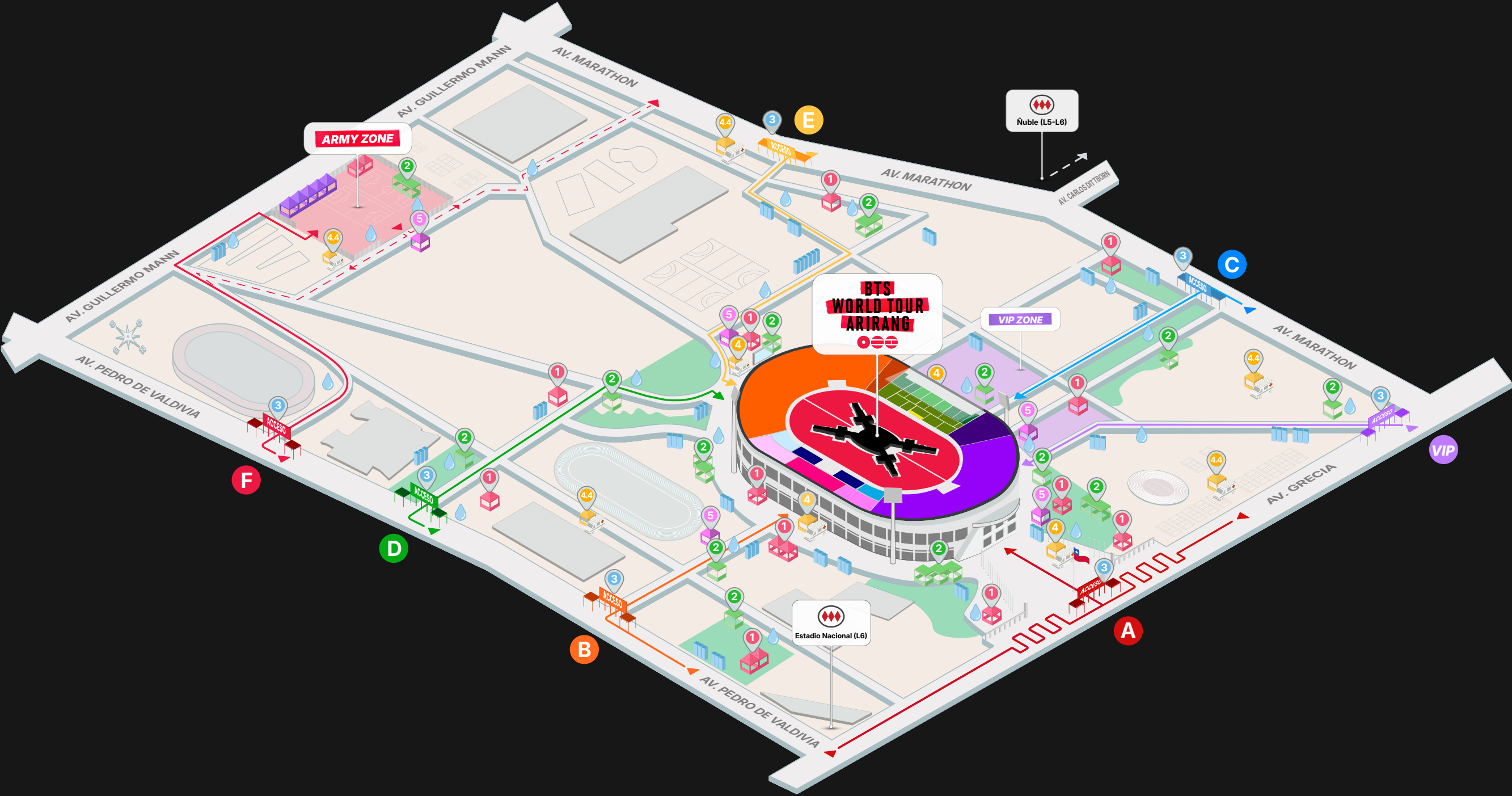
VIP VIP SOUNDCHECK
PACKAGE

IMPORTANT: NOT ALL ENTRANCES PROVIDE ACCESS TO EVERY SECTION. CHECK YOUR TICKET BEFORE ARRIVING TO AVOID DELAYS WHEN ENTERING.

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EVENT SHOW

ESTADIO NACIONAL
14.10.2026. WED 16.10.2026. FRI 17.10.2026. SAT



LEGEND

1 Merchandising

2 Comida

3 Validación de Ticket

4 Punto Médico

4.4 Punto Médico Móvil¹

5 Fan Support

Hidratación

Baños

Ambulancia

ARMY ZONE

VIP ZONE

¹: A medical care unit with no fixed location that moves around within the venue.

REFERENTIAL MAP

KNOW BEFORE YOU GO

ACCESSIBILITY

WE WANT EVERYONE TO BE ABLE TO ENJOY THE SHOW SAFELY AND COMFORTABLY.

IF YOU HAVE A TICKET FOR THE REDUCED MOBILITY PLATFORM, REVIEW YOUR ENTRANCE AND THE ACCESSIBILITY SERVICES AVAILABLE BELOW.

REDUCED MOBILITY AREA

ESTADIO NACIONAL HAS AN OFFICIAL REDUCED MOBILITY AREA WITH A RAISED PLATFORM AND PROTECTED SIGHTLINES.

ENTRANCE

ENTER VIA AV. MARATHON, BETWEEN 1600 AND 1800, THROUGH GATE 7, CORRESPONDING TO ACCESS C SHOWN ON THE MAP. THE ENTRANCE WILL BE CLEARLY SIGNPOSTED, AND ACCESSIBILITY STAFF -IDENTIFIED BY AN OFFICIAL STAFF SHIRT AND ID BADGE- WILL GUIDE YOU TO THE AREA.

SUGGESTED ARRIVAL TIME

WE RECOMMEND ARRIVING WHEN DOORS OPEN TO MAKE ENTRY AND SEATING EASIER. LATER IN THE DAY, CROWDS INCREASE AND ENTRY MAY TAKE LONGER. IF YOU PURCHASED A REDUCED MOBILITY TICKET, OUR STAFF WILL CONTACT YOU TO COORDINATE YOUR ARRIVAL.

COMPANION

THE COMPANION TICKET MUST BE PURCHASED TOGETHER WITH THE REDUCED MOBILITY TICKET. AVAILABILITY OF CHAIRS FOR COMPANIONS IS SUBJECT TO THE CAPACITY OF THE AREA, WITH PRIORITY GIVEN TO THOSE WHO HOLD A DISABILITY ID CARD.

CAPACITY

THE REDUCED MOBILITY AREA HAS LIMITED CAPACITY, AND THERE IS NO AUTOMATIC RELOCATION FROM OTHER SECTIONS.

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DID YOU PURCHASE A TICKET IN ANOTHER SECTION AND NEED TO BE RELOCATED?

EMAIL US AT ACCESIBILIDAD@DGMEDIOS.COM UP TO 2 BUSINESS DAYS BEFORE THE CONCERT. SENDING A REQUEST DOES NOT AUTOMATICALLY GUARANTEE RELOCATION. PLEASE WAIT FOR CONFIRMATION FROM OUR STAFF REGARDING THE STATUS OF YOUR REQUEST.

REQUESTS RECEIVED AFTER THE DEADLINE WILL BE SUBJECT TO AVAILABILITY AND MAY NOT BE PROCESSED IN TIME. DUE TO THE HIGH DEMAND FOR THIS SHOW, IF A RELOCATION IS APPROVED, WE CANNOT GUARANTEE A PLACE ON THE PLATFORM FOR THE COMPANION, WHO MAY BE SEATED NEXT TO THE DESIGNATED AREA.

REDUCED MOBILITY IS NOT LIMITED TO WHEELCHAIR USERS: WE ALSO CONSIDER CANES AND OTHER MOBILITY AIDS, RECOGNIZING THAT MANY DISABILITIES ARE NOT VISIBLE.

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OTHER AVAILABLE SERVICES

- PSYCHOLOGICAL FIRST AID
- CLEARLY MARKED ACCESSIBLE RESTROOMS
- ACCESSIBLE SIGNAGE ALONG ROUTES TO THE AREA AND SERVICES
 - ACCESS IDENTIFIER FOR RECOGNITION BY SECURITY STAFF
 - CHAIRS FOR COMPANIONS WITHIN THE PLATFORM AREA
- ACCESSIBILITY STAFF WEARING OFFICIAL SHIRTS AND CREDENTIALS THROUGHOUT THE EVENT

IF YOU NEED GUIDANCE OR HAVE ANY ACCESSIBILITY REQUIREMENTS TO ATTEND THE CONCERT,
PLEASE EMAIL US AT ACCESIBILIDAD@DGMEDIOS.COM.

