

BOILER SHOP

STEPHENSON WORKS

BOILER SHOP FAQs

CLICK [HERE](#) FOR ACCESSIBILITY INFORMATION.

Booking tickets

Boiler Shop's official ticket partner is Ticketweb. Tickets for our events can be booked online: <https://www.ticketweb.uk/venue/boiler-shop-newcastle/441025>

Bongo's Bingo tickets can be found at this link: <https://bongosbingo.co.uk/city/6/newcastle/>

How do e-tickets work?

We operate a scanning system to verify e-tickets. If you have a smartphone, you can show your ticket on your device — please make sure to download/open your ticket on your phone prior to arriving at the venue. If your screen is cracked, please print out your ticket(s) and bring them with you, as cracked and damaged screens can't be scanned.

I'm unable to collect my tickets

If you've bought tickets for box office collection, but are not planning on going to the event yourself, please provide the person collecting the tickets with a Letter Of Authorisation which includes the following details:

- Full name and address of the cardholder
- Telephone number
- Booking reference number
- Event name
- Event date
- Number of tickets purchased
- Name of person collecting the tickets
- The type of photographic ID the person will have with them (driver's licence or passport)
- Last 4 digits of the payment card

My ticket has been lost, stolen or damaged

If your tickets are lost or stolen, or if it is damaged and the barcode is not visible, please contact the place of purchase.

My event has been cancelled or changed

If an event is cancelled, you will be notified by your place of purchase and issued with an automatic refund. This can take up to 28 days to show on your bank statement.

If an event is rescheduled, you will be notified by your place of purchase. If you can't attend the rescheduled event, you can request a refund from the place of purchase.

I can no longer attend the event

If you no longer wish to attend the event, including for reasons relating to coronavirus or sickness, we regret that we cannot offer a refund.

BOILER SHOP

STEPHENSON WORKS

Admission, refusals, and ejections

Arriving At The Venue

In accordance with licensing law, Boiler Shop has the right to refuse admission without providing a reason. If you've consumed alcohol prior to arrival and appear to be in an intoxicated state, behave inappropriately in the queue, or in view of the venue staff, you may be refused entry without a refund.

We operate a strict **No Search, No Entry** policy and retain the right to ask anyone attending one of our events to take part in a search. Those who refuse will not be permitted to enter the premises.

Inside The Venue

Crowd surfing, smoking within the venue, throwing drinks and any other behaviour deemed as inappropriate whilst inside the venue will result in ejection from the premises without refund.

Leaving The Venue

Boiler Shop operates a **Neighbour Friendly** policy. When leaving the venue, please respect the local residents by making as little noise as possible.

Bag Policy

Only one small bag per person is permitted, and it must not be bigger than A4 size.

Height: 29.7cm / Width: 21cm / Depth: 15cm

Large bags - including rucksacks - are not allowed, so please do make alternative arrangements. There are no facilities to leave large bags or luggage.

If you really have to bring a bag – and it's preferable you don't – please do make sure it's small.

Age restrictions

Age restrictions vary for each event at Boiler Shop. Age restrictions for each event can be found on the individual event listings on our website, as well as on our ticketing partners' sites, and on your tickets.

All club events are strictly over 18s, and most events allowing under 18s require an adult to be in attendance, so please read the information displayed on each event carefully before booking.

Over 14s events

If an event is billed as over 14s, anyone attending who is under 16 must be accompanied by an adult aged 18 or over. One adult can attend with a maximum of two under 16s.

Children who appear to look under the age of 14 that arrive at a show and cannot prove they are 14 or over may be refused entry, depending on the type of event. This decision will be made by the duty manager, and we retain the right to refuse entry without refund. Parents will be called to collect their child if the show is not suitable for the person to attend unaccompanied. No refund will be given in this instance.

BOILER SHOP

STEPHENSON WORKS

Over 18s events

All of our club nights are strictly over 18s, with no exceptions. We accept two forms of ID — a valid driver's licence (full or provisional), or a valid passport. For more information, please refer to our ID Policy in the FAQs.

Cloakroom

Please check with us ahead of an event if the cloakroom is in operation.

