

Emirates Arena – Terms & Conditions

1. Definitions and Interpretation

1.1. In these terms, the following apply:

‘Arena’ means the Emirates Arena, 1000 London Road, Glasgow, G40 3HG.

‘Event’ means any sporting event, conference, exhibition or other performance taking place at the Arena.

‘GL’ means Glasgow Life, 220 High Street, Floor 5, Glasgow, G4 0QW

‘Organisor’ means any person or entity organising an event in the Arena.

‘Ticket’ means a ticket, electronic ticket, wristband or any other device giving the bearer the right to attend an event.

‘Ticket Agent’ means a person authorised by the organisor to sell tickets on behalf of that Organisor.

‘Venue Terms’ means these terms and conditions.

‘you/your’ means any person seeking admission to the Emirates Arena.

2. Application of these terms and conditions

2.1. These terms and conditions govern your admission and conduct in the Arena. By purchasing tickets and /or attempting to enter the Arena, you will be taken to have accepted these Terms.

2.2. These Terms supersede any previous issued terms and conditions.

2.3. Some Organisors and/or Ticket Agents may have their own terms and conditions, which may apply to you when using your tickets and attending an event, in addition to these venue terms. If there is any inconsistency between these Venue Terms and the terms specified by Organisors and/or ticket Agents, these Venue Terms will take priority.

2.4. GL reserves the right to amend these Venue Terms from time to time. You are responsible for ensuring you have read and understood any Venue Terms which are in force at the time of entering or attempting to enter the Arena.

3. Tickets

3.1. Your Ticket may be in the form of paper, mobile/bar code, email, wristband, chip technology or some other form that becomes available over time. Tickets cannot be cancelled or exchanged after purchase, other than in accordance with these Venue Terms and the terms of the Ticket Agent from which they were purchased.

- 3.2. Only persons holding a valid Ticket will be admitted to Events at the Arena. You must keep your Ticket with you at all times during an Event. Your Ticket may be invalidated if any part of it is removed, defaced or altered.
- 3.3. Tickets may not be used in connection with advertising, promotions, competitions, sweepstakes or commercial purposes without written consent from GL and the Organisator.
- 3.4. For Events with seated arrangements, each Ticket provides you with a licence to occupy a seat of a value corresponding to that stated on your Ticket. We reserve the right to provide alternative seats to those specified on the Ticket where it is not possible to allow you to occupy the specific seat printed on your Ticket. In these circumstances, we will use reasonable endeavours to provide you with a seat of equal value of that you have purchased.

4. Entry to the Arena and Events

- 4.1 You must produce a valid Ticket to gain entry to the Arena and upon request for inspection. Failure to produce your Ticket when requested may result in you being required to leave the Arena.
- 4.2. GL reserves the right to refuse admission to any person and/or to eject any person from the Arena if it considers that person's behaviour or conduct is causing, or is likely to cause (without limitation), damage, injury, nuisance or distress to others without refund.
- 4.3. Searching is a condition of entry to protect your safety and that of other visitors. We may conduct security searches of clothing, bags and other items, as determined by us in our reasonable discretion, including on entry and exit.
- 4.4. Prohibited items

We reserve the right to prohibit certain items within the Arena from time to time. Prohibited items include (without limitations)

- a) Food and beverage or containers for storing food or beverage
- b) Any items which are or may be illegal including, offensive weapons, fireworks/flares/smoke canisters, drugs or other illegal substances.
- c) Professional photography equipment
- d) Any bag exceeding 16" x 12" x 12" (40cm x 30cm x 30cm)
- e) Hard-sided items of any size
- f) Large umbrellas
- g) Prams
- h) Selfie sticks
- i) Whistles, drums and other instruments
- j) Any objects or clothing bearing political statements or commercial identification intended for 'ambush marketing'
- k) Items which an athlete or event organisator requests that we prohibit
- l) Any other items which we believe may cause danger or disruption at an Event.

- 4.5. All prohibited items must be disposed of or surrendered before, or upon entry to the Arena. Failure to surrender any prohibited items or refusing to be searched may result in you being refused entry or being removed from the Arena without refund.
- 4.6. You are responsible for safeguarding your property when at the Venue. GL will have no liability for property that is lost, stolen or damaged at the Venue.
- 4.7. Animals, with the exception of assistance dogs, are not permitted in the Venue. Customers attending with assistance dogs are requested to contact the venue in advance for further information.
- 4.8. Should you experience any problems while in the Venue please contact the nearest steward so every reasonable effort can be made to resolve the issue prior to or during the Event you are attending as complaints are very difficult to resolve after the Event.