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E-TICKET AND QUENTRO

GET YOUR TICKET READY BEFORE ARRIVING AT
BTS WORLD TOUR 'ARIRANG' IN SANTIAGO!

**EVERYONE ENTERING PARQUE ESTADIO NACIONAL MUST
HAVE A VALID TICKET FOR THAT DAY'S SHOW.**

ATTENDEES MUST BE 6 YEARS OR OLDER TO ENTER THE CONCERT,
AND EVERYONE MUST HAVE THEIR OWN TICKET.

TICKETS WILL BE AVAILABLE THROUGH **QUENTRO APP**. LOG IN AHEAD
OF TIME AND MAKE SURE YOUR TICKET IS CORRECTLY LINKED
TO YOUR ACCOUNT.

IF YOU NEED HELP ACCESSING OR USING THE APP, FOLLOW
TICKETMASTER'S OFFICIAL STEP-BY-STEP GUIDE:

WHAT IS QUENTRO AND HOW DO I USE IT? – TICKETMASTER HELP



KNOW BEFORE YOU GO

BEFORE THE SHOW

LOG IN TO QUENTRO AHEAD OF TIME AND **MAKE SURE YOUR TICKET APPEARS CORRECTLY IN THE APP.**

IF YOU PURCHASED TICKETS FOR OTHER PEOPLE, REMEMBER THAT EACH ATTENDEE MUST HAVE THEIR OWN TICKET WHEN ENTERING. CHECK IN ADVANCE WHETHER YOU NEED TO TRANSFER A TICKET OR UPDATE THE NAME ON IT.

IMPORTANT: WE RECOMMEND CHECKING, TRANSFERRING, OR MANAGING YOUR TICKETS BEFORE YOU GET IN LINE.

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TICKET TRANSFERS AND NAME CHANGES

TICKET TRANSFERS AND NAME CHANGES FOR ALL SHOW DATES WILL BE AVAILABLE FROM SEPTEMBER 14 AT 12:00 UNTIL 16:00 ON THE DAY OF EACH SHOW.

**EACH TICKET MAY ONLY BE TRANSFERRED
AND RENAMED ONCE.**

ALWAYS REVIEW THE INFORMATION AVAILABLE THROUGH OFFICIAL CHANNELS BEFORE MAKING ANY CHANGES TO YOUR TICKET.

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VIP SOUNDCHECK PACKAGES TRANSFERS

FOR VIP SOUNDCHECK PACKAGES, TRANSFERS AND NAME CHANGES WILL ALSO BE AVAILABLE ONLY ONCE FROM SEPTEMBER 14, WITH A DEADLINE OF 10 DAYS BEFORE EACH SHOW DATE AT 23:59.

CONCERT DATE

DEADLINE

OCTOBER 14

OCTOBER 4 AT 23:59

OCTOBER 16

OCTOBER 6 AT 23:59

OCTOBER 17

OCTOBER 7 AT 23:59

IMPORTANT: FOR ANY QUESTIONS OR DETAILS REGARDING YOUR SOUNDCHECK VIP PACKAGE, WE RECOMMEND CONTACTING TICKETMASTER FAN SUPPORT DIRECTLY.

IF YOU TRANSFERRED A TICKET THAT IS PART OF A SOUNDCHECK VIP PACKAGE, INFORMATION RELATED TO THE PACKAGE WILL CONTINUE TO BE SENT TO THE ORIGINAL PURCHASER'S EMAIL ADDRESS. IF YOU MADE A TRANSFER, REMEMBER TO SHARE THIS INFORMATION WITH THE NEW TICKET HOLDER.

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HOW TO SCAN YOUR TICKET

WHEN YOU REACH YOUR ASSIGNED ENTRANCE:

1. OPEN THE QUENTRO APP ON YOUR PHONE.
2. HAVE YOUR VALID PHOTO ID READY, AS IT WILL BE REQUESTED BY THE TICKET VALIDATION STAFF.
3. SELECT YOUR TICKET FOR BTS WORLD TOUR 'ARIRANG' IN SANTIAGO FOR THAT DAY'S SHOW.
4. KEEP IT OPEN AND READY BEFORE REACHING THE TICKET SCANNING POINT.
5. PRESENT YOUR TICKET DIRECTLY FROM THE APP TO BE SCANNED.

IMPORTANT: SCREENSHOTS WILL NOT BE ACCEPTED. YOUR TICKET MUST BE PRESENTED DIRECTLY FROM THE QUENTRO APP.



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NEED HELP WITH YOUR TICKET?

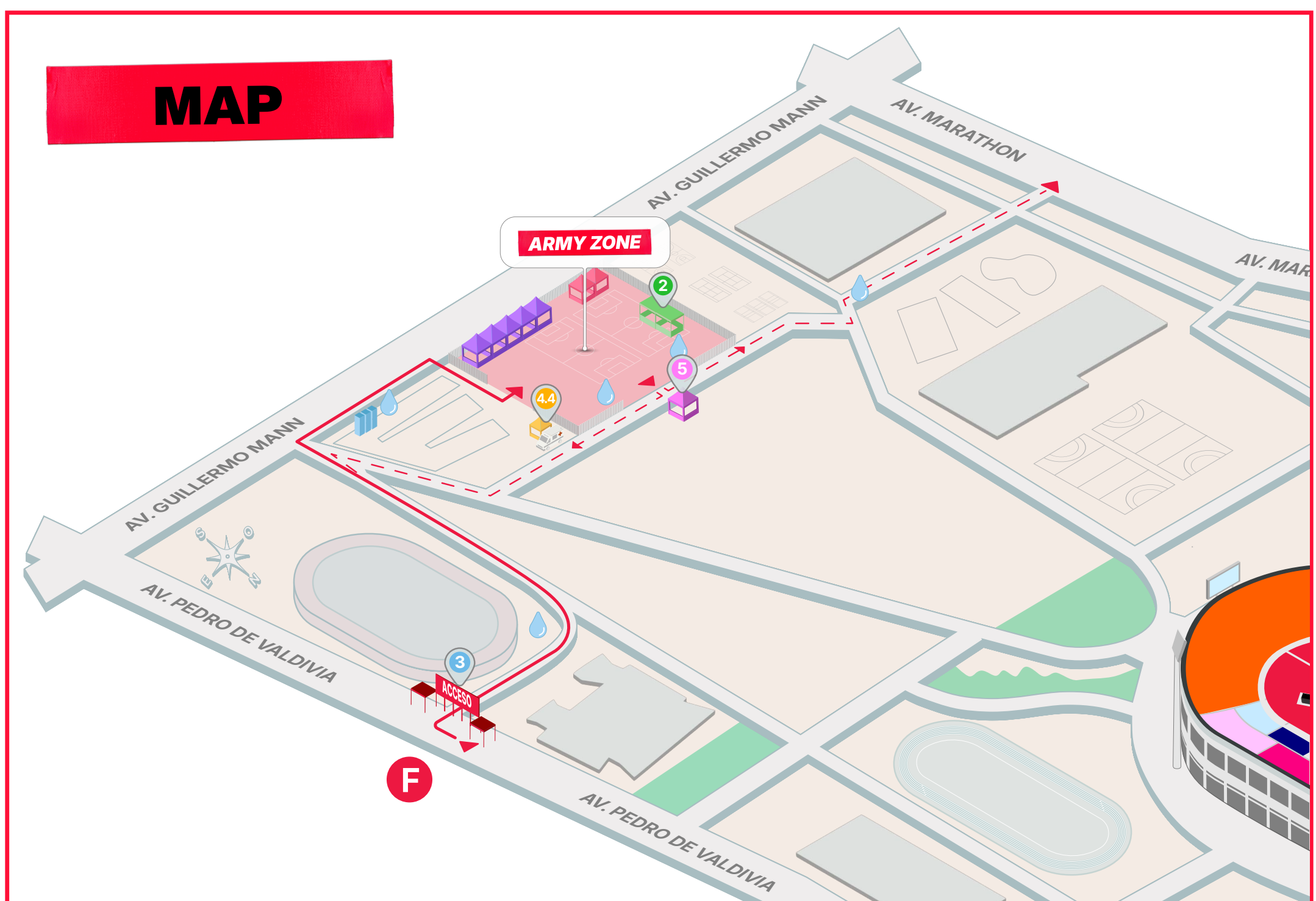
IF YOU HAVE ANY ISSUES VIEWING, ACCESSING, TRANSFERRING OR
CHANGING THE NAME ON YOUR TICKET, YOU CAN CONTACT
TICKETMASTER FAN SUPPORT THROUGH ITS WEBSITE.

