

TICKET TERMS & CONDITIONS

These Conditions are issued on behalf of Printworks Entertainment Limited (the **Promoter, we, us, our**) for all events promoted by us at the venue known as Printworks, Surrey Quays Road, London, SE16 7PJ (the **Event**) (the **Venue**) and should be read in conjunction with the Venue Rules (displayed at the Venue and at www.printworkslondon.co.uk (**Website**)) and the conditions of the Official Ticket Agent(s). If there is any inconsistency between any of the above, these Conditions will prevail. Any person who purchases, possesses, uses or attempts to use any Ticket shall be deemed to have accepted and agreed to comply with these Conditions.

Ticket Purchase

1. No admission to the Venue is permitted without a valid Ticket and valid photographic ID. No re-admission.
2. Check your Ticket carefully and inform us immediately of any inaccuracies as mistakes cannot be rectified later.
3. We may in our discretion issue a wristband for certain areas within the Venue or we may exchange your Ticket for a wristband.
4. 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 invalid.
5. If there is a name on your Ticket, you must provide valid photographic ID to match such name. Valid photographic ID includes passport, drivers licence and a Pass proof of age card.
6. Everyone in attendance at the Event must be 18 or over unless stated otherwise on the Website. If the Website states that everyone at the Event must be 14 or over, all 14 and 15 year olds, must be accompanied at all times in the Venue by an adult aged 18 or over. If you are not accompanied by an adult, we will not admit you into the Venue and no refund will be given. One adult may accompany up to 4 children. If you are buying a Ticket for anyone aged 14 or 15, 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.
7. If there is a cap on the number of Tickets which can be purchased by one Ticketholder, this will be stated on the Website.

Venue Entry & Requirements

8. Ticket Holders must comply with all relevant statutes, safety announcements, rules and regulations (including the Venue Rules and the regulations of any licensing authority) while in the Venue.
9. Ticket Holders acknowledge that certain areas within the Venue have an individual capacity and a 'one in one out' policy will be in place for such areas. We are not liable if you are unable to gain access to such areas.
10. Anyone throwing objects, including alcohol, glasses etc, will be removed from the Venue without a refund.
11. Ticket Holders must not bring into (or use within) the Venue any prohibited items, including but not limited to (i) any form of liquid, including perfume; (ii) dangerous or hazardous items, weapons, bottles, or any article which may be used as a weapon or a missile, may compromise public safety and/or may pose a hazard or nuisance to any other person; (iii) sponsorship, promotional or marketing material; and (iv) illegal substances; (v) psychoactive substances. Ticket Holders shall not offer (either free or for sale by any person) any goods of any nature. Prohibited items may be confiscated. **STRICTLY NO ILLEGAL SUBSTANCES WILL BE PERMITTED.** A full list of prohibited items is set out in the Venue Rules. We shall be permitted to take all reasonable steps to ensure compliance with this paragraph.
12. No alcohol is permitted to be brought into the Venue.

13. Smoking (including e-cigarettes) in any part of the Venue other than the designated smoking areas is prohibited.
14. 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.
15. Ticket Holders may be requested to submit to a body check/scan and/or search of his/her possessions. Any refusal by the Ticket Holder may result in refusal of admission or eviction from the Venue without refund or compensation.
16. Ticket Holders 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.
17. We reserve the right to refuse entry to or reject a Ticket Holder from the Venue for reasons of public safety. No refund will be made if this is related to any act of the Ticket Holder.
18. Crowd surfing and moshing are strictly prohibited.
19. Animals, with the exception of assistance dogs, are not permitted in the Venue. Ticket Holders are requested to contact us in advance for further information in this regard.
20. Please consider the neighbours and leave the Venue quietly.
21. Unless stated otherwise on the Website, the doors will open for a live show at 7pm and for a club night at noon (no admission before the designated opening time), doors will close for a live show and a club night at 11pm. For club nights, last entry will be 5pm unless stated otherwise on the Website. No late admissions will be granted and no refunds will be given.

