

Ticketing

- Tickets will be checked & scanned on entry.
- Tickets can either be printed, or in the case of e-tickets, displayed on the customer's phone.
- Any fake, invalid or duplicated tickets will be rejected.

Age Restrictions

Our age restrictions vary between events, though most (but not all) of our live music events have an age restriction of 14+, and anyone below the age of 16 must be accompanied by a responsible adult.

We only accept the following ID as proof of age: valid passport, driving licence, home office approved ID cards with the 'PASS' hologram on. Please note, you must bring the original document as we cannot accept photocopies.

Last Entry

Some of our events have a last entry time. Please consider this before purchasing your ticket, as we cannot guarantee entry or re-entry after the last entry time has passed.

Forbidden Items

Customers may not bring any of the following items into the venue:

- Illegal drugs, "legal highs", alkyl nitrites (e.g, poppers), nitrous oxide / nos, as well as any unidentifiable substances
- Weapons, tools, bladed/sharp articles, ammunition, aerosols, explosives, fireworks, flares, flammable liquids, laser pens / pointers, smoke devices, canisters
- Air-horns, megaphones, whistles, cow-bells, drums, vuvuzelas or any other noise-making items
- Any item which may be used as a projectile or missile (CDs, beer mats, frisbees, beach balls, footballs, tennis balls, etc)
- Animals (excluding service animals)
- Full face masks, helmets, wheeled footwear, hi-vis jackets, life-jackets, inflatable clothing
- Balloons, confetti, candles, Chinese lanterns, flaming torches, kites, incense sticks, flags, flagpoles, glitter or "glitter bombs", inflatables, umbrellas
- Packages/parcels
- Selfie sticks
- Torches
- Professional recording equipment, including "GoPro" and similar devices
- Laptops, tablets
- Glass, ceramics, cans, "Thermos" devices
- Food and drinks
- Any liquids
- Any items which the performing artist(s) or their management have asked us to prohibit
- Any devices or equipment that may, in our reasonable opinion:
 - Cause a danger or disruption to any event or equipment

- Cause a danger, disruption or distraction to other visitors or staff
- Interfere with normal operation of equipment

Search Policy

We reserve the right to search anybody entering the premises, in order to prevent various items being brought onto the premises. Such items include, but are not limited to, those specified in the above list(s).

- Any searches will be carried out in accordance with the following:
 - The customer must be informed about and consent to the search before it takes place. Should the customer decline the request to be searched, entry may be refused.
 - If requested, the reason for the search being requested shall be made known to the customer.
 - Searches will be carried out in a non-discriminatory manner, e.g every tenth person will be searched; everyone will be searched, etc.
 - Two staff shall always be present whilst any search is carried out, where possible.
 - Unless the customer requests otherwise, males shall be searched by male staff and females shall be searched by female staff, where possible.

Bag Policy

Large bags are not permitted inside The Live Rooms for security and safety reasons.

Small bags are permitted. We define a small bag as either a standard handbag, a tote bag, or a bag no larger than an A4 sheet of paper in size.

One bag is permitted per person, and may be subject to a search in accordance with the points above.

Backpacks, travel cases, suitcases, briefcases and laptop bags are not permitted inside the venue.

If you have a bag that is not permitted inside the venue, it may be left in our box office cloakroom at standard cost.

We reserve the right to refuse admission:

- If a valid form of identification cannot be presented by the customer for the purposes of age verification. Valid forms of ID include:
 - Driving licence
 - Passport
 - Birth certificate
 - Other government ID card
- If the customer appears to be under the influence of illegal drugs,
- If the customer is excessively under the influence of alcohol.
- Without a ticket or reservation if an event is sold out.
- If the capacity of the venue shall be exceeded by allowing admission.

Drugs Policy

We operate a strict, zero-tolerance drug policy. Anyone found in possession of illegal substances will be refused admission or ejected from the venue and may also be passed on to the police.