WE RECOMMEND RESOLVING ANY TICKET-RELATED ISSUES BEFORE
ARRIVING AT THE VENUE TO HELP MAKE YOUR ENTRY SMOOTHER ON
THE DAY OF THE SHOW.

ARMY ZONE

AN OFFICIAL SPACE FOR ARMY TO TAKE PART IN AN EXCLUSIVE BTS WORLD TOUR 'ARIRANG' IN SANTIAGO EXPERIENCE. ARMY ZONE IS DESIGNED AS A STOP BEFORE THE CONCERT: ONCE YOU COMPLETE THE ACTIVITY, YOU MAY CONTINUE WITH YOUR DAY AND HEAD TO THE ENTRANCE SHOWN ON YOUR TICKET WHEN YOUR ENTRY TIME APPROACHES.

MAP



OPERATING HOURS

11:30 - 18:30.

DATES

OCTOBER 14, 16 AND 17

LOCATION

ACCESS F

(AV. PEDRO DE VALDIVIA AND LAS ENCINAS)



BEFORE VISITING ARMY ZONE

THE ENTRY REQUIREMENTS, REQUIRED DOCUMENTS, SCHEDULE AND
VALIDATION PROCESS FOR ARMY ZONE WILL BE
ANNOUNCED THROUGH WEVERSE.

PLEASE CHECK THE OFFICIAL INFORMATION BEFORE ATTENDING AND
MAKE SURE YOU HAVE EVERYTHING YOU NEED FOR YOUR
VISIT IN ADVANCE.

PLEASE HELP US KEEP THIS SPACE CLEAN AND ORGANIZED: WHEN
YOU LEAVE, REMEMBER TO TAKE YOUR BELONGINGS WITH YOU AND
DISPOSE OF ANY WASTE IN THE DESIGNATED AREAS.



KNOW BEFORE YOU GO

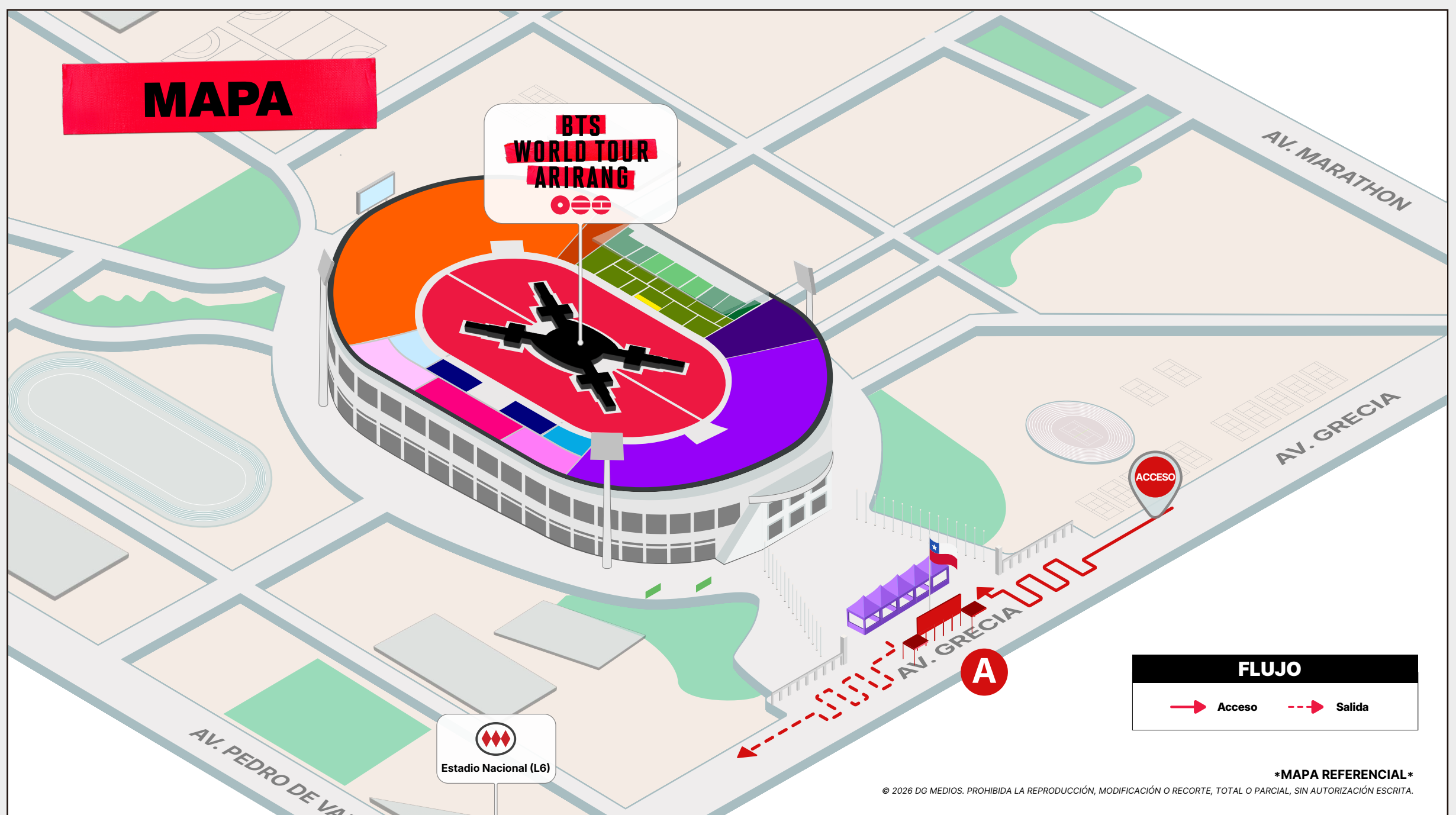
EARLY MERCH SALE

ON OCTOBER 12, OFFICIAL MERCHANDISE FOR **BTS WORLD TOUR 'ARIRANG' IN SANTIAGO** WILL BE AVAILABLE AT PARQUE ESTADIO NACIONAL. YOU DO NOT NEED A CONCERT TICKET TO ACCESS THE SALE. YOU ONLY NEED TO RESERVE A FREE TIME SLOT IN ADVANCE THROUGH TICKETMASTER.

DATE: OCTOBER 12TH

HOURS: 09:00 - 19:00.

LOCATION: PARQUE ESTADIO NACIONAL, ENTRANCE VIA AV. GRECIA, CORRESPONDING TO **ACCESO A** SHOWN ON THE MAP.



KNOW BEFORE YOU GO

EARLY MERCH SALE

HOW TO RESERVE YOUR TIME SLOT

YOU WILL SOON BE ABLE TO RESERVE A FREE TIME SLOT THROUGH TICKETMASTER AND SELECT ONE OF THE AVAILABLE TIME WINDOWS. EACH PERSON MAY MAKE A MAXIMUM OF ONE RESERVATION.

YOU DO NOT NEED A CONCERT TICKET OR A PREVIOUS TICKETMASTER PURCHASE TO MAKE A RESERVATION.

ONCE YOUR RESERVATION IS CONFIRMED, YOU WILL RECEIVE A PDF CONTAINING A QR CODE, WHICH YOU MUST PRESENT UPON ENTRY.

RESERVATION	TIME SLOT
1	09:00 HRS. - 10:59 HRS.
2	11:00 HRS. - 12:59 HRS.
3	13:00 HRS. - 14:59 HRS.
4	15:00 HRS. - 16:59 HRS.
5	17:00 HRS. - 19:00 HRS.

EACH QR CODE ALLOWS ENTRY FOR UP TO 2 PEOPLE AND ONE PURCHASE TRANSACTION ONLY. ANYONE ENTERING UNDER THE SAME RESERVATION MUST COMPLETE ONE JOINT PURCHASE TRANSACTION. YOUR SELECTED TIME SLOT **CANNOT BE CHANGED AFTERWARDS**. WE RECOMMEND ARRIVING DURING YOUR RESERVED TIME WINDOW.

- **RE-ENTRY WILL NOT BE PERMITTED ONCE YOU LEAVE THE SALES AREA.**
 - **MINORS MUST BE ACCOMPANIED BY AN ADULT.**
- **MERCHANDISE PURCHASES CAN ONLY BE MADE USING CREDIT, DEBIT, OR PREPAID CARDS. CASH PAYMENTS WILL NOT BE ACCEPTED.**
- **IF YOU EXPERIENCE ANY ISSUES WITH YOUR RESERVATION OR QR CODE, PLEASE CONTACT TICKETMASTER FAN SUPPORT DIRECTLY.**

YOUR SELECTED TIME SLOT CANNOT BE CHANGED, AND RE-ENTRY TO THE SALES AREA WILL NOT BE PERMITTED. WE RECOMMEND FOLLOWING THE OFFICIAL DG MEDIOS AND TICKETMASTER CHANNELS TO STAY UP TO DATE WITH ALL NEWS AND UPDATES REGARDING THE ADVANCE MERCHANDISE SALE.

