

FREQUENTLY ASKED QUESTIONS

1 **Where is The Drumsheds?**

The Drumsheds is at Meridian Water, Argon Road, London N18 3BW.

2 **How do I get to The Drumsheds?**

Walk - If travelling by foot please arrive via N17 0QJ.

Train & Tube - Meridian Water station is a 5-minute walk to the venue with a regular service to and from Stratford, calling at Lee Bridge, Tottenham Hale, Northumberland Park and Meridian Water.

If travelling via the Victoria Line, please change at Tottenham Hale for Abellio Greater Anglia services to and from Meridian Water. Please do not attempt to walk to the venue from Tottenham Hale.

From 22:00 - 23:30, there will be regular services every 15 minutes to Stratford and London Liverpool Street. The last scheduled southbound Victoria Line service on Sunday 3rd November is at 23:33.

Taxi - Please use the postcode N18 3BW. There will be an official Uber and Black Cab drop off and pick up point.

3 **What is The Drumsheds' entrance policy?**

All tickets will be checked and scanned on entry. Searching is a condition of entry to protect your safety and that of other visitors. All persons entering the venue are also governed by the licence conditions and are liable for searches by security staff. 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 and eviction from the venue without refund or compensation.

4 **If I leave the event, can I re-enter?**

No, unfortunately not. There will be no re-entry to The Drumsheds.

5 **When is last entry to The Drumsheds shows?**

Please check your confirmation email or e-ticket for the last entry time.

6 What forms of ID can I bring for entry?

We only accept a valid passport, foreign national ID cards, driving license or home office approved PASS hologram as identification and/or proof of age. If you are not able to provide a valid and in-date form of ID, you may be refused entry on to the premises.

7 What does a VIP ticket grant me?

A VIP ticket will grant you access to the exclusive VIP bar, lounge and courtyard.

8 Can I cancel my tickets?

No, unfortunately we do not accept cancellations or refunds.

9 Can I change the name on my tickets?

Yes, please contact customer services if you wish to change the name on your ticket.

10 How do I resell my ticket or purchase a ticket from a sold out show?

Once a show sells out, resale systems on Kaboodle will be automatically activated. You can find more info [here](#).

11 Do I have to be 18 to attend?

Yes, The Drumsheds is an 18+ venue. You may be asked to prove your age on entry to the venue, so please bring along your I.D.

12 Can I bring my own food and drink?

You're not permitted to bring food or drink into the venue. There will be a delicious range of food and drink options. You can ask for free drinking water from our bars.

13 What is The Drumsheds' bag policy?

If bringing a bag it should be no bigger than A4 size. We have lockers available for £9.00 should you wish to use these.

14 What should I do if I feel unwell at The Drumsheds?

Please make a member of staff aware and they will direct you to the Welfare and Medic Area. We have a dedicated Welfare and Medical area on site should you feel unwell.

15 Someone at the venue is making me feel uncomfortable - what should I do?

Your safety and comfort during your visit to The Drumsheds is our absolute priority. Should anyone make you feel uncomfortable at any time, please talk to any member of staff.

16 Can I pay by card at The Drumsheds? Are there ATMs in the venue?

We are a cashless venue and there are no ATMs in the venue.

17 Can I smoke/vape at The Drumsheds?

Within the designated outside smoking areas, yes. If you are caught smoking anywhere except for the designated outdoor smoking areas, you will be ejected from the venue without a refund.

18 Can I bring a camera to The Drumsheds?

Professional cameras (SLR) or recording equipment is prohibited, small digital cameras and phones are accepted.

19 Can I bring my prescription medicine or medical equipment to The Drumsheds?

If you need to bring any medicine or medical equipment to the event, this will need to be booked and approved with us **in advance of the show**. To request this, please email -

info@thedrumshedslondon.co.uk

20 I've lost something - who do I contact?

Please email - info@thedrumshedslondon.co.uk