



## **THE DRIVE-IN CLUB INFO SHEET**

Hey there Drive-In Clubbers!

Thanks for joining us at The Drive In Club - we're so excited to welcome you to London's biggest live on stage entertainment experience this summer.

Like so many of you, we've been dying to get out and see some entertainment over the past few months, so we're thrilled to be bringing so many amazing acts and shows to The Drive-In Club.

We've been working tirelessly over the past few weeks to ensure that our venue is as safe and enjoyable as possible. We need your help to please make this happen, so here's a quick guide to your full experience at The Drive In Club.

Please read through everything and let us know if you have any questions or are unsure of anything. Then get ready to sit back and enjoy the show!

Thanks

The Drive In Club

## **QUICK CHECK BEFORE YOU SET OFF...**

Before you set off for The Drive-In Club, make sure you...

- Have your ticket. E-tickets on your phone are fine too!
- Have packed your chairs to watch the performance
- Have been to the loo
- Have packed a bin liner to collect your rubbish
- Have your car radio working
- Have a blanket if you think you'll need it to keep warm

### **Do you have the correct ticket for your number of passengers?**

If not, please contact Ticketline Customer Services: [customerservices@ticketline.co.uk](mailto:customerservices@ticketline.co.uk) to add additional passengers. Please make sure that all e-tickets are ready to be presented before you arrive

(this does not apply to movies or kids shows where tickets are sold per car with no reference to passengers).

## **ARRIVAL**

**Please arrive up to 1 hour before the start of the show.**

All of our performances start at the advertised time. There is no admission once the performance has started and we cannot provide refunds for latecomers.

## **DIRECTIONS**

The Drive In Club is located at the following address:

Stadium Car Park, Brent Cross Shopping Centre, Stadium Car Park, Stadium Road, NW4 3FP

If you're using a Sat Nav, please input the following postcode:

NW4 3FP

What3words: [///unity.grace.reveal](https://www.what3words.com/unity.grace.reveal)

Upon approaching the event, please follow event signage for The Drive-In Club Entrance.

## **TICKETS**

Your Drive-In Club ticket will be scanned through the window of your car. Please have your tickets ready upon approach to the event.

Tickets can be presented on your mobile phone.

Your ticket barcode is unique to you. Please don't share this with anyone.

Not got your ticket? Please contact Ticketline Customer Services:

[customerservices@ticketline.co.uk](mailto:customerservices@ticketline.co.uk)

## **PARKING UP**

Our parking stewards will direct you to a parking bay. Please follow their directions and keep you and your family in the car until all cars are parked, as it is safe to get out.

Our on-screen messages will let you know when you can get out of your car.

Each parking bay has been specifically measured to keep you and your family safe.

## **TUNING IN YOUR RADIO**

All sound at The Drive-In Club is delivered via our FM radio transmission, straight to your car!

To connect your radio to The Drive-In Club, please follow the on-screen instructions.

We'd also recommend using a radio player app on your phone.

## **GETTING OUT OF YOUR CAR**

You're more than welcome to get out of your car when it is safe to do so, as long as you keep within your allocated zone.

Please feel free to bring your own chairs to watch the performance, or perhaps have a dance if you're attending one of our music events!

We can't stress enough how important it is that you and your fellow passengers stay within your designated area. If you do go outside of your designated area other than to visit the loos, you will be asked to leave. Refunds will not be provided.

## **FOOD & DRINK**

Please remember that food & drink cannot be brought into The Drive-In Club.

The Drive-In Club is excited to offer delicious food and drink, delivering straight to you! We have a fully licenced bar serving a range of alcoholic and non-alcoholic drinks, as well as food traders serving food through your stay.

You can either order online, or directly through our roaming servers.

To order online:

1. Scan the QR code below, or go to [drivein.wi-q.com](http://drivein.wi-q.com) on your smartphone
2. Confirm which row you are parked in - this is shown by the parking markers
3. Choose your items
4. Pay using Apple Pay/G Pay/Android Pay (or Debit/Credit Card)
5. Confirm your car details and last 3 digits of your number plate
6. Your order will be directly to your parking bay!

