

# THE DRUMSHEDS

## THE DRUMSHEDS VENUE TERMS AND CONDITIONS

### **COVID-19 SAFETY AND COMPLIANCE**

1. All individuals attending Drumsheds London (the **venue**) acknowledge that there may be additional measures and restrictions in place at the venue to ensure the safety of staff and guests in relation to COVID-19 (including any variants or mutations thereof )(the **COVID-19 Measures**) which may vary according to health and safety and government advice at the time of your attending the venue (and your breach of any of these may lead to you being refused entry). We reserve the right to alter or remove the COVID-19 Measures at any time in response to the latest guidance or legislation from the UK Government or as otherwise deemed necessary by us.
2. The requirement to present an NHS Covid Pass is one of our current COVID-19 Measures.

**For ticket holders based in England:** you will be required to present the NHS Covid Pass to evidence one of the following:

- Proof of a negative lateral flow test [within 48 hours of the event]. These tests are free and can be easily accessed via either your local pharmacy or online.
- Proof of a negative PCR test [within 48 hours of the event]. You can order a free PCR test kit to be sent to your home or book an appointment at a walk-in or drive-through test site. Both can be done via <https://www.gov.uk/get-coronavirus-test>;
- Proof of natural immunity by way of a positive PCR test [between 10 and 180 days ahead of the event]; or
- Completion of a full course (both jabs) of vaccination [at least 14 days ahead of the event].

**For ticket holders based elsewhere in the UK:** you will be required to present:

- Proof of a negative NHS lateral flow test [within 48 hours of the event];
- Proof of a negative NHS PCR test [within 48 hours of the event]; or
- Completion of a full UK course of vaccination, via an NHS Covid Pass letter [at least 14 days ahead of the event]

**For international ticket holders outside of the UK:** you will be required to present:

- Proof of a negative NHS lateral flow test [within 48 hours of the event]; or
- Proof of a negative NHS PCR test [within 48 hours of the event].

Any other forms of proof will not be accepted.

3. Any cost(s) associated with any compliance with the COVID-19 Measures will be the responsibility of the individual venue attendee.
4. Notwithstanding the foregoing, you recognise the known and potential risks if COVID-19 and understand that (i) such risks cannot be fully eliminated and are increased by proximity to other people (ii) there is an inherent and elevated risk of exposure to COVID-19 in any public place or place where people are present; and (iii) there is no guarantee that you will not be exposed to COVID-19.
5. You agree that:
  - if you are currently required to self-isolate or quarantine under government guidelines, or are displaying any COVID-19 symptoms, you must not attend the venue. If you are pending a coronavirus test or awaiting test results then you must not attend the venue; and
  - you are responsible for deciding whether or not you should attend the venue and, prior to attending, carry out your own personal risk assessment based on your own age, health and susceptibility to infection and clinical vulnerability and of those in your household or support bubble (based on current government guidelines).

#### **TICKETING**

6. You should refer to the official ticket agent's website for all ticketing related terms and conditions.

#### **CONDITIONS OF ENTRY**

##### Tickets

7. All tickets (**Tickets**) for each event (**Event**) will be checked and scanned on entry for that particular Event.
8. Tickets can either be printed or, in the case of e-tickets, displayed on your mobile.
9. Each individual must bring a valid form of photographic ID to the event (we only accept valid passports, foreign national ID cards, driving licences or Home Office approved PASS cards as identification and/or proof of age) (**Photo ID**). If there is a name on your ticket, you must provide a valid photographic ID to match this name.
10. Any fake, invalid or duplicate tickets will be rejected.
11. Check your Ticket carefully and inform your ticket agent immediately of any inaccuracies as mistakes cannot be rectified by the venue.
12. We may in our discretion issue a wristband for certain areas within the Venue or we may exchange your Ticket for a wristband.
13. Be careful not to lose or damage your Ticket or wristband as duplicates will not be automatically issued; we are not liable for stolen Tickets or wristbands. Retain your Ticket (or wristband) at all times during the Event, damaged Tickets (or wristbands) may be treated invalid.

- 14.** Please ensure that you purchase your ticket(s) from an authorised ticket agent. Authorised ticket agents vary from show to show – please check with the promoter of the show if you are unsure.

#### Age restrictions

- 15.** Age restrictions vary from event to event – please check the event listing before buying your ticket and ensure you bring your Photo ID with you.
- 16.** 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).
- 17.** If you are buying a Ticket or accompanying for anyone under the age of 16 for an Event, you acknowledge and agree that you are responsible for that individual at all times at the venue. This includes determining whether the Event is appropriate for the child.

#### Prohibited Items

- 18.** Please note you are **NOT** permitted to bring into (or use) 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; bottles, weapons, ammunition
  - whistles, drums, megaphones, amplification equipment, klaxons or air horns
  - spray cans, gas canisters or compressed gas in any container
  - fireworks, flares, smoke canisters, explosives, firearms, knives, blades 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 specific purposes)
  - balls, frisbees or other throwing objects
  - tents, backpacks, large bags (larger than an A4 piece of paper), hi-visibility tabards or similar
  - large golf umbrellas, backpacks, stools, camping sticks, chairs or gazebos
  - sponsorship, promotional or marketing material
  - marker pens, spray paint or any other similar items that may be used to mark infrastructure
- 19.** We reserve the right to confiscate any Prohibited Items. Anyone found in possession of 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.
- 20.** All attendees shall not offer (either free or for sale by any person) any goods of any nature.
- 21.** 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 on [info@thedrumshedslondon.co.uk](mailto:info@thedrumshedslondon.co.uk)

### Ground conditions

- 22.** The outdoor areas at The Drumsheds are a mixture of grass, pebbles and hardstanding. Please wear suitable footwear such as trainers or boots. We strongly advise that you don't wear open toe sandals or high heels. We do not accept any responsibility for any damage caused to any personal belongings including items of clothing.