KNOW BEFORE YOU GO

VIP SOUNDCHECK PACKAGE INFORMATION

VIP SOUNDCHECK PACKAGE

DATE	14, 16 Y 17 DE OCTUBRE
CHECK-IN	10:00 HRS.
LOCATION	SOUNDCHECK VIP PACKAGE ACCESS PLAZA HÉROES DE ATENAS AV. GRECIA / AV. MARATHÓN AREA

IMPORTANT: ONCE YOU ENTER THE VIP AREA, **YOU WILL NOT BE ABLE TO LEAVE AND RE-ENTER.** MAKE SURE YOU HAVE EVERYTHING YOU NEED WITH YOU BEFORE ENTERING.

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VIP SOUNDCHECK PACKAGE INFORMATION

VIP VALIDATION

TO COMPLETE YOUR VIP CHECK-IN, YOU MUST PRESENT:

VIP SOUNDCHECK PACKAGE TICKET REGISTERED IN YOUR NAME
VALID FOR THE CORRESPONDING CONCERT DATE.

VALID PHOTO ID

THE DETAILS MUST MATCH THE INFORMATION REGISTERED
FOR THE TICKET HOLDER.

**THE VIP CHECK-IN ITINERARY AND DETAILS WILL BE SENT BY
EMAIL BEFORE THE CONCERT. WE RECOMMEND CHECKING BOTH
YOUR INBOX AND SPAM FOLDER.**

IF YOU NEED ASSISTANCE OR HAVE ANY SPECIFIC REQUIREMENTS
AS A VIP ATTENDEE,
PLEASE CONTACT [INFO@VIPNATION.COM](mailto:info@vipnation.com) DIRECTLY.

KNOW BEFORE YOU GO

TRANSPORTATION

PLAN YOUR TRIP TO AND FROM THE VENUE

TO MAKE YOUR ARRIVAL AND DEPARTURE FROM THE VENUE EASIER,
**WE RECOMMEND USING PUBLIC TRANSPORTATION AND PLANNING
YOUR ROUTE IN ADVANCE.**

PARQUE ESTADIO NACIONAL **WILL NOT HAVE PARKING AVAILABLE
FOR ATTENDEES ON CONCERT DATES.**

METRO AND PUBLIC TRANSPORTATION

ON CONCERT DATES, METRO WILL OPERATE WITH EXTENDED
**SERVICE UNTIL 00:00 AT SELECTED STATIONS ON
LINES 3, 5 AND 6.**

CHECK **DG MEDIOS AND METRO DE SANTIAGO SOCIAL MEDIA
CHANNELS** FOR DETAILS ON STATIONS **AVAILABLE FOR ENTRY
AND EXIT**, OPERATING HOURS AND SERVICE CONDITIONS
FOR EACH SHOW DAY.

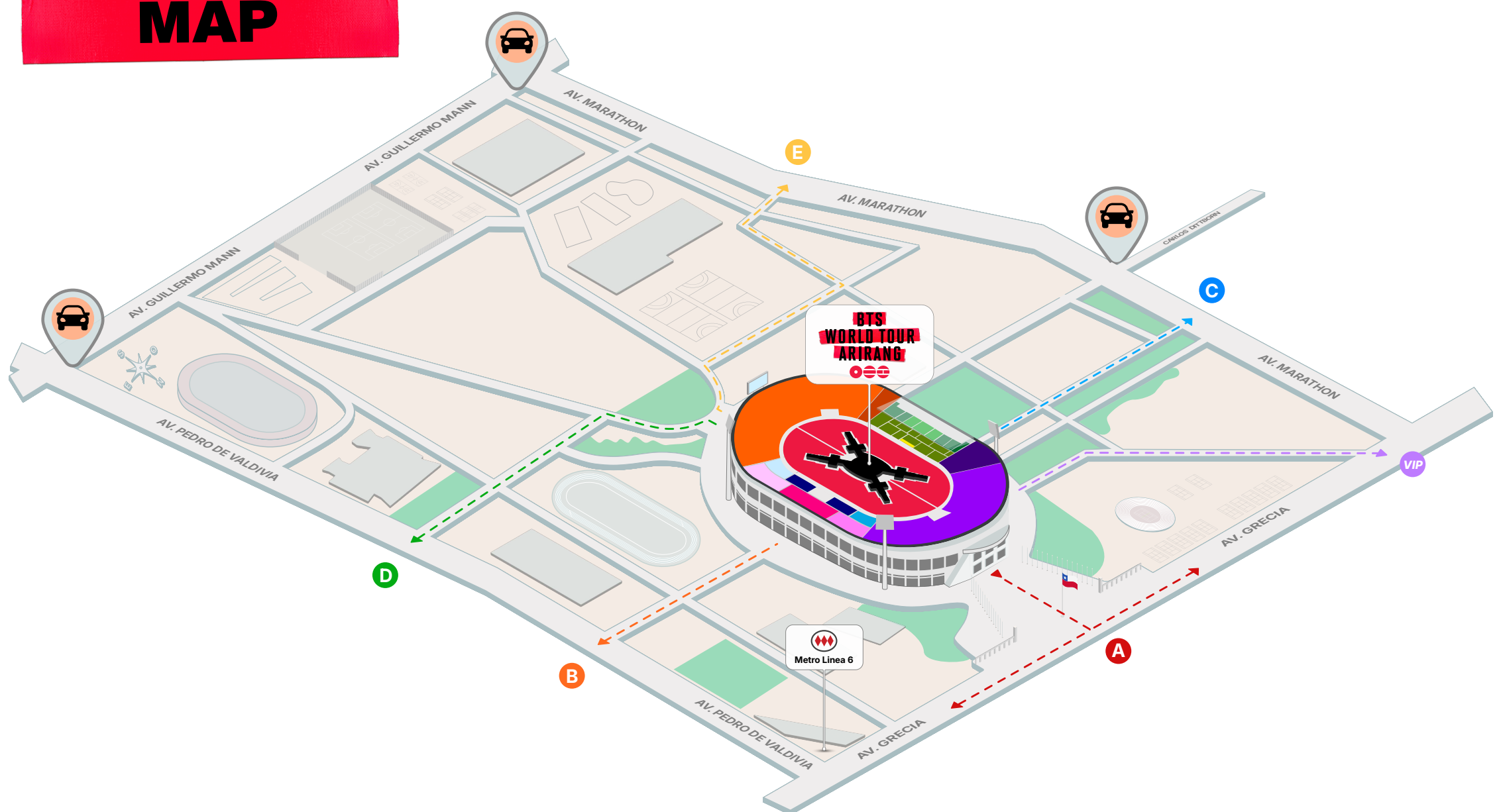
KNOW BEFORE YOU GO

RIDE-HAILING APPS, TAXIS AND PRIVATE VEHICLES

DUE TO ROAD CLOSURES AND TRAFFIC RESTRICTIONS AROUND PARQUE ESTADIO NACIONAL, **PLAN WHERE YOU WILL REQUEST A RIDE, TAKE A TAXI, OR MEET A PRIVATE VEHICLE.**

TO MAKE YOUR DEPARTURE EASIER, WE RECOMMEND **HEADING TO THE POINTS MARKED ON THE MAP BEFORE REQUESTING YOUR RIDE**, RATHER THAN DOING SO DIRECTLY IN FRONT OF THE VENUE ENTRANCES.