To order via our servers, simply stop one of our roaming golf buggies, and place your order. Payment is made from a social distance using our card machines.

All of our servers work under strict Covid safe regimes and wear face masks.

Please note that The Drive-In Club is a cashless venue, and only takes card payments.

Should you have an allergy, information will be available when purchasing food and drink.



## **TOILETS**

Toilets are located to the drivers side of your parking row - please look out for the directional signage. All toilets are regularly cleaned by our wonderful cleaning crew.

Please queue appropriately in accordance with government guidelines on social distancing. The Drive-In Club encourages proper use of personal PPE.

Please remember to wash your hands using the hand sanitiser provided.

To avoid missing part of the show, we'd recommend using the toilet at home. All performances are deliberately kept short to minimize the use of toilets, so please go before you set off!

## **RUBBISH AND WASTE**

To minimise the threat of Covid-19, we need all guests to please take home their own litter.

We'd recommend bringing your own bin bag to collect your litter. And please remember to recycle!

## **NEED TO GET OUR ATTENTION?**

If at any time during your visit to The Drive-In Club you need to get our attention, please do the following;

- Turn your hazard lights on
- Do not beep your horn or flash your lights - this will disrupt the show for others.

Our team will be roaming around the venue and will come visit you as soon as possible.

## **CHILDREN**

The Drive-In Club is a family-friendly venue, but please remember that your children are your responsibility, and you should look after them at all times.

All children should stay with their parents at all times, and parents should accompany them to the toilets.

Please keep you and your family in your allocated parking bay throughout the performance, unless you need to use the toilet.

## **ACCESSIBILITY**

The Drive-In Club is dedicated to ensuring that our venue is as accessible as possible.

If you require use of the accessible toilet facilities, please let a member of our staff know upon arrival. This way we can park you up nearest these facilities.

If you have any other access requirements, please get in touch with us so we can make your visit as comfortable as possible.

## **DRINK AWARE**

Even very small amounts of alcohol affect your driving and could cause a devastating crash. To keep yourself and others safe, never drink any alcohol before driving: not a drop. We will have a full range of non-alcoholic drinks available for the designated driver and passengers if they should so wish.

It is illegal to buy alcohol for another person who is under 18. Challenge 25 is in place at all times. Acceptable forms of ID are a passport or a photo driving license, so please make sure you bring ID as you will be asked each time you buy a drink.

## **WELFARE & COVID-19**

Whilst we are doing everything we can to keep The Drive-In Club safe, the risk of Covid-19 cannot be completely eliminated. It is essential for all guests to follow the following rules;

1. Abide by all government guidance aimed at preventing the transmission of the virus (details of which can be accessed via the following link <https://www.gov.uk/coronavirus>)
2. Follow all directions provided by The Drive-In Club and our staff

You **MUST NOT ATTEND** the event if you:

1. Believe that you have been infected by Covid-19.
2. Are displaying the symptoms of Covid-19 (new persistent cough, high temperature, loss of taste or smell).
3. Are self-isolating either due to displaying symptoms as above for 7 days, or any member of their household who is self-isolating for 14 days.
4. Have been instructed by the relevant contact tracing authority to isolate.

We **ADVISE** the following individuals to not attend the event:

1. Any individual who has been informed that they are extremely clinically vulnerable and that they should be shielding.
2. Individuals who live in the same household as an individual who is extremely clinically vulnerable.

