

## VENUE RULES

### Ticketing

- All tickets will be checked and scanned on entry.
- Tickets can either be printed or, in the case of e-tickets, displayed on your mobile.
- Please bring a valid form of photographic ID with you to the event (please note, we only accept valid passports, foreign national ID cards, driving licences or Home Office approved PASS cards as identification and/or proof of age). If there is name on your ticket, you must provide valid photographic ID to match this name.
- Any fake, invalid or duplicate tickets will be rejected.
- Please ensure that you purchase your ticket(s) from an authorised ticket agent.
- Authorised ticket agents vary from event to event – please check with the promoter of the event you're interested in to see if a ticket agent is authorised.

### Age restrictions

- Age restrictions vary from event to event – please check the event listing before buying your ticket and ensure you bring ID with you (please note, we only accept valid passports, foreign national ID cards, driving licences or Home Office approved PASS cards as identification and/or proof of age).
- Children under the age of 16 must be accompanied by an adult aged 18 or over (subject to a maximum number of 4 children per adult).

### Entry policy & Prohibited Items

- Searching is a condition of entry to protect your safety and that of other visitors.
- Full body and bag searches will be carried out before entry is granted. Any refusal by the ticket holder to comply with such searches may result in refusal of admission or eviction from the venue without refund or compensation.
- Please note you are NOT permitted to take any of the following items into the venue
- (**“Prohibited Items”**): illegal substances; legal highs or any other psychoactive substances; food; any form of liquid (including drinks and perfume); chewing gum; masks; torches; point and shoot cameras; bottles; weapons; ammunition; explosives; horns; whistles; drums; fireworks; or any other article which may be used as a weapon or missile, or which may, in our reasonable opinion, cause danger or disruption to visitors at the venue (regardless of whether or not such item is illegal or is carried for a specific purpose).
- We reserve the right to confiscate any Prohibited Items. Anyone found in possession such items will be refused admission, ejected from the venue and may also be liable for prosecution. No refunds will be given to customers who are refused admission due to possession of Prohibited Items.

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- If you have any specific reasons for bringing Prohibited Items into the venue (for example, because you have a dietary or medical condition), please contact us prior to the event at [info@printworkslondon.co.uk](mailto:info@printworkslondon.co.uk)
- Animals, with the exception of guide dogs, are not permitted in the venue.

## **Drugs policy**

- We operate a strict zero tolerance drugs policy. Anyone found in possession of illegal substances will be refused admission, ejected from the venue and may also be liable for prosecution.
- We reserve the right to pass your details on to the relevant authorities should we consider an offence or criminal act has taken place.

## **Welfare**

- We have a dedicated Welfare and Medical area on site should you feel unwell.
- Regardless of the cause of your ill-health, our staff are trained to be non-judgemental with your well being placed with the utmost importance. Please let a member of staff know you feel unwell.

## **Last entry**

- Some events at the venue have a last entry time. Please observe this before buying your ticket, as we cannot guarantee entry after last entry.

## **Re-entry**

- We will be operating a no re-entry policy. Once you have left the venue, you will not be readmitted.

## **Smoking**

- Smoking (including the use of e-cigarettes) is permitted in designated outdoor smoking areas only. If you are caught smoking anywhere except for the designated outdoor smoking areas, you will be ejected from the venue without a refund.

## **Lockers & Bag Policy**

- We have a limited number of lockers on site that are available for hire (for a fee) on a first come first served basis. Please note that all items are left at your own risk. We advise you not to bring any large bags with you as these will not be permitted within the venue.

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## **Safety**

- While attending the venue, you must observe any safety announcements that are made.
- Anyone throwing objects, including food or drink containers etc., will be removed from the venue without a refund.
- Crowd surfing and moshing are strictly prohibited.
- Certain areas of the venue may have specific capacity requirements. In these circumstances, a one in one out policy will be put in place.

## **Event changes**

- Should there be any changes to an event at the venue (such as opening times or artists), we will endeavour to let you know – however this will be down to the promoter of the event and we ultimately take no responsibility for this.

## **Event cancellation**

- Where an event is cancelled, refunds will be processed in accordance with the promoter's terms and conditions (and will be at their sole discretion) – you will need to contact them and/or your ticket agent for further information in such circumstances.

## **Leaving the venue**

- When leaving the venue, please consider our neighbours and leave the venue quietly.