### Weather

- 23.** We recommend you review the weather forecast in advance of the event, and ensure you are prepared for the forecast conditions with suitable clothing and footwear.

### Search

- 24.** Searching may be a condition of entry to protect your safety and that of other visitors.
- 25.** Full body and bag searches may 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

### Animals

- 26.** Animals, with the exception of guide dogs, are not permitted at the venue. Please contact us prior to the event at [info@thedrumshedslondon.co.uk](mailto:info@thedrumshedslondon.co.uk) if you wish to bring a guide dog to the venue.

### Re-admission

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

### Last entry

- 28.** Some shows at the venue have a last entry time and we reserve the right to reject entry after last entry time. Refunds will not be given for ticket holders who miss the last entry time. We advise arriving early to our events to avoid queues. Please check event information when selecting your ticket.

### Bag Policy

- 29.** Please only bring essential items with you to the venue.
- 30.** We do not allow bags or rucksacks on site that are bigger than an A4 piece of paper (21cm x 30cm).

### Media & Recordings

- 31.** Each ticket holder/guest attending the Event acknowledges that they are likely to be filmed, recorded and/or photographed and that the Promoter might focus on individual member(s) of the audience; and the resulting content may be publicly disseminated and/or live streamed across a range of media (including social media) for promotional and/or commercial purposes. If an attendee does not wish to be filmed they should speak to the closest event steward who will notify the relevant person(s).
- 32.** CCTV & film cameras will be in operation across our venues for the prevention of crime.

- 33.** Ticket Holders must not bring into (or use within) the Venue any equipment which is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to the Event or any aspect of it, except for mobile phones and small cameras used for personal and private purposes only. We may operate a 'no-flash' camera policy in our audience space. Unauthorised photography or use of professional recording equipment is prohibited, we reserve the right to destroy any unauthorised recordings. Ticket Holders assign the future copyright in any photographs, films or recordings that they make at the Venue in breach of this prohibition to the Promoter.
- 34.** Confiscation of professional camera equipment (to be returned after the show) may be necessary as a condition of entry.

#### Drugs policy

- 35.** 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.
- 36.** We reserve the right to pass your details to the relevant authorities should we consider an offence or criminal act has taken place.

#### Welfare

- 37.** 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 if you or someone else feels unwell.

#### Sound and Light

- 38.** Warning – you will be exposed to loud music at the Event, and smoke and strobe lighting may be used. Prolonged exposure to loud music can cause damage to your hearing. We strongly recommend that all attendees take any precautions they deem necessary. Free ear plugs will be available on site.

#### Alcohol Sales

- 39.** The Venue operates a Challenge 25 policy, so please bring a valid Photo ID as detailed above to show you are over 18 in order to purchase alcohol.

#### Personal Items

- 40.** We are not liable under any circumstances for the loss or damage of personal property at the Venue. We advise guests to bring essential items to the venue only. Pickpockets are known to operate in London venues.

#### Access

- 41.** We take the needs of Ticket Holders who are disabled or have other access requirements very seriously and actively encourage people of all abilities to attend the Event. If you have access requirements or concerns about any elements of the Event, please specify such requirements or concerns either at the point of purchase or afterwards in good time before the Event via email to [access@thedrumshedslondon.co.uk](mailto:access@thedrumshedslondon.co.uk)

### Problems & Complaints Procedure

- 42.** Should you experience any problems whilst at the Venue, please contact the nearest steward as every effort will be made to resolve the issue prior to, or during the Event.
- 43.** If you have any complaints about your ability to view or hear any of the performances, please inform one of our representatives at the Event as it is harder to deal with such complaints after the Event.

### Personal Information

- 44.** The Ticket Holder acknowledges their personal information (as provided by the Ticket Purchaser) may be used for the purposes of the implementation of these Conditions subject to applicable law, including for administration, communication, enforcement and access control purposes, in accordance with our privacy and cookies statement on the Website.

### Smoking

- 45.** Smoking (including the use of e-cigarettes) is not permitted anywhere within the warehouses. If you are caught smoking inside, you will be ejected from the venue without a refund.

### Safety

- 46.** While attending the venue, you must observe any safety announcements that are made.
- 47.** All attendees must comply with all relevant statutes, safety announcements, rules and regulations (including these terms and conditions, and the regulations of any licensing authority) while at the Venue.
- 48.** Anyone throwing objects, including food or drink containers etc, will be removed from the venue without a refund.
- 49.** Crowd surfing and moshing are strictly prohibited.
- 50.** 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

- 51.** 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

- 52.** In the event of a show being cancelled, refunds will be in accordance with the promoter's and/or the ticket agent's terms and conditions – you will need to contact them and/or your ticket agent.

### Community

- 53.** When making your way to and from the venue, please consider our neighbours. Please leave quietly and do not drop litter. We have dedicated toilets provided for our guests at Meridian Water station.

#### **BREACH OF TERMS AND CONDITIONS**

- 54.** If you breach any of these Conditions, we may remove you from the Venue without a refund. We reserve the right to pass your details to the relevant authorities should we consider an offence or criminal act has taken place.
- 55.** You may be refused entry or ejected, without refund or compensation, for (i) any breach of these Conditions; (ii) behaviour likely to cause damage, injury, nuisance or annoyance and/or (iii) for failure to comply with our reasonable requests.
- 56.** We reserve the right to refuse entry to or reject anyone from the Venue for reasons of public safety. No refund will be made if this is related to any act of the person.