## **PROHIBITED ITEMS**

Please note that the following items are prohibited from The Drive-In Club:

- Large or open drinks bottles (PERMITTED items include - under 500ml sealed\* /water bottles). Bottles must be sealed and untampered or empty so that they are not used for bringing in alcohol to the arena.
- You cannot bring alcohol into the arena (bars are available in the arena). If you have a medical condition that means you need to bring your own food or drink or medication, please bring a medical note or evidence to support this.
- Drones
- No animals, other than guide or hearing dogs, are permitted on site.
- Excessive amounts of cigarettes
- Fireworks
- Sky or 'Chinese' lanterns
- Flares
- Glass bottles, jars, containers
- Illegal substances
- Portable laser equipment and pens
- Unauthorised professional film or video equipment
- Unofficial tabards and reflective jackets
- Illegal Drugs

- Any item that may reasonably be considered for use as a weapon, or which may cause danger, offence or disruption to any other person
- Legal highs
- Smoke or Smoke canisters
- Dangerous or hazardous items
- Megaphones
- Unauthorised items for trading
- Nitrous oxide and associated equipment (balloons / CO2 dispensers / cream dispensers)
- Spray cans
- Blow torches
- Individual camping gas canisters
- Firewood
- Unauthorised buses, coaches or other commercial vehicles

## **TICKET TERMS & CONDITIONS**

The following terms & conditions should be read together with the [Drive-In Club FAQs](#) and the ticket agents terms & conditions, detailed at the point of purchased. Your possession of a ticket constitutes your acceptance of these T&Cs on your behalf and on behalf of any person for whom you are purchasing tickets. These T&Cs are subject to change from time to time without notice and in our sole discretion and we will notify you of any amendments to these T&Cs by posting them on The Drive-In Club website.

### **GENERAL**

1. We will operate and enforce a strict Challenge 25 policy at The Drive-In Club. If you can't provide valid identification when asked, you will not be served alcohol
2. You must be minimum age or above to attend this event. The minimum age for this event is specified on your ticket.
3. Prior written permission is needed by The Drive-In Club Ltd to use The Drive-In Club tickets for any sales promotions, media, marketing, reward programmes, staff incentives, raffles or general competitions.
4. Artists and billed attractions may be subject to change.
5. Do not buy tickets or good from unlawful street traders/ touts. There is no guarantee of tickets' validity for entry unless purchased from official ticket agents for the Event.
6. You give your express consent to your actual/simulated likeness to be included for no fee within any audio or visual recording to be used in any media for any purpose at any time. This includes CCTV and filming by the police or security staff.
7. You must comply with any and all instructions given to you by us and or Event staff and stewards.
8. There is no admission to the Event without a ticket.
9. Guests may be searched on entry to the event.
10. The following items are not prohibited at The Drive-In Club: Large (over 500ml) or open drinks bottles / Alcohol / Drones / Animals (other than guide or hearing dogs) / Excessive amounts of cigarettes / Fireworks / Sky or 'Chinese' lanterns / Flares / Glass bottles, jars, containers / Illegal substances / Portable laser equipment and pens / Unauthorised professional film or video equipment / Unofficial tabards and reflective jackets / Illegal Drugs / Any item that may reasonably be considered for use as a weapon, or which may cause danger, offence or disruption to any other person / Legal highs / Smoke or Smoke canisters / Dangerous or hazardous items / Megaphones / Unauthorised items for trading / Nitrous oxide and associated equipment (balloons / CO2 dispensers / cream dispensers) / Spray cans / Blow torches / Individual camping gas canisters / Firewood / Unauthorised buses, coaches or other commercial vehicles / tents or gazebos
11. The Drive-In Club Ltd accepts no responsibility for any loss and/or damage suffered by you as a result of any event outside of our control. This does not affect your statutory rights.
12. It is prohibited to resell tickets for the Event.
13. Customers are advised that excessive exposure to loud music may cause damage to your hearing.
14. All ticket holders must have the correct ticket in accordance with the number of persons in their vehicle, excluding Babes in Arms.

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### **REFUNDS**

The refund policy set out below shall apply if we are required to cancel any Event(s) due to any government guidance/restrictions.

1. Refunds are only considered on major cancellation.
2. For the purposes of these T&Cs: 'major cancellation' is the cancellation of the Event in full (and not rescheduled)
3. Refunds should be requested from the point of purchase, no later than 28 days after the Event.
4. A minimum of the proportionate amount of the face value of the ticket will be refunded.
5. Refunds of any booking fees per ticket and/or per order fees are subject to the T&Cs of the point of sale.