5. Events

- 5.1. There is no admission to the Event before the designated opening times.
- 5.2. By attending the Arena you consent to being filmed or recorded by the police or other security staff for the purpose of safety and monitoring the Arena. You also agree that any footage may be used by GL or the Organisor in any and all media for any purpose at any time throughout the world, including for commercial purpose, such as merchandising or DVDs, without payment or compensation to you.
- 5.3. Please be aware that other members of the audience may stand in front of you and restrict your view. No refunds will be offered in the event your view is restricted in those circumstances.
- 5.4. Please be aware that strobe, laser, flashing or other lighting effects may be used during the Event.
- 5.5. You are required to observe and comply with all instructions given to you by Venue stewards and staff at the Event.
- 5.6. Events maybe age restricted. Notwithstanding any age restrictions, it is the responsibility of the accompanying adult to determine the suitability of the Event for any children attending. No refunds will be offered in circumstances where the accompanying adult decides, following the purchase of a Ticket, that the Event will not be suitable for any children for whom Tickets were purchased. Furthermore, no refunds will be offered in circumstances where the content of the Event, or the behaviour of other customers, causes offence to children or the accompanying adult.
- 5.7. All advertised times are subject to change. It is your responsibility to make appropriate arrangements to ensure that you arrive at the Venue in sufficient time in case the Event starts early and to ensure that you are able to stay until the close of the event should you wish to if it overruns. No refunds will be payable and we will not be responsible for the cost of alternative travel arrangements or for any other loss you suffer as a result of an Event not running to the precise advertised times.

6. Health and Safety

- 6.1. In case of emergency please follow instructions and directions from stewards, staff and/or other officials.
- 6.2. The Arena operates a strict no smoking policy. It is illegal to smoke anywhere at the Arena and anyone caught smoking will be removed from the Arena without refund. Use of E- cigarettes is not permitted in the Arena.

7. Food and Beverage

- 7.1. A variety of food and beverages are available at the Arena. Only food and beverage purchased at the Arena may be consumed on the premises during ticketed events.
- 7.2. When purchasing alcohol, you may be asked for proof of age. We support the 'Challenge 25' scheme.
- 7.3. We reserve the right to refuse to serve you alcohol if we consider that you are intoxicated or likely to become intoxicated if we serve you further alcoholic beverages.

8. Cancellation, Postponement and alterations

- 8.1. The Organisor may make changes to the Event. Provided that the change is not material (for example, it is a change to the performance time or supporting act), no refunds of tickets will be available.
- 8.2. In the event of cancellation, postponement or material alteration of an Event you may be entitled to a refund in accordance with the terms and conditions or refund policy of the authorised Ticket Agent from whom you purchased your Ticket(s) and you must contact the Ticket Agent to request all refunds. Ticket Agents may not make a refund if you fail to follow the instructions provided within the timeframes notified in their terms and conditions.
- 8.3. It is your responsibility to check the website for the Venue, Event or Ticket Agent for news of any cancellation, postponement or alteration of the Event. Information on such matters will be made available on behalf of the Organisor as soon as reasonably practicable on the Venue website at www.emiratesarena.co.uk and/or at the Venue. Customers are advised that the website cannot always be updated immediately and that circumstances giving rise to cancellation or alteration can sometimes arise immediately prior to the Event.

9. Liability

- 9.1. If you suffer loss and damage as a result of our negligence, our liability to you will be limited to an amount equal to the face value of the Ticket purchased by you for the Event. Under no circumstances will our liability extend to costs or losses incurred in

connection with the Event, (including cancellation, postponement or rescheduling of an Event); travel, accommodation or hospitality arrangements; loss of enjoyment or disappointment.

- 9.2. For purposes of these Venue Terms. 'Force Majeure' means any cause beyond GL's or the Organisor's control, including, without limitation, any act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, national mourning, theft of essential equipment, malicious damage, strike, lock out, weather, national defence requirements or acts or regulations of national or local governments. Neither GL nor the Organisor will be liable under these Venue Terms to the extent that the failure is caused by a Force Majeure event.
- 9.3. Nothing in these Venue Terms excludes, or purports to exclude, our liability for death or persona injury caused by our negligence, nor from any other form of liability which cannot be excluded or limited in law.

10. General

- 10.1 If any part of these are found by a court, tribunal or other administrative body of competent jurisdiction to be unenforceable or invalid for any reason, that provision is to be severed from the Venue Terms and the remaining provisions of the Venue Terms will otherwise remain valid and enforceable.
- 10.2 If GL delay or fail to enforce any of these Venue Terms it shall not mean that we have waived our right to do so.
- 10.3. To the fullest extent permissible in law, we shall be entitled to assign any and all our rights and obligations under these Venue Terms, provided that your rights are not adversely affected.
- 10.4. These Venue Terms are governed by Scottish law and any disputes arising under them are subject to the non- exclusive jurisdiction of the Scottish Courts.