Refunds and Cancellation

22. Tickets are sold subject to our right to alter or vary the published Event programme which may result in changes to the performance line-up, playing times or any other aspect of the Event. We reserve all rights in this regard. We will not be liable for any change to a published start time, end time (published timings are estimates only and are subject to change) or subject to paragraph 23 below, change to the artist(s) scheduled to perform.
23. If we, acting reasonably, consider that there has been a substantial alteration to the Event, we will use our reasonable endeavours to put such information on our social media channels and/or our Website and to display signs outside the Venue. In such circumstances, we will make a refund in accordance with paragraph 26, unless you have entered the Venue following the installation of the alteration signs noted above. If you have entered the Venue, no refund will be given. If you are in the Venue and we announce that there is to be substantial alteration to the Event, if you opt to stay for the rest of the Et, no refund will be given. If you choose to leave within a reasonable time of the notice being given, please give your details to our box office and we will make a refund in accordance with paragraph 26.
24. As soon as possible after we become aware of any postponement, rescheduling, substantial alteration (as determined by us acting reasonably) or cancellation of the Event, all available information will be posted on our social media channels and/or our Website, but it is your responsibility to check whether the Event has been postponed, rescheduled, substantially altered or cancelled or is still going ahead.
25. If the Event is postponed before it has started and is rescheduled to another date, the Ticket Holder may elect to either (a) use the existing Ticket for the rescheduled date or (b) apply for a refund pursuant to paragraph 26.
26. We shall only be required to refund the original Ticket Purchaser (on application by the original Ticket Purchaser accompanied by proof of purchase) with the face value of the relevant Ticket if:
 - (a) the Event is cancelled before it has started;
 - (b) the Ticket is for an Event which is postponed before the Event has started and is rescheduled to another date which the Ticket Holder is unable to attend;
 - (c) if the provisions of paragraph 23 apply; or

- (d) the Ticket Purchaser is otherwise entitled to a refund under applicable law.
27. We shall not be required to issue a refund in relation to any Ticket which we reasonably believe has been the subject of a sale, transfer or disposal in breach of these Conditions.

Ticket Use and Prohibition on Transfer

28. Save as set out in paragraphs 29 and 30 below, once purchased from the Promoter, Tickets are strictly non-transferable and must not be sold or offered, exposed or made available for sale, or transferred or otherwise disposed of. We reserve the right to cancel without refund any Tickets issued to a Ticket Holder whom we, acting reasonably, believe plans to offer a Ticket for resale otherwise than in accordance with these Conditions.
29. If the Website expressly refers to an authorised resale mechanism for your Ticket, you may resale your Ticket through such mechanism.
30. If more than one Ticket is issued to a Ticket Purchaser, the Ticket Purchaser must retain one Ticket for his/her personal use. Any remaining Tickets may only be used by a natural person who is
- (a) known to the Ticket Purchaser personally (and who did not become known to the Ticket Purchaser through the sale, transfer or disposal of the Ticket) and
 - (b) is intending to accompany the Ticket Purchaser to the Event. Such Tickets shall be subject to the following conditions:
 - (i) the sale, transfer or disposal of any such Tickets must not be for a value greater than the face value of the Ticket;
 - (ii) the Ticket must not be offered publicly (including on any website) whether for sale, as a gift or donation or any other means of transfer; and
 - (iii) the sale, transfer or disposal must be made strictly subject to these Conditions (and the transferee's acceptance thereof) which shall be binding upon the transferee in full as if the transferee was the Ticket Purchaser, save only that such transferee shall have no right to transfer the Ticket under this paragraph 30 nor any right to a refund under paragraph 26.
31. Notwithstanding paragraphs 29 and 30 above, it is an essential condition of the issuance of each and every Ticket and the right of admission to the Venue that, the Ticket must not be:
- (a) transferred, used or otherwise disposed of in the course of any business or for the purpose of facilitating a third party's business;
 - (b) transferred, used or otherwise disposed of in relation to any promotional or commercial purpose (including any competition, advertising, promotion, auction or as a prize in any competition or sweepstake) or to enhance the demand for any other goods or services; or
 - (c) transferred or otherwise disposed of to any person who agrees to buy any good(s) or service(s) in return for the Ticket; and/or
 - (d) combined with any other good(s) or service(s) (including as part of any hospitality, accommodation or travel package or service), in each case without our prior written approval.
32. Any Ticket offered for sale, sold, transferred and or disposed of in breach of paragraphs 28, 30 or 31 of these Conditions may be cancelled and any person seeking to use the Ticket may be refused admission to or be evicted from the Venue without refund or compensation and may also be liable to legal action, even if the Ticket Holder did not have prior notice of these Conditions or the breach thereof.

Media & Recordings

33. Each Ticket Holder attending the Event acknowledges that he/she is 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 purposes.
34. CCTV and film cameras may be present at the Venue for the prevention of crime.

35. 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. 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.

General

36. Warning– you will be exposed to loud music at the Event 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.
37. The Venue operate a Challenge 25 policy, so please bring valid photographic ID as detailed above to show you are over 18 in order to purchase alcohol.
38. If there is any official Event merchandise, it will be available inside the Venue; please do not buy outside.
39. Although lockers are available at the Venue, we are not liable under any circumstances (including if lockers are used) for the loss or damage of personal property at the Venue.
40. 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@printworkslondon.co.uk.
41. Should you experience any problems while in the Venue, please contact the nearest steward as every effort will be made to resolve the issue prior to, or during the Event.
42. 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.
43. 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: <https://printworkslondon.co.uk/wp-content/uploads/2018/05/Printworks-Entertainment-Ltd-Privacy-Cookies-Policy-2018.pdf>. We may share relevant information with third parties as may be generally and reasonably necessary for the proper and efficient staging of the Event.
44. Nothing in these Conditions seeks to exclude our liability or that of the Venue owner for (i) death or personal injury caused by our or its negligence; (ii) fraud; or (iii) other type of liability which cannot be excluded or limited by law. Subject to the foregoing, neither we nor the Official Ticketing Agent(s) shall have any liability to a Ticket Holder beyond the face value of the Ticket. The booking fee is non refundable in any circumstances, unless we are obliged by law to refund it to you. Neither we nor the Official Ticketing Agent(s) shall be responsible for any indirect losses or damages including loss of enjoyment, goodwill and/or travel or accommodation expenses. The Ticket Holder is responsible for his/her own personal property brought into the Venue.
45. Any breach of these Conditions may result in the cancellation of your Ticket, the refusal of admission of the Ticket Holder to the Venue and/or his/her eviction from the Venue, in each case without refund or compensation; in addition to any other remedy available to us, even if the Ticket Holder did not have prior notice of the Condition or the breach. No failure or delay by us to exercise any right (in whole or in part) under these Conditions shall constitute a waiver of that right nor restrict any further exercise of that right.

46. If any provision of these Conditions is declared void, ineffective or unenforceable, that provision shall be severed to the extent necessary and the remainder of these Conditions shall remain in effect as if such provision had not been included and the validity and the remaining Conditions shall not be impaired.
47. We reserve the right to amend these Conditions from time to time in our sole discretion (including by amending the Conditions or Venue Rules and/or list of prohibited items). A full copy of the latest version of these Conditions will be available at the Website and upon request from us at info@printworkslondon.co.uk. We shall notify Ticket Purchasers of such changes if they materially affect Ticket Purchaser's rights as consumers.
48. These Conditions shall not affect your statutory rights as consumer. For further information about your statutory rights, please contact Citizens Advice.
49. To the fullest extent permissible in law, we shall be entitled to assign; novate and/or subcontract (as appropriate) all or any of our rights and obligations under these Conditions provided that your rights are not adversely affected.
50. Any person (other than us, the Official Ticketing Agent, the Venue owner and the Venue operator) not party to these Conditions shall have no rights under the Contracts (Rights of Third Parties) Act 1999.
51. No delay or omission in exercising any right or remedy provided hereunder shall be construed as a waiver of such right or remedy and/or any subsequent right or remedy.
52. These Conditions shall be governed by and interpreted in accordance with English law, and you submit to the exclusive jurisdiction of the English courts.
53. When used in these Conditions, the following capitalised terms shall have the following meanings:
 - Conditions** means these terms and conditions and the Venue Rules which are incorporated into these Conditions by reference, together with any amendments or updates to the same issued by or on our behalf from time to time;
 - Official Ticketing Agent(s)** means our official appointed ticket agent(s) for the Event;
 - Ticket Purchaser** means the individual who has purchased a Ticket or Tickets through the Official Ticketing Agent(s);
 - Ticket Holder** means any individual possessing, holding or using a Ticket, including (without limitation) the Ticket Purchaser or any person to whom the Ticket was issued or transferred; and
 - Ticket** means any ticket (whether a hard copy ticket or an e-ticket) evidencing a personal revocable licence from us for an individual to attend the Event and the Venue in accordance with the Conditions.
54. Any and all references to include and including shall be construed as "include without limitation" or "including without limitation" as appropriate.