MAP



RECOMMENDED POINTS:

- AV. CARLOS DITTBORN AND AV. MARATHÓN
- AV. GUILLERMO MANN AND AV. MARATHÓN
- AV. PEDRO DE VALDIVIA AND AV. GUILLERMO MANN

KNOW BEFORE YOU GO

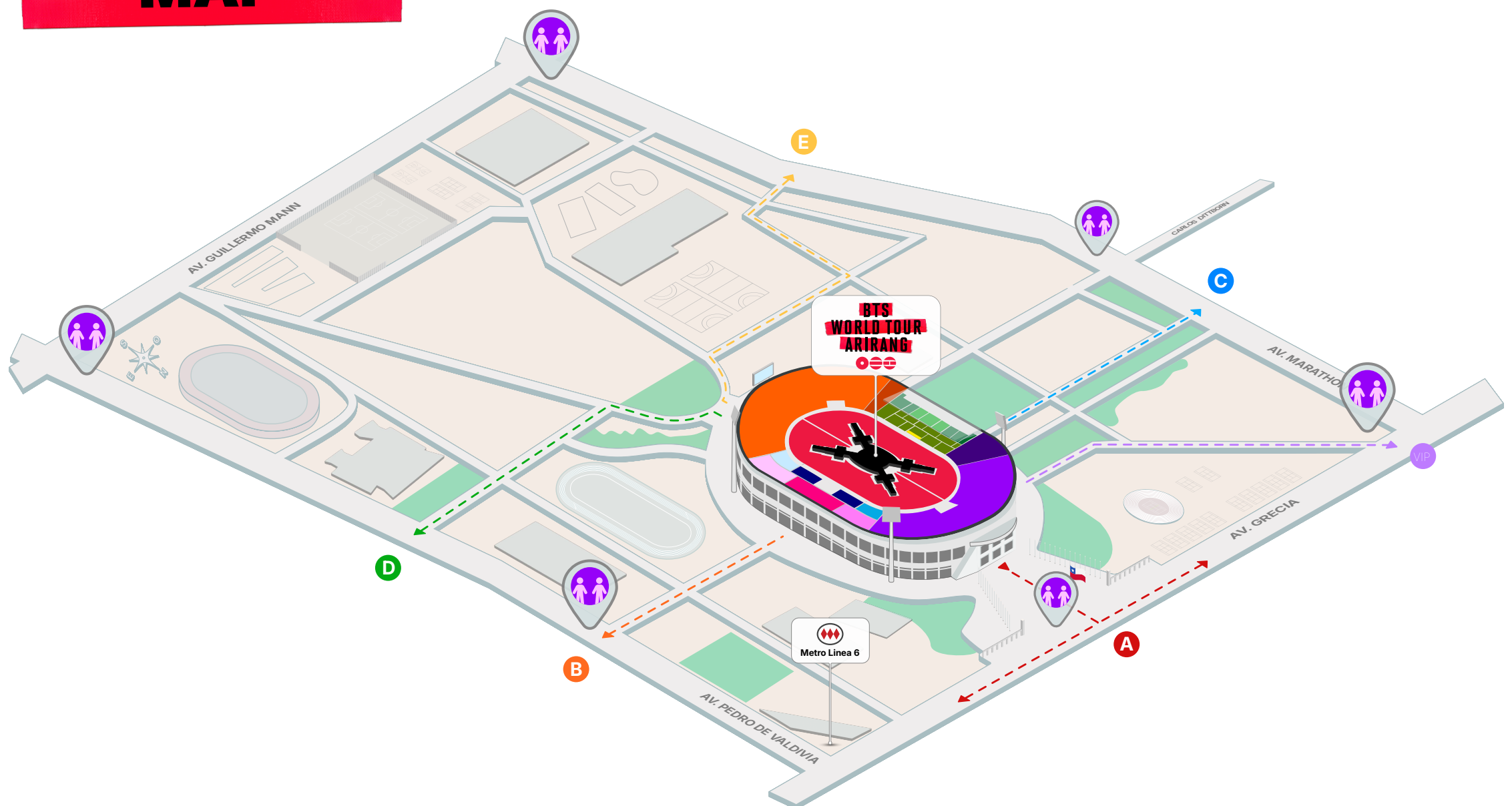
SUGGESTED MEETING POINTS

ARE YOU ACCOMPANYING SOMEONE TO THE CONCERT?

PARQUE ESTADIO NACIONAL WILL NOT HAVE AN OFFICIAL WAITING AREA FOR ANYONE ACCOMPANYING AN ATTENDEE WITHOUT A TICKET TO THE EVENT.

TO MAKE MEETINGS BEFORE AND AFTER THE CONCERT EASIER, THIS MAP SHOWS **SUGGESTED MEETING POINTS AROUND THE VENUE** WHERE YOU CAN ARRANGE TO MEET IN ADVANCE.

MAP



IMPORTANT: THESE LOCATIONS ARE PROVIDED FOR REFERENCE ONLY AND ARE **NOT OFFICIAL EVENT WAITING AREAS.**

KNOW BEFORE YOU GO

FAN SUPPORT

ON SHOW DAYS, TICKETMASTER FAN SUPPORT STAFF WILL BE AVAILABLE AT THE VENUE ENTRANCES FOR ANYONE WHO NEEDS HELP WITH THEIR TICKETS.

LOCATION: YOU WILL FIND SUPPORT STAFF AT THE DIFFERENT VENUE ENTRANCES TO ASSIST YOU WITH ANY TICKET-RELATED ISSUES.

HOURS: FROM GENERAL DOORS OPENING UNTIL SHORTLY BEFORE SHOWTIME.

IF YOU NEED ASSISTANCE WHEN YOU ARRIVE, SPEAK TO THE STAFF AT ANY OF THESE POINTS FOR GUIDANCE.

KNOW BEFORE YOU GO

BAGS AND BACKPACKS

**GET YOUR BAG READY BEFORE ARRIVING AT BTS WORLD TOUR
'ARIRANG' IN SANTIAGO!**

TO MAKE ENTRY EASIER, CHECK IN ADVANCE WHICH TYPES OF BAGS
ARE ALLOWED AT PARQUE ESTADIO NACIONAL AND THE
PERMITTED SIZE LIMITS.

YOU MAY BRING:

- **ONE (1) BAG, BACKPACK, PURSE/HANDBAG OR WAIST BAG PER PERSON**

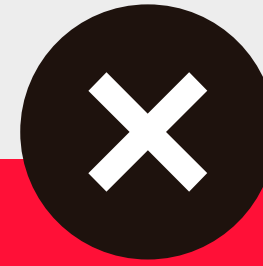
IT MAY BE TRANSPARENT OR NON-TRANSPARENT, WITH A MAXIMUM SIZE OF 30 X 60 CM.

- **MEDICAL BAG**
ALLOWED FOR CARRYING ITEMS NEEDED FOR MEDICAL OR HEALTH-RELATED PURPOSES AND **SUBJECT TO SECURITY SCREENING UPON ENTRY.**



YOU MAY NOT BRING:

- BAGS, BACKPACKS, PURSES/HANDBAGS OR WAIST BAGS **LARGER THAN 30 X 60 CM.**
- **MORE THAN ONE BAG PER PERSON.**



IMPORTANT: ALL BAGS WILL BE SUBJECT TO A MANUAL SECURITY CHECK UPON ENTRY. TO AVOID ANY ISSUES, CHECK THE DIMENSIONS OF YOUR BAG BEFORE HEADING TO THE VENUE AND DO NOT BRING ANY BAG OR BACKPACK THAT EXCEEDS THE PERMITTED SIZE.

PERMITTED ITEMS

CHECK WHAT YOU MAY BRING TO BTS WORLD TOUR 'ARIRANG' IN SANTIAGO AND PREPARE YOUR ITEMS BEFORE ARRIVING.

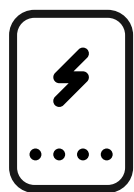
THE FOLLOWING ITEMS MAY BE BROUGHT INTO PARQUE ESTADIO NACIONAL, SUBJECT TO SECURITY SCREENING:



BTS OFFICIAL LIGHT STICKS
ALLOWED WITH AAA BATTERIES OR A RECHARGEABLE BATTERY.



SIGNS, BANNERS AND FLAGS
MUST NOT EXCEED 28 X 43 CM AND MAY NOT HAVE STICKS, POLES OR SUPPORTS.



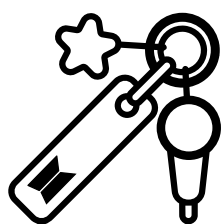
PORTABLE CHARGER / POWER BANK
PORTABLE PHONE CHARGERS UP TO 20,000 MAH ARE ALLOWED.



CÁMARAS NO PROFESIONALES
ALLOWED FOR PERSONAL USE, INCLUDING DISPOSABLE OR POLAROID-STYLE CAMERAS AND CAMERAS WITH LENSES UNDER APPROXIMATELY 10 CM.



SMALL FOLDABLE UMBRELLA
MUST FIT INSIDE YOUR PERMITTED BAG.



FREEBIES
YOU MAY BRING BRACELETS, PHOTOCARDS, STICKERS, KEYCHAINS AND OTHER SMALL ITEMS TO EXCHANGE WITH ARMY, **AS LONG AS THEY FIT INSIDE YOUR PERMITTED BAG.** THEY MUST NOT CONTAIN GLASS, SHARP OBJECTS OR ANY MATERIALS THAT COULD POSE A SAFETY RISK.