ID Policy

What forms of ID are accepted?

We accept the following two forms of ID only, with no exception:

Driver's license (full or provisional, in date)

Passport (valid and in date)

Any ID found to be fraudulent will be confiscated and passed over to the police. Please note that ID does not guarantee entry.

Challenge 25

If you're lucky enough to look under 25, at over 14s events you will be asked to prove that you're over 18 when you buy alcohol in the venue. Attempting to buy alcohol if you are under 18 is a criminal offence, and you may be ejected without a refund or held until a responsible adult can collect you. People over the age of 18 found purchasing drinks for those not of legal age will be ejected without a refund.

Lost Property

If you've lost an item at the venue, please email info@boilershop.net with:

- a description of the missing item
- the date of the event
- your contact details
- any other relevant information

If the item can be located, a member of the team will be in touch to arrange for you to collect the item. The venue keeps items for a maximum of four weeks, after which they are donated to the British Heart Foundation.

Please note, if you lose something at the weekend, we may not be able to get back to you until the following Monday.

Harassment policy

Boiler Shop maintains a strict Zero Tolerance policy for harassment of all kinds.

Boiler Shop is intended to be a safe space to enjoy music, art, expression, and culture. If you see or experience any unwanted attention, contact, bullying, harassment, or behaviour

BOILER SHOP

STEPHENSON WORKS

of any kind that makes you uncomfortable, please speak out and notify our staff immediately. You'll be taken seriously and will be able to speak in a safe and private space.

Our staff are trained to remove anyone engaging in harassment, hatred or discrimination of any kind.

If you would like to share feedback or report an experience related to harassment at our venue, please email info@boilershop.net and we will get back to you as soon as possible.

Drugs policy

For your safety, Boiler Shop operates a strict Zero Tolerance policy on drugs and other banned substances. Those caught in possession of any such items will not be permitted entry to the venue and the police may be called.

Under our No Search, No Entry policy, we retain the right to ask anyone attending one of our events to take part in a search. Those who refuse will not be permitted to enter the premises.

Prescription drugs and medicine

Whilst we discourage bringing medication to the venue, we understand that for some people this is a necessity. If you need to bring prescription medication to an event, please read the following information carefully.

Medication Requirements

A sealed package of prescribed medication of a small quantity is permitted, providing that your name is on the label. If possible, please bring a prescription for the medication with you.

Anyone attending with items that are deemed unidentifiable, not in the original packaging, or of a large quantity will be asked to speak with the Duty Manager and Medic on the night, who will assess the situation. The items may be removed until after the show and held in the medical room where they can be accessed, if required.

Please be aware that evidence may be requested by security or medical staff on entry, and you may also be requested to speak with the Duty Manager.

Medical Sharps

Anyone attending with medical sharps will be asked to discuss their usage with the Duty Manager and the venue's medical staff, in a private area, to ensure that their condition requires immediate access to these items, as well as to ensure the customer's safety. We will ensure that you are aware of how to locate and access an area where you can administer the required treatment without any concern.

Dress code

Football tops are not allowed – other than that, there is no dress code in place for any events at Boiler Shop. Go wild.

BOILER SHOP

STEPHENSON WORKS

Noise and sound levels

Please be aware that there will be high sound levels during shows, and you may be subject to continuous sound levels which may cause potential damage to hearing. Ear plugs are available on request from the bar.

Cameras and recording equipment

To ensure the best experience possible for all of our customers, we don't allow filming using iPads or tablet devices during any performances, and customers who persist may be asked to leave the venue.

We also do not allow professional cameras (with large or detachable lenses), video cameras or tape recorders in the venue. If you are found to have these with you on arrival, you'll be asked to either take them back to somewhere safe, or to deposit them at the Box Office. Small compact cameras are allowed unless specified on the day of the show.

Unfortunately, we cannot issue photo passes or grant access to the photo pit, as this is done by the bands' record label or press representative.

Strobe lighting and pyrotechnics

Some shows will contain strobe lighting or smoke effects. Signage will be up in the venue to advise of this. Should you have an issue please speak to a member of staff on the night.