



BASCULE CHAMBER CONCERTS TERMS & CONDITIONS OF SALE

Please note that this unique event takes place in the restricted machinery room and bascule chamber of Tower Bridge, and specifically the operational areas which house its moving parts and mechanism for raising the Bridge to river traffic. Ticket holders should therefore be aware of the following:

- The journey to and from the performance space involves a steep spiral staircase with 120 steps from bridge level down into the chamber and some areas that are considered confined spaces.
- Due to the City of London Corporation's statutory obligation to raise Tower Bridge for river traffic with 24 hours' notice, it is possible that booked bridge lifts between the 20 - 23 September may alter performance start times. You will be contacted with at least 24 hours' notice via email if your performance is affected.
- The event includes outdoor spaces, areas which are naturally dirty as part of Bridge operations and damp/ cold spaces which are beneath the river, all exposed to the elements. All ