

# VENUE ADMISSIONS POLICY

June 2017 rev 1

## TICKETS

Your Ticket may be in the form of paper, mobile/bar code, email, wristband or chip technology or such other form that becomes available over time. Tickets cannot be cancelled or exchanged after purchase, other than in accordance with these Venue Terms and the terms of the Ticket Agent from which they are purchased.

Only persons holding a valid Ticket will be admitted to Events P&J Live. You must keep your Ticket with you at all times during an Event.

Keep your Tickets safe. Your Ticket may be invalidated if any part of it is removed, altered or defaced. Removing the Ticket stub of a physical Ticket will invalidate the Ticket. Tickets cannot be duplicated if lost or stolen and neither P&J Live nor any Organiser will be liable for any lost or stolen Tickets.

Ownership or possession of a Ticket does not confer any rights (by implication or otherwise) on you to use, alter, copy or otherwise deal with any of the symbols, trademarks, logos and/or intellectual property appearing on the Ticket or used in connection with the Event. Tickets may not be used for promotions, competitions, and sweepstakes or for other commercial purposes without the prior written consent of P&J Live and the Organiser.

For Events with seated and standing arrangements, each Ticket provides you with a license to occupy a seat or to stand in an area (as applicable) of a value corresponding to that stated on your Ticket. We reserve the right to provide alternative seats to those specified on the Ticket where it is not possible to allow you to occupy the specific seat printed on your Ticket. In these circumstances, we will use reasonable endeavors to provide you with a seat of equal value to that which you purchased and where we are unable to do so we will reimburse to you the difference in value of the seat we are able to provide and the value of the seat printed on your Ticket and we shall have no further liability to you as a result of the change in seats.

Our authorised Ticket Agent is Ticketmaster. In addition, the Organiser may have appointed its own authorised Ticket Agent(s) for the Event. If you are unsure as to whether or not a person offering Tickets for sale is an authorised ticket agent, please contact us. Please be aware that auction sites are not authorised ticket agents.

Tickets are typically sold by Ticket Agents on the basis that they are not transferable and must not be exchanged or resold.

Resale, or attempted resale or purchase of a Ticket

are grounds for seizure or cancellation of such Ticket without refund or other compensation.

The number of Tickets purchased may be subject to a maximum, which will be notified to you by the Ticket Agent before you make your booking. We reserve the right to request the cancellation by the Ticket Agent of any Tickets we have reasonable cause to believe to have been bought in excess of this maximum number or otherwise in breach of these Venue Terms. Unless notified to you otherwise during the Ticket booking process, the Ticket limit for Events at P&J Live is 8 Tickets per person, credit card and household.

Neither we nor any Organiser will be required to honor Tickets if we know or have reasonable grounds for believing that they have been purchased from unauthorised agents or other unauthorised sources including, without limitation, ticket touts, or duplicated. We will be entitled to refuse entry to any person holding such a Ticket, or to eject them from the Venue and/or the Event.

## AGE RESTRICTIONS AND YOUNG PERSONS

All children must have a Ticket in order to attend an Event.

For Events taking place at P&J Live arena and, (subject to any additional age restrictions that may apply to individual Events):

- a) children under 14 must be accompanied by an adult aged 18 or over; and
- b) children under 14 cannot enter the standing area and may only enter the Event with seated Tickets. We will not be liable to refund any standing Tickets which have been purchased for use by children under 14 in relation to such Events.

Events may be age restricted and it is the responsibility of the person who purchases the Tickets to check that s/he and persons on whose behalf s/he purchases the Tickets comply with such age restrictions before purchasing the Tickets. If you attend an Event where age restrictions apply and/or if you are claiming a concession, you must be able to provide photographic proof of identity and age or entitlement, as appropriate (e.g. student pass). We reserve the right to refuse entry, without refund, to any person who is unable to provide such photographic proof.

It is your responsibility to check the suitability of an Event for any children in your party regardless of official age restrictions, this includes considering the type of audience the Event is likely to attract and whether such an audience is a suitable

environment for children in your party. Refunds will not be issued if any aspect of an Event, including the behavior of other audience members, causes offence to you or any children on whose behalf you have purchased Tickets.

We do not recommend subjecting children to loud music over a sustained period of time. Hearing protection is advised for Events taking place at P&J Live and is advisable for any other Events where loud music is involved. Ear defenders are available from the Duty Managers office or by asking a steward.

A concert environment is not suitable for very young children, except for shows specifically aimed at children, accompanying adults should be confident that children within their party will not cause disruption to other audience members. Any disruption may result in you and your children being removed from the Venue

## **PATRON ADMISSION**

You must produce a valid Ticket to gain entry to P&J Live arena and certain other areas within P&J Live and upon request for inspection at any time in such areas. Failure to produce your Ticket when requested may result in you being required to leave P&J Live.

Searching is a condition of entry to protect your safety and that of other visitors. We may conduct security searches of clothing, bags and other items, as determined by us in our reasonable discretion, including on entry and exit.

We reserve the right to prohibit within P&J Live:

- a) items which are or may be illegal. Anyone found in possession of illegal or contraband goods may also be liable for prosecution;
- b) weapons, ammunition, explosives, horns, whistles, drums, fireworks, flagpoles, large umbrellas or any other item which in our reasonable opinion, may cause danger or disruption to any Event or to other visitors (regardless of whether or not such item is illegal or is carried for specific purposes);
- c) items which artists performing at an Event or their management have asked us to prohibit or are otherwise prohibited pursuant to these Venue Terms. You are not permitted to bring food and beverages into the Venue except as set out in the food and beverage section further on in this document.
- d) No backpacks, holdalls, suitcases will be admitted into the venue. You will be refused entry if you attempt to enter the venue with the prohibited item. There will be no temporary storage facilities for such items within the venue.

- e) The venue will not be responsible for late admission or non-admission as a result of this policy.
- f) All remaining bags will be searched.

## **PROHIBITED ITEMS**

- a) Backpacks, holdalls, luggage, oversized bags and cushions\*
- b) Glass, cans, aluminium bottles or thermoses of any kind including any liquid products which can be consumed\*
- c) Flammable liquids in any container
- d) Laser pens/pointers
- e) Video cameras and professional cameras
- f) Laptop computers, iPads and Go Pro's
- g) Large/golf umbrellas
- h) Knives or weapons of any kind
- i) Illegal drugs or substances
- j) Alcoholic beverages
- k) Signs, banners or flags on poles, staffs or selfie sticks
- l) Animals (except service animals to aid persons with disabilities)
- m) Air horns, whistles, cowbells or other noise-making distractions
- n) Projectiles (Frisbees, beach balls, footballs etc)
- o) Aerosol cans (hairspray, mace pepper spray etc)
- p) Fireworks, confetti or glitter bombs or sprays
- q) Balloons
- r) Use of wheeled footwear, skateboards
- s) Food
- t) Masks and helmets
- u) Large studs and chains
- v) Anything else which we deem to ruin the enjoyment or viewing experience of others

\* Exceptions will be made for those with medical requirements and/or special needs. Please let us know if you have accessible and medical requirements/equipment, this will be considered on an individual basis but you are encouraged to contact us ([customercare@pandjlive.com](mailto:customercare@pandjlive.com)) in advance for ease of entry.

### **All entry constitutes consent to search.**

You are responsible for safeguarding your property when at P&J Live and P&J Live will have no liability for property that is lost, stolen or damaged when at P&J Live. All items left with stewards before entry into the Venue are left at your own risk.

Animals, with the exception of assistance dogs, are not permitted in P&J Live. Customers attending with assistance dogs are requested to contact P&J Live in advance for further information.

You may not be permitted into P&J Live, or may be ejected from it, and required to surrender any

Tickets you hold, without refund, if you refuse to leave a Prohibited Item with our stewards or refuse to be searched or if, in our reasonable opinion, you or your behavior or any item you are carrying:

- a) poses a health and safety risk;
- b) affects the enjoyment of other visitors;
- c) affects the running of the Event;
- d) may cause damage to or interfere with the property of P&J Live or the Organisers;
- e) is in breach of these Venue Terms;
- f) is illegal;
- g) may lead to a breach of any licensing conditions applicable at the Venue; or
- h) is in breach of any rules and regulations exhibited on notices at the Venue, such as:
  - (i) entering any backstage or prohibited areas
  - (ii) standing in seats or in walkways
  - (iii) climbing on the building structure
  - (iv) throwing any objects or substances onto the stage or into the crowd or at another visitor
  - (v) smoking including Electronic cigarettes

Should you experience any problems while at P&J Live please contact the nearest steward so that every reasonable effort can be made to resolve the issue prior to, or during the Event you are attending as complaints are very difficult to resolve after the Event.

## EVENTS

There is no re-admission once you have left a Venue except in limited circumstances at the Venue Managements sole discretion.

In relation to seated Events, other members of the audience may stand up during the Event which may block your view if you choose to remain seated or if they are taller than you. Refunds and compensation will not be offered if your view is restricted in this way.

Floor seating is not tiered and refunds or compensation will not be offered if your view is restricted as a result of the floor not being tiered.

There will be no admission to the Event before the designated opening times.