BINOCULARS
BINOCULARS UP TO 15 X 10 CM ARE ALLOWED.



MAKEUP AND COSMETICS
CREAM OR GEL PRODUCTS ARE ALLOWED IN PLASTIC CONTAINERS OF UP TO 100 ML EACH. GLASS OR METAL CONTAINERS AND AEROSOL PRODUCTS ARE NOT ALLOWED.



SUNSCREEN
ALLOWED IN PLASTIC CONTAINERS OF UP TO 100 ML EACH. AEROSOL SUNSCREEN IS NOT ALLOWED.



SEAT CUSHION
MAX SIZE: APPROXIMATELY 41 X 41 CM.



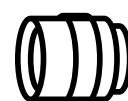
MEDICAL ITEMS
ALLOWED WITH A VALID MEDICAL PRESCRIPTION AND SUBJECT TO SECURITY SCREENING UPON ENTRY.



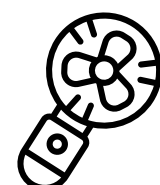
PERMITTED WATER BOTTLES
SEE THE WATER BOTTLE GUIDE SECTION FOR THE TYPES OF BOTTLES ALLOWED AND THEIR CONDITIONS.



OFFICIAL MERCHANDISE PURCHASED AT THE EVENT



PHONE ZOOM LENS
ALLOWED FOR PERSONAL USE, WITH LENSES UP TO APPROXIMATELY 10 CM, WITHOUT TRIPODS, MONOPODS OR ADDITIONAL SUPPORTS.



HANDHELD OR NECK FAN

IMPORTANT: ALL ITEMS ARE SUBJECT TO SECURITY SCREENING. STAFF MAY REFUSE ENTRY OF ANY ITEM THAT, DUE TO ITS CHARACTERISTICS OR CONDITION, COULD POSE A RISK TO ATTENDEES, ARTISTS OR EVENT STAFF.

PROHIBITED ITEMS

REVIEW THIS INFORMATION BEFORE DECIDING WHAT TO BRING TO BTS WORLD TOUR 'ARIRANG' IN SANTIAGO.

FOR SAFETY REASONS, THE FOLLOWING ITEMS MAY NOT BE BROUGHT INTO PARQUE ESTADIO NACIONAL:



SIGNS, FLAGS AND ITEMS WITH POLES

FLAGS, BANNERS OR SIGNS LARGER THAN 28 X 43 CM, AS WELL AS STICKS, POLES OR SIMILAR SUPPORTS.



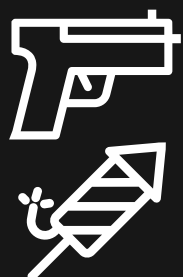
PHOTOGRAPHY AND VIDEO EQUIPMENT

TRIPODS, MONOPODS, DJI OSMO DEVICES, GOPRO CAMERAS, TABLETS, SELFIE STICKS, CAMERA CASES, PROFESSIONAL DSLR CAMERAS AND CAMERAS WITH LENSES LONGER THAN APPROXIMATELY 10 CM.



PROFESSIONAL RECORDING AND LIVE STREAMING EQUIPMENT

PROFESSIONAL AUDIO OR VIDEO RECORDING EQUIPMENT AND ANY EQUIPMENT INTENDED FOR LIVE BROADCASTS OR STREAMING.



WEAPONS AND DANGEROUS ITEMS

WEAPONS OF ANY KIND, FIREWORKS, LASER POINTERS, OBJECTS THAT COULD BE USED AS PROJECTILES, AND ANY ITEM THAT COULD POSE A RISK TO ATTENDEES, ARTISTS OR EVENT STAFF.



PROHIBITED BOTTLES AND CONTAINERS

GLASS OR METAL BOTTLES, INSULATED TUMBLERS, LARGE WATER CONTAINERS, COOLERS AND PORTABLE REFRIGERATORS.



HELMETS

MOTORCYCLE, BICYCLE, SCOOTER AND SIMILAR HELMETS ARE NOT PERMITTED.



CHAIRS AND WHEELED ITEMS

CHAIRS, LOUNGE CHAIRS, STOOLS, FOLDING CHAIRS, SCOOTERS, ROLLER SKATES, SKATEBOARDS AND SIMILAR ITEMS.



OUTSIDE FOOD AND BEVERAGES

OUTSIDE FOOD AND BEVERAGES ARE NOT PERMITTED, EXCEPT FOR MEDICAL OR SPECIAL DIETARY NEEDS, WITH A VALID MEDICAL PRESCRIPTION.



ALCOHOL AND ILLEGAL SUBSTANCES

ALCOHOLIC BEVERAGES AND ILLEGAL SUBSTANCES ARE NOT PERMITTED.



CIGARETTES, VAPING DEVICES AND TOBACCO PRODUCTS

THESE ITEMS ARE NOT PERMITTED IN ANY FORM, INCLUDING LIGHTERS AND MATCHES. IF FOUND DURING SECURITY SCREENING, THEY WILL NOT BE ALLOWED INSIDE THE VENUE AND MUST BE DISCARDED BEFORE ENTRY. CARRYING THESE ITEMS WILL NOT PREVENT YOU FROM ENTERING THE EVENT ONCE THEY HAVE BEEN DISCARDED.



AEROSOLS

AEROSOL PRODUCTS OR CONTAINERS ARE NOT PERMITTED.



OTHER ITEMS

ANY ITEM THAT SECURITY STAFF CONSIDERS DANGEROUS OR INAPPROPRIATE FOR THE EVENT.

IMPORTANT: ALL ITEMS ARE SUBJECT TO SECURITY SCREENING UPON ENTRY. STAFF MAY REFUSE ENTRY OF ANY ITEM THAT COULD POSE A RISK TO ATTENDEES, ARTISTS OR EVENT STAFF.

KNOW BEFORE YOU GO

WATER BOTTLE GUIDE

STAY HYDRATED THROUGHOUT THE DAY!

YOU MAY BRING:

- ONE EMPTY PLASTIC WATER BOTTLE OF UP TO 500 ML PER PERSON.
- ONE REUSABLE PLASTIC WATER POUCH OR BOTTLE OF UP TO 500 ML PER PERSON.

YOU MAY NOT BRING:

- GLASS BOTTLES.
- METAL BOTTLES OR INSULATED TUMBLERS.
- LARGE WATER CONTAINERS.

HYDRATION STATIONS WILL BE AVAILABLE INSIDE PARQUE ESTADIO NACIONAL DURING THE EVENT AND WILL BE MARKED ON THE MAPS IN THIS GUIDE.

WE RECOMMEND STAYING HYDRATED THROUGHOUT THE DAY.

KNOW BEFORE YOU GO

SHOW DAY RECOMMENDATIONS

PREPARE IN ADVANCE TO ENJOY BTS WORLD TOUR 'ARIRANG'
IN SANTIAGO.

KEEP THE DAY'S CONDITIONS IN MIND.

AS THIS IS AN OPEN-AIR VENUE, WE RECOMMEND CHECKING THE
WEATHER FORECAST AND BRINGING SUITABLE ITEMS SUCH AS
SUNSCREEN, A HAT AND WEATHER-APPROPRIATE CLOTHING.

STAY HYDRATED THROUGHOUT THE DAY.

HYDRATION STATIONS WILL BE AVAILABLE FOR ATTENDEES
INSIDE THE VENUE.

BRING ONLY WHAT YOU NEED FOR THE DAY

SUCH AS YOUR PHONE, PORTABLE CHARGER, WALLET, KEYS, AND
OTHER ITEMS PERMITTED AT THE EVENT.

**ARRIVE WITH YOUR PHONE CHARGED AND YOUR TICKET
READY IN QUENTRO** TO MAKE THE ENTRY PROCESS EASIER.

KEEP THE TIMES LISTED IN THIS GUIDE IN MIND.

REMEMBER THAT CAMPING IS NOT PERMITTED AROUND PARQUE
ESTADIO NACIONAL.

**THROUGHOUT THE DAY, FOLLOW STAFF INSTRUCTIONS
AND BE CONSIDERATE OF THOSE AROUND YOU.**

**FOR SAFETY REASONS, PLEASE DO NOT THROW GIFTS OR
OBJECTS TOWARD BTS OR THE STAGE.**

KNOW BEFORE YOU GO

DURING THE SHOW

REVIEW THE **VENUE MAP** IN ADVANCE AND IDENTIFY THE SECTION SHOWN ON YOUR TICKET.

DO NOT STAND ON SEATS OR BENCHES, AND DO NOT BLOCK THE AISLES. KEEP YOUR TICKET AVAILABLE DURING THE EVENT, AS IT MAY BE REQUIRED TO RE-ENTER YOUR SECTION.

