

By purchasing a ticket you agree to the following Terms & Conditions

General Admission Terms & Conditions

1. Strictly Adults Only. Under 18s will not be permitted entrance to the venue and security staff reserve the right to ask for proof of age in line with the venue Premises License.
2. Naked flames are not allowed into the venue. Please be aware that the Marshall Arena is a non-smoking venue. A designated smoking area will be provided.
3. You are not permitted to bring any food or drink inside the venue
4. The use of recording equipment is prohibited.
5. Tickets are non-refundable and non transferable
6. LPH Concerts reserves the right to make alterations to the advertised arrangements or featured artists, or to refuse admission under reasonable circumstances.
7. LPH Concerts reserves the right to cancel or abandon any performance / event.
8. No pass outs or re entry will be allowed.
9. Security staff reserve the right to search guests on entrance and refuse entry to those believed to be intoxicated or under influence of drugs.
10. Entry will be refused to anyone who declines having their person or belongings searched.
11. No refunds will be offered to customers who are refused entry or ejected from a venue on account of declining to be searched, abusive, threatening, drunken or other antisocial behaviour, carrying offensive weapons or illegal substances, or making unauthorised audio, video or photographic recordings.
12. Beware of counterfeit goods; buy merchandise from within the concert arena only.
13. Tickets are sold subject to the event organiser / venue's term and conditions
14. Admission is at the Customer's own risk, except in respect of death or personal injury resulting from negligence on the part of the event organiser / venue.
15. Every person attending the event will require a ticket.
16. Admission is subject to licensing conditions.
17. LPH Concerts shall not be liable for:
 - I. Any damage to or loss of the Customer's property whilst at the event, unless such damage or loss has occurred as a result of the wilful misconduct of LPH Concerts staff; and
 - II. Any of the Customer's, its guests, staff and/or agents' indirect, special or consequential losses (for example, transport or accommodation costs).
18. LPH Concerts shall not be liable to the Customer for:
 - I. Any expenses or losses incurred by the Customer; or any delay or non-performance of LPH Concerts obligations to the Customer, if and to the extent that such expenses or losses, delay or non-performance are caused by a Force Majeure Event
 - II. A 'Force Majeure Event' shall mean any event or circumstance which is reasonably beyond LPH Concerts control, including without limitation, acts of God, terrorist action, imminent threat of terrorist action, epidemic, wars, national emergencies, insurrections, riots, fire, flood, suspension of power leading to inoperability of the Arena, loss of utilities, national mourning, strike, industrial action, lock out, breakdown, malfunction or damage of or to the Arena, any plant, equipment or materials, explosion, civil commotion or disturbance, interruption in, delay or failure of necessary transportation or technical facilities, severe weather conditions or act of local or national government.
19. Nothing in these terms and conditions shall exclude either party's liability for death or personal injury caused by its negligence, fraud or fraudulent misrepresentation or any other liability that cannot be excluded by law.

20. These terms and conditions shall be governed by and construed in accordance with English law. Any dispute in relation to their subject matter shall be submitted to the courts of England and Wales.

VIP Terms and Conditions

1. The Customer shall in addition comply with the "General Admission Terms & Conditions"
2. Each VIP guest will be issued an e-ticket to access the venue. VIP access will be easily identifiable at the venue entrance and you will be greeted by a member of the Customer Services team
3. E-tickets will be redeemed at the VIP entrance for a wristband to access the VIP Area
4. Please be aware that the Marshall Arena is a non-smoking venue. A designated smoking area will be provided.
5. LPH Concerts shall refund to the Customer the price paid by the customer for the hospitality package if an event is cancelled entirely or the date of the event is changed.
6. LPH Concerts reserves the right to cancel or withdraw any part of the VIP package at any time, irrespective of whether or not the event is cancelled or postponed. If LPH Concerts cancel or withdraw any element, the customer will be contacted and offered to either:
 - I. Refund the price paid in full if no part of the package is provided;
 - II. Refund the price for those elements of the package cancelled or withdrawn.
7. The Customer shall be liable for, and shall indemnify LPH Concerts against, any loss or damage caused to the Arena, its furniture, fixtures and/or equipment which may arise as a result of the Customer's use of the VIP Area or from items being brought into the VIP Area by the Customer, its guests, staff and/or agents, excluding any loss or damage caused by LPH Concerts, its staff or agents.
8. If the Customer does not comply with these terms and conditions and/or the ticket terms and conditions the Customer shall (at LPH Concerts' reasonable request) leave the VIP Area and/or the Arena and/or require its guests, staff and/or agents to leave without delay