

# WILLOWS VENUE TERMS & CONDITIONS

## OPENING HOURS

MONDAY: 12pm-10pm

TUESDAY: 12pm-10pm

WEDNESDAY: 12pm-10pm

THURSDAY: 12pm-10pm

FRIDAY: 12pm-10pm

SATURDAY: 12pm-10pm

SUNDAY: 12pm-9pm

## AGE RESTRICTIONS

- Under 18s have to be accompanied by an adult\* and identification still needs to be shown upon entry.
- Please note, we only accept valid passports, foreign national ID cards, driving licences or Home Office approved PASS cards as identification and/or proof of age. \*It is up to the venue's discretion to turn away anyone under the age of 18 for certain events, even if accompanied by an adult.

## ENTRY POLICY AND PROHIBITED ITEMS

- Searching is a condition of entry to protect your safety and that of other visitors. Bag searches will be carried out before entry is granted.
- Any refusal by the visitor to comply with search searched may result in refusal of admission or eviction from the venue (without refund or compensation).
- You are NOT permitted to take any of the following items into the venue; ("PROHIBITED ITEMS"): Illegal substances; legal highs or any other psychoactive substances; food; any form of liquid (including drinks and perfume); masks; glass bottles; weapons; ammunition; explosives; horns; whistles; drums; fireworks; or any other article which may be used as a weapon or missile, or which may, in our reasonable opinion, cause danger or disruption to visitors at the venue (regardless of whether or not such item is illegal or is carried for a specific purpose).
- We reserve the right to confiscate any Prohibited Items. Anyone found in possession such items will be refused admission, ejected from the venue and may also be liable for prosecution. No refunds will be given to customers who are refused admission due to possession of Prohibited Items.
- If you have any specific reasons for bringing Prohibited Items into the venue (for

example, because you have a dietary or medical condition), please contact us prior to the events at [info@willowsontheroof.co.uk](mailto:info@willowsontheroof.co.uk)

- Animals, with the exception of guide dogs, are not permitted in the venue.

## **DRUGS POLICY**

- We operate a strict zero tolerance drugs policy. Anyone found in possession of illegal substances will be refused admission, ejected from the venue and may also be liable for prosecution.
- We reserve the right to pass your details on to the relevant authorities should we consider an offence or criminal act has taken place.

## **SMOKING**

- Smoking (including the use of e-cigarettes) is not permitted anywhere in the venue. If you are caught smoking anywhere except for the designated outdoor smoking areas, you will be ejected from the venue without a refund.

## **SAFETY**

- While attending the venue, you must observe any safety announcements that are made.
- Anyone throwing objects, including food or drink containers etc., will be removed from the venue without a refund.
- Certain areas of the venue may have specific capacity requirements. In these circumstances, a one in one out policy will be put in place.
- No drinks that are bought within the venue are to be taken out of the venue.

## **SOUND RESTRICTIONS**

- Outside music has to be turned down to background music by 9:30pm. Inside the club can be played up until the licensable hour.

## **LOST PROPERTY**

- Please refer to our FAQs for more detail on this