DURING THE SHOW, ALWAYS FOLLOW STAFF INSTRUCTIONS AND RESPECT CIRCULATION AREAS. AVOID PUSHING, RUNNING, CREATING CROWDING OR LEAVING YOUR ASSIGNED SECTION, TO HELP ENSURE A SAFE AND COMFORTABLE EXPERIENCE FOR EVERYONE.

IMPORTANT: THIS SHOW INCLUDES LASERS, SMOKE, HAZE, FLAMES, PYROTECHNICS AND STROBE LIGHTING EFFECTS.

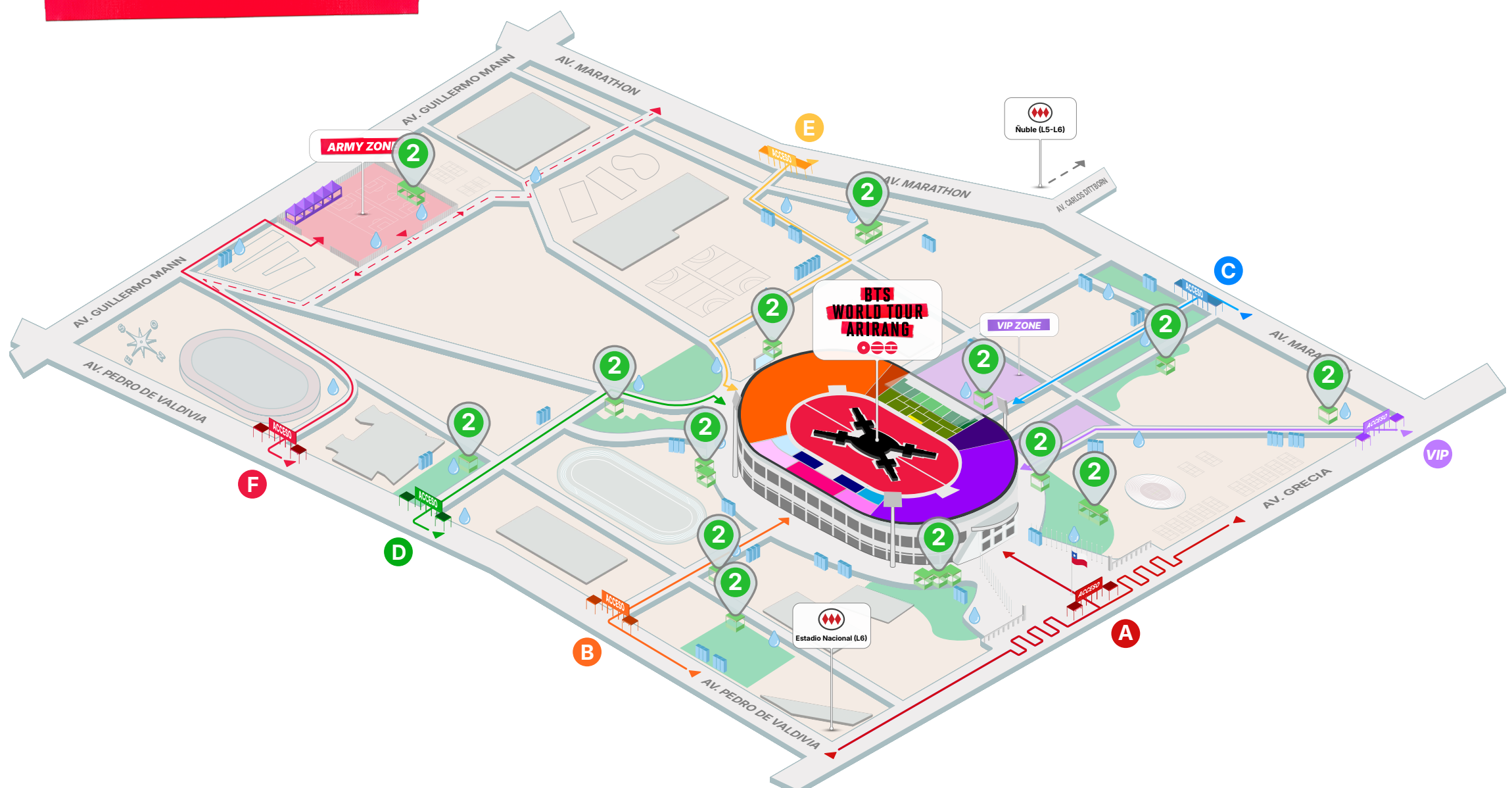
KNOW BEFORE YOU GO

FOOD, BEVERAGES AND HYDRATION

FOOD AND BEVERAGE POINTS OF SALE, AS WELL AS HYDRATION STATIONS, WILL BE AVAILABLE THROUGHOUT PARQUE ESTADIO NACIONAL DURING THE EVENT.

CHECK THE MAP TO FIND THE OPTIONS CLOSEST TO YOUR SECTION.

MAP



CARD AND CASH PAYMENTS WILL BE ACCEPTED AT
ALL POINTS OF SALE.

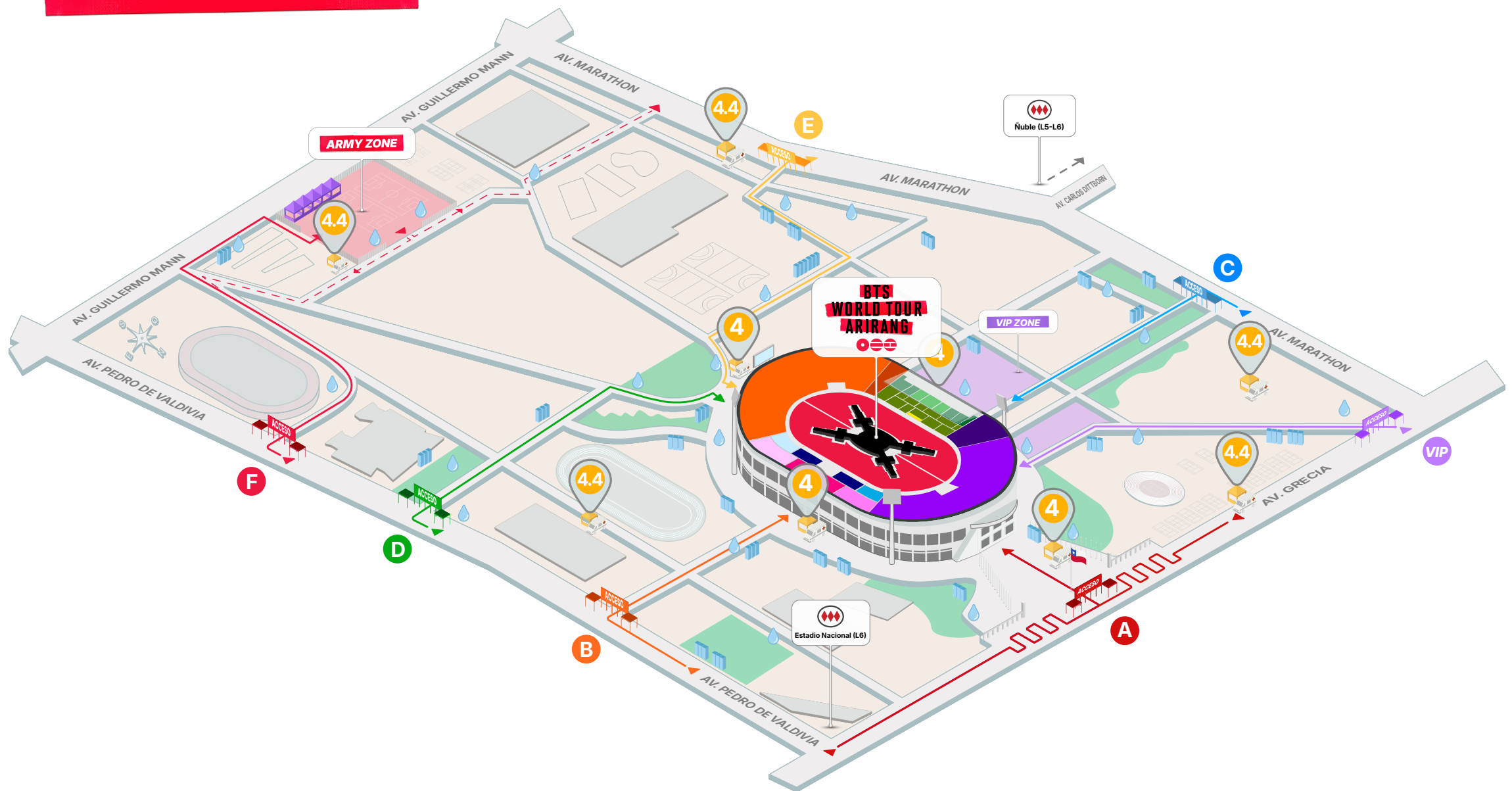
KNOW BEFORE YOU GO

MEDICAL ASSISTANCE

MEDICAL ASSISTANCE STATIONS WILL BE AVAILABLE INSIDE PARQUE ESTADIO NACIONAL DURING THE CONCERT AND ARE MARKED ON THE FOLLOWING MAP:

IMPORTANT: YOU WILL FIND FIXED AND MOBILE MEDICAL POINTS. MOBILE MEDICAL POINTS MOVE THROUGHOUT THE VENUE ACCORDING TO MEDICAL NEEDS, SO THEIR LOCATION ON THE MAP IS FOR REFERENCE ONLY.