For some specific Events, and at the request of the artist, latecomers may not be admitted into the auditorium until a suitable break in the performance. If you expect that you will not be able to arrive at an Event on time please [contact us – [www.pandjlive.com](http://www.pandjlive.com)] before buying your Ticket as we will not refund Tickets if you miss all or part of an Event due to your late arrival.

The use of professional cameras, video and/or sound recording equipment is prohibited and such items may not be used within P&J Live except

with our express written consent.

You are required to observe and comply with all rules and regulations shown on notices at P&J Live and to comply with all instructions given to you by Venue stewards and staff at the Event.

All advertised times are approximate and subject to change. It is your responsibility to make appropriate arrangements to ensure that you arrive at the Venue in sufficient time in case the Event starts early and to ensure that you are able to stay until the close of the Event should you wish to if it overruns. No refunds will be payable and we will not be responsible for the cost of alternative travel arrangements or for any other loss you suffer (including loss of enjoyment) as a result of an Event not running to the precise advertised times.

CCTV and film cameras may be present at and around P&J Live; this includes filming by the police or security staff carried out for the security of visitors, and filming and/or photography by Event Organisers. By purchasing a Ticket to an Event and/ or attending P&J Live you give your express consent to all such filming and to your actual or simulated likeness being included within any film, photograph, audio and/or audiovisual recording (“Footage”), all rights in which will be owned by us, the Organiser or the relevant third party. You also agree that any such Footage may be used by us or the Organiser in any and all media for any purpose at any time throughout the world, including (with the exception of CCTV or security Footage) for commercial purposes, such as merchandising or DVDs, without payment or compensation to you.

You must leave the Venue quietly in consideration for our neighbours. Any failure to do so may result in you being refused entry to, or permission to purchase Tickets to, future Events.

## HEALTH AND SAFETY

In case of emergency please follow instructions and directions from stewards, staff and/or other officials.

No smoking is permitted in any part of the Venue. This includes the use of Electronic cigarettes.

**WARNING** – prolonged exposure to loud noise may cause damage to your hearing. Flashing lights may be used during a performance.

If you have any specific access requirements, please contact us before purchasing Tickets, to ensure that we can accommodate your requirements. Accessible seating may not be available unless it is arranged in advance.

## FOOD AND BEVERAGES

No food or beverages may be brought into P&J

Live (except in limited circumstances on proven medical grounds) and may be restricted or limited in relation to Events taking place in other areas at our discretion. A variety of food and beverages will be available for purchase within the Arena.

When purchasing alcohol, if you appear to be under the age of 25, you will be asked for proof of age.

We reserve the right to refuse to serve you alcohol or in deed to eject you if, in our reasonable opinion, we believe that you are intoxicated or likely to become intoxicated if we serve you further alcoholic beverages.

## **MERCHANDISE**

Official merchandise is only available from outlets within P&J Live. Please be wary of unofficial traders offering inferior goods for which we accept no responsibility.

You are not permitted to sell or offer for sale or distribute any items whilst at or in the environs of P&J Live including, without limitation, merchandise, Tickets, food, beverages, cigarettes or smoking materials, newspapers or magazines.

You must not bring into P&J Live or display or distribute (whether for free or with a charge) at an Event any sponsorship, promotional or marketing materials nor any leaflets, signage or other materials containing religious or political messaging.

## **CANCELLATION, POSTPONEMENTS AND ALTERATIONS**

P&J Live or an Organiser may make alterations to Events which are not material in nature and no refunds will be available in respect of non-material alterations. A "material" change is a change to an Event which in the reasonable opinion of P&J Live or the Organiser, makes the Event materially different to the Event which purchasers of the Ticket could reasonably expect. Changes to performance times, supporting acts and the use of understudies in a theatre performance will not be a material change. A material change is judged by reference to the nature and billing of each Event. Events which are festivals or themed events are judged by reference to the overall theme rather than the individual act scheduled to appear. This includes Events which have multiple artists and/or where the Event name does not include reference to any specific act. In these cases, no scheduled acts may be considered as headline acts, regardless of their relative fame or prominence in the billing.

In the event of a cancellation, postponement or

material alteration of an Event you may be entitled to a refund in accordance with the terms and conditions or refund policy of the authorised Ticket Agent from whom you purchased your Ticket(s) and you must contact the Ticket Agent to request all refunds. No refunds will be issued directly to you by P&J Live or the Organiser of any Event and refunds for cash purchases made at the Venue Box Office will be available by cheque only. Ticket Agents may not make a refund if you fail to follow the instructions provided within the timeframes notified in their terms and conditions.

