

TERMS AND CONDITIONS OF SALE

1. All tickets purchased through our website or any authorized distributor will be subject to Copenhagen 1801's standard terms and conditions of sale as detailed below. The purchase of tickets through our website, telephone booking office or authorized distributors does not guarantee entry to the venue in the event that the ticket bearer or a member of their group is in breach of any of the terms and conditions as set out below. Please note that this list is always by no means exhaustive and the venue management reserve all rights of admissions.
2. Please check your booking (dates, quantity of tickets, auditorium area etc.) before submitting your order. When booking using our telephone booking line please listen carefully to the agent when confirming your requests before your payment is processed. In both instances' mistakes may not be able to be rectified later.
3. We regret that tickets are non-refundable.
4. If you cannot attend on your booked date, subject to availability, we may be able to offer alternative dates. You must allow at least 14 days' notice of your original date. This service is at the discretion of the management.
5. If a performance is cancelled, ticket holders will be offered alternative performances (subject to availability at held ticket value) or a full refund. Boulevard Newcastle reserves the right to cancel a performance within reason to a 24-hour notice period. Upon which a full refund will be given if the ticket holder does not wish to select another available date.
6. Tickets must be presented upon arrival to the venue. This may be tickets posted to you, your digital ticket issued when ordering using our telephone booking line, online or in certain circumstances simply a booking reference. The management cannot be held responsible for lost, stolen or damaged tickets. Tickets cannot be re-issued.
7. Tickets are not transferable without prior permission of the management. Tickets transferred or re-sold without prior permission will be declared void and the holder will be refused admission to the venue.
8. Tickets cannot be used for any promotions, prizes & competitions, hospitality, giveaways, advertising etc without the prior written permission of Copenhagen 1801. Such tickets will be deemed void and the bearer refused admission.
9. Tickets WILL NOT specify seat numbers, rather auditorium areas. The management reserve the right to provide any seat corresponding to the value of the ticket within the specified auditorium area. Please note that audience members may stand up and move around the auditorium and return to seats during the performance.
10. In the event that the area you originally booked is closed, you may be moved to an area that is equally priced or an upgrade may be offered.
11. The management may require you to submit to a security search in the interest of the safety of all our guests. Guests found to be attempting to bring into the venue prohibited items may be refused admission without refund and in more serious cases may be reported to the Police. Prohibited items include but are not limited to alcohol, weapons and prohibited substances. Refusal to allow our registered door supervisors to conduct a search may result in refusal of admission.
12. Snacks will be confiscated upon admission to the venue and will be held at the box office until you leave, at which point they may be returned.
13. If you appear to be under 25 years of age you will be required to provide the management with a valid form of photo identification. We will only accept a valid passport, Driver's License. ID should be undamaged and fully legible or will not be accepted. Please note that any counterfeit identification may be retained and passed on to the Police.

14. Guests are reminded that the venue is a licensed premise and as such all guests must be at least 18 years of age to be admitted under current UK licensing law. Any persons under the age of 18 who have purchased tickets by any means will not be admitted and no refunds will be issued.

15. Guests may be removed from or refused entry to the venue if in the opinion of the venue management the guest is a risk to the safety of themselves or our other guests. Some examples could be; appearing to be drunk, intoxicated, abusive, disruptive or behaving anti-socially. Please note that this list is not exhaustive.

16. Guests are reminded that only alcohol purchased on the premises may be consumed therein. Any alcohol brought onto the premises by any guest will be removed and will not be returned to you when you leave the premises. This condition is non-negotiable.

17. Copenhagen 1801, venue staff and management accept no responsibility for the loss, theft, or damage of the personal property of any of our guests. Guests are reminded to keep all property including coats, handbags, purses, wallets, cameras, and mobile phones attended at all times.

18. A cloak room is available and located on the lower ground floor. You will be issued with a ticket receipt for your item and items will only be released from the cloakroom on production of a valid ticket receipt. Please keep your ticket receipt safe as lost ticket receipts could be claimed by another guest. Please notify the management immediately should you lose your ticket receipt. Items are left in the cloakroom at the guests own risk.

19. Our dress code is: Dress to Impress. However, smart casual is more than acceptable. Please note that baseball caps, tracksuits bottoms, sports, beach and above the knee shorts, football shirts and work wear such as dirty overalls are not permitted in the venue. Admission to the venue is always at the management's discretion.

20. Smoking is strictly prohibited within the venue in line with current UK legislation. This includes vaping. Outdoor smoking areas are provided for our guests use and comfort and will be clearly sign posted. Guest are kindly requested only to smoke in these designated areas well away from all doorways and to use the ash trays provided.

21. Management reserve the right to vary the entertainment program should this be necessary due to circumstances beyond our control. It may also be necessary from time to time to use understudies in the starring roles due to holidays, sickness or absence. Any promotional literature whatever should not be deemed as a guarantee that any such person or persons included in such literature will be included in any specific performance. Copenhagen 1801 will not be obliged to refund or exchange tickets in either event.

22. Guests are permitted to take still photographs of both the show and the venue however these images should not be edited, copied, reproduced or published in any way or by any medium. The use of video recording equipment including recording of video on mobile phones with or without sound is strictly prohibited. Should any guests like a short video of their special occasion please seek the permission of the venue management who may in certain circumstances allow such recordings. Any unauthorized films, tapes or digital recordings may be confiscated and destroyed by the management.

23. Guests are reminded that we operate CCTV systems within the venue and as such you may be recorded. We may also from time to time allow film cameras to be present at the venue. In purchasing a ticket guests consent to being recorded in both film and sound as members of the audience and any such recording being used for commercial distribution without further consent or copyright