MAPA



IF YOU OR SOMEONE NEARBY NEEDS ASSISTANCE, **APPROACH THE NEAREST EVENT OR SECURITY STAFF MEMBER.** THEY CAN REQUEST MEDICAL SUPPORT AND DIRECT THE MEDICAL TEAM TO YOUR LOCATION.

FOR NON-EMERGENCY ASSISTANCE, CHECK THE MAP AND **LOCATE THE NEAREST MEDICAL POINT.**

IF YOU NEED TO USE MEDICATION OR ITEMS RELATED TO A HEALTH CONDITION DURING THE EVENT, REMEMBER TO BRING THEM ALONG WITH THE CORRESPONDING MEDICAL DOCUMENTATION AND NOTE THAT THEY WILL BE SUBJECT TO SECURITY SCREENING UPON ENTRY.

IF YOU FEEL UNWELL AT ANY TIME, PLEASE INFORM A STAFF MEMBER AND ASK FOR ASSISTANCE.

KNOW BEFORE YOU GO

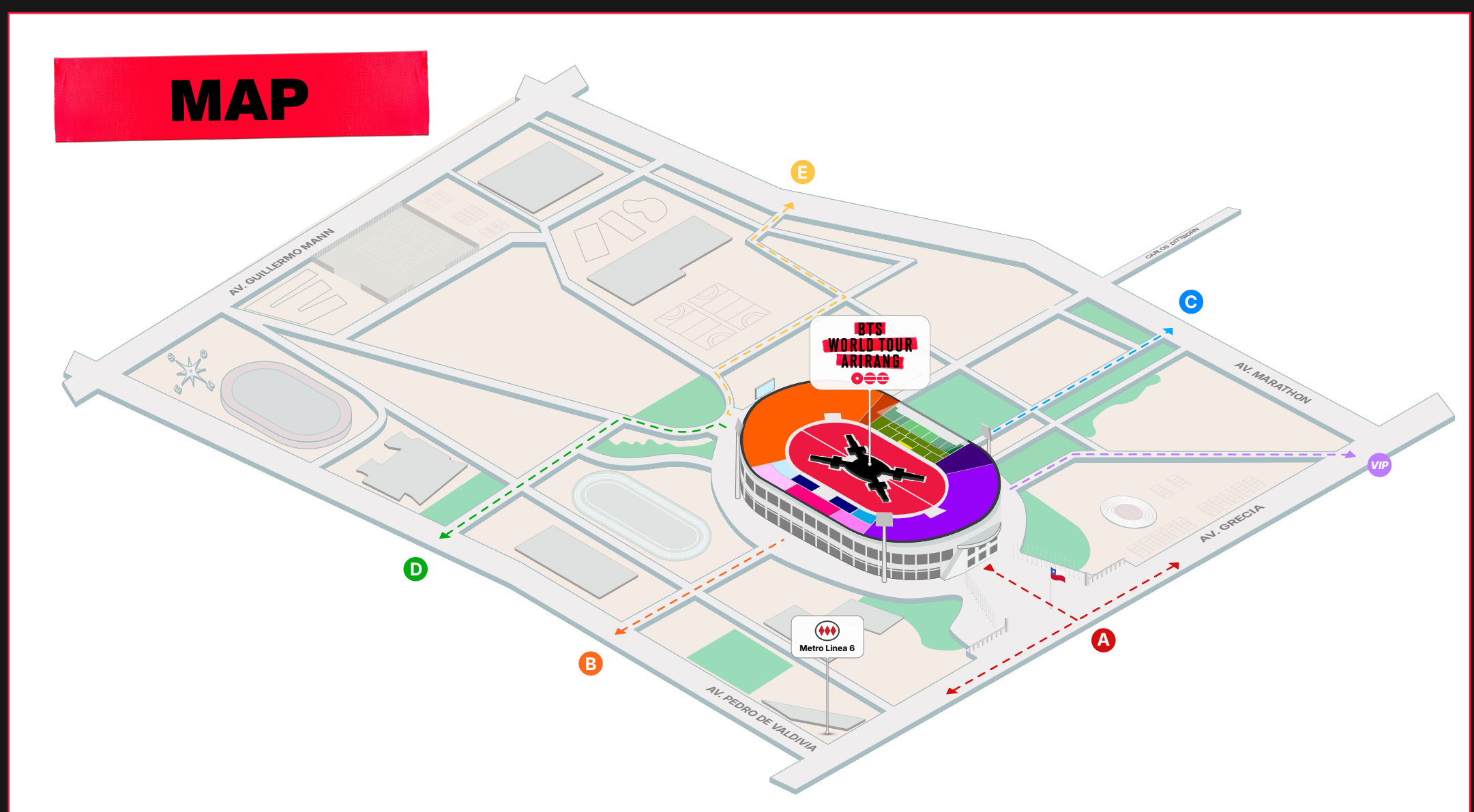
EVACUATION MAP

IN CASE OF EVACUATION

IF AN EVACUATION IS REQUIRED, REMAIN CALM AND FOLLOW STAFF INSTRUCTIONS AT ALL TIMES.

PROCEED CALMLY AND IN AN ORDERLY MANNER TO THE NEAREST EXIT AND AVOID STOPPING OR BLOCKING EVACUATION ROUTES.

BEFORE THE SHOW BEGINS, SAFETY VIDEOS WILL BE SHOWN ON THE VENUE'S SCREENS. WE RECOMMEND PAYING CLOSE ATTENTION TO THESE INSTRUCTIONS AND IDENTIFYING THE EXITS AND EVACUATION ROUTES FOR YOUR SECTION IN ADVANCE.



KNOW BEFORE YOU GO

CONTACT

NEED MORE INFORMATION OR ASSISTANCE? CHECK THE AVAILABLE CHANNEL BASED ON YOUR INQUIRY.

EVENT INFORMATION

FOR NEWS, UPDATES AND RECOMMENDATIONS ABOUT BTS WORLD TOUR 'ARIRANG' IN SANTIAGO, CHECK OUR OFFICIAL

CHANNELS:

INSTAGRAM: @DGMEDIOS

X: @DGMEDIOSCHILE

TIKTOK: @DGMEDIOS

WEBSITE: DGMEDIOS.COM

HELP WITH YOUR TICKET

IF YOU HAVE TROUBLE VIEWING, ACCESSING, TRANSFERRING OR CHANGING THE NAME ON YOUR TICKET, PLEASE CONTACT TICKETMASTER FAN SUPPORT.

ACCESSIBILITY

IF YOU NEED ASSISTANCE OR HAVE ANY ACCESSIBILITY REQUIREMENTS FOR ATTENDING THE CONCERTS, EMAIL US AT ACCESIBILIDAD@DGMEDIOS.COM.

OTHER INQUIRIES

FOR GENERAL EVENT-RELATED QUESTIONS, CONTACT US AT DIGITAL@DGMEDIOS.COM.

DURING THE EVENT, IF YOU NEED IMMEDIATE ASSISTANCE, APPROACH A SECURITY STAFF MEMBER OR VISIT ONE OF THE VENUE ASSISTANCE POINTS.

STAY INFORMED!

BEFORE ATTENDING, WE RECOMMEND CHECKING THIS GUIDE
AND OUR OFFICIAL CHANNELS, AS SCHEDULES, ENTRANCES
AND OTHER OPERATIONAL INFORMATION MAY BE
UPDATED BEFORE EACH SHOW DATE.

**NOW YOU'RE READY TO ENJOY
BTS WORLD TOUR 'ARIRANG' IN SANTIAGO!**





BTS WORLD TOUR | ARIRANG

SANTIAGO ESTADIO NACIONAL

14.10.2026. WED

16.10.2026. FRI

17.10.2026. SAT