

DE MONTFORT HALL GIGS IN THE GARDENS 2019

ESSENTIAL INFORMATION



TICKETS AND ENTRY

- All tickets (along with essential information about security measures and site regulations) will be sent to you just before each event to reduce the risk of ticket touting.
- We cannot refund or exchange tickets.
- All tickets are barcoded and will be scanned on entry. Once a barcode has been scanned and accepted for entry, it is void and will not allow further entry.
- In the unlikely event that an event is cancelled, rescheduled or postponed you will be contacted directly by the point of purchase to make necessary arrangements.
- To reduce the likelihood of ticket touting, a maximum eight tickets per household per event is in place online. Orders exceeding the ticket limit may be cancelled without notice at our discretion. This includes duplicate orders having the same name, email address, billing address or credit card.
- If you wish to make a genuine group booking of more than eight tickets, please contact our box office on 0116 233 3111 or visit in person.
- Ticket touting is strictly prohibited. Only tickets obtained via De Montfort Hall or our official ticket agents (Ticketmaster, See and Gigantic) are valid for entry. Tickets may not be resold, advertised for resale or transferred, and may be used only by the purchaser.
- You will be required to bring valid photographic ID with you on the night to prove that you are the purchaser of your ticket. It is therefore helpful if your group enters the event arena at the same time.
- De Montfort Hall are not responsible for any lost, stolen or destroyed tickets.

SECURITY AND SAFETY

- Security checks will be conducted on entry to the event arena, and pat down searches may be requested. To help make this process efficient, we strongly suggest you do not bring bags with you.
- If you absolutely must bring a bag it should be no larger than A4 in size (297mm x 210mm x 210mm) and please be advised that security checking your bag will slow down your entry to the event arena. All other bags, camping chairs, etc. are not permitted in the event arena, so please leave these at home, in your

hotel or in your car.

- Patrons cannot bring food, drink, alcohol, cans, glass or any item that could be used as a weapon. All such items will be confiscated, or you may be refused entry.

The **only** exception to the above is for the BBC Music Introducing day on Saturday 24 August where customers may bring their own food. For the classical concert on Monday 26 August, customers may bring picnics and alcohol in cans or cartons but no glass, and one, folding chair per person. Management reserves the right to move customers where necessary and we ask people to be considerate to others.

GENERAL INFORMATION

- We reserve the right to refuse entry to and/or eject customers from the event in reasonable circumstances including without limitation: health and safety; licensing reasons; behaviour which affects or is likely to affect the enjoyment of other persons at the event; if you use threatening, abusive or insulting words, language or mannerisms; if, in our reasonable opinion, You are acting under the influence of alcohol or drugs; if you fail, when required, to produce proof of identity or age; if you refuse to comply with the security searches; if you breach these terms; or if your ticket is void.
- We will be working closely with colleagues in the police and other agencies in the interests of everyone's safety and we'd ask you to please comply with requests that we or they may ask of you.
- The Gigs in the Gardens are open air and will go ahead come rain or shine. The event arena is not covered and all tickets are standing only - so come prepared!
- There is no age restriction for the gigs in the gardens but everyone attending must buy a ticket, and all under 14s must be accompanied by an adult.
- De Montfort Hall operates Challenge 21 which means that if you are lucky enough to appear to be under 21 you will be asked to prove that you are 18 or over when purchasing alcohol, and service may be refused if you do not have the appropriate photographic ID to hand.
- Should you experience any problems during your visit please contact the nearest member of staff as every effort will be made to resolve the issues during the event.

ACCESSIBILITY

- Customers with disabilities are entitled to one free personal assistant/companion ticket which can be booked by calling 0116 233 3111 or visiting the De Montfort Hall box office in person (but please note that you will need to provide proof of status to be eligible – further information on this can be found at

demontforthall.co.uk).

- The whole event arena is step free but please be aware that as an outdoor amphitheatre, it is obviously grass and sloped.
- A viewing platform with tracked access at the rear of the arena is available for wheelchair users, but please note that apart from the viewing platform Gigs in the Gardens tickets are standing only.
- Wheelchair accessible toilets (RADAR key required) and adult changing spaces are available inside De Montfort Hall.

FOOD AND DRINK

- You can't bring your own food and drink onto the site, but various bars and street food outlets will be open on site for the duration of each gig.
- The **only** exception to the above is for the BBC Music Introducing day on Saturday 24 August where customers may bring their own food. For the classical concert on Monday 26 August, customers may bring picnics and alcohol in cans or cartons but no glass please.

FILMING AND PHOTOGRAPHY

- The unauthorised use of professional equipment for photographing, recording or transmitting (by digital or other means) any audio, visual or audio-visual material of any part of each event is strictly forbidden.
- By attending the event, you give your express consent to your actual or simulated likeness to be included within any film, photograph, audio and/or audio-visual recording for promotional or security purposes.

LEAVING THE EVENT

- We hope you will have had a great time with us! On your way out of the arena, please remember that we are a city centre location with nearby residents, so we'd ask that you consider our neighbours and leave both quietly and safely.

Thanks!