It is your responsibility to check the website for the Venue, Event or Ticket Agent for news of any cancellation, postponement or alteration of the Event. Information on such matters will be made available on behalf of the Organiser as soon as reasonably practicable on the Venue website at [www.pandjlive.com](http://www.pandjlive.com) and/or at the Venue. Customers are advised that the website cannot always be updated immediately and that circumstances giving rise to cancellation or alterations can sometimes arise immediately prior to an Event.

## **LIABILITY**

THIS SECTION IS IMPORTANT AS IT SETS OUT THE LIMITS OF OUR LIABILITY TO YOU. PLEASE READ IT CAREFULLY

If we breach our obligations to you under these Venue Terms or we are negligent and, as a result, you suffer any loss or damage in connection with your presence at P&J Live, you may be entitled to claim that loss from us, but:

- a) we will only be liable for your loss or damage up to an amount equal to the face value of the Ticket purchased by you for the Event you are attending (if any); and
- b) we will not be liable to you for loss or expenses incurred in connection with your visit to P&J Live, any Event, or its cancellation, such as the cost of any personal travel, accommodation or hospitality arrangements made in connection with any Event.

For the purposes of these Venue Terms, "Force Majeure" means any cause beyond P&J Live's or the Organiser's control, including, without limitation, any act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, national mourning, theft of essential equipment, malicious damage, strike, lock out, weather, national defense requirements or acts or regulations of national or local governments. Neither we nor the Organiser will be liable to you under these Venue Terms to the extent that the failure is caused by a Force Majeure event.

Notwithstanding paragraphs the above, nothing in these terms shall be constructed as excluding or restricting our liability for death and/or personal injury caused by our negligence nor for any other form of liability that may not by law be limited.

## **CAR PARKS**

All P&J Live car parks are subject to a parking charge which will be clearly displayed on a tariff board, failure to purchase and display a valid ticket may result in a penalty charge.

Customers are asked to remember that a public car park is open to everyone. The staff have instructions to remove persons misbehaving themselves, but it is impossible to exclude undesirables altogether and the Company cannot therefore guarantee the security of your vehicle or its contents. Accordingly:

- a) the Company, its servants and agents will accept liability in respect of any loss, theft of or from, misdelivery of, temporary failure to deliver, or damage to the vehicle only where the same is proved and to the extent that it is proved to be caused by the negligence, willful act or default or breach of statutory duty of the Company, its servants or agents, or the dishonesty of its servants or agents, and
- b) the Company, its servants and agents will accept liability in respect of the death of, or personal injury sustained by, customers and others in the Car Park, only where the same is proved and to the extent that it is proved to be caused by the negligence, willful default or breach of statutory duty of the Company, its servants or agents.

Should your vehicle suffer damage whilst in the Car Park, or should you lose the vehicle or any of your possessions from the vehicle whilst it is in the Car Park, you are requested:

- a) to immediately inform a member of our staff of the occurrence and also
- b) in cases of theft, immediately inform the Police and
- c) to notify your insurers promptly. If you consider that you have a claim against the Company you must, within seventy-two hours of discovery of the loss or damage, give written notice containing full details of the occurrence to P&J Live.

Unless requested by the Company or one of its employees or agents not to do so, please ensure that before you leave the Car Park:

- a) your vehicle is securely locked
- b) that all the windows of your vehicle are

securely closed

- c) if your vehicle is fitted with an alarm, steering lock or similar device that it is engaged.
- d) wherever possible please take your possessions with you when you leave your vehicle.
- e) if you have to leave possessions in your vehicle do not leave them on the seats where they are visible. Put them in the boot and lock it.

## **COURTESY TO OTHER CUSTOMERS**

Should you damage another customer's vehicle, you are requested to report the matter immediately to a member of our staff and give him the registration numbers of both vehicles. Remember that your car may one day be damaged, so please treat such incidents with the same courtesy as you would hope to receive.

## **SAFETY IN THE CAR PARK**

Please drive carefully in the Car Park and obey the directional signs and the 5mph limit. Remember that Car Parks can be dangerous. After you have parked your vehicle please proceed to the nearest entrance, these are signposted in all car parks. Do not wander about in the Car Park and keep a careful eye on your children and do not permit them to play in the Car Park.

Company under this condition, the Company, its servants or agents shall have the right to drive or otherwise take the vehicle on the public highway.

## **PROHIBITED ACTIVITIES**

- a) No vehicle shall be towed into the P&J Live Car Parks and no work on or cleaning of vehicles by customers or their agents shall be carried out in the P&J Live Car Parks.
- b) No activity in connection with the selling, hiring or other disposal of the vehicle shall be carried out in the P&J Live Car Parks.

**Produced by Fiona Mann  
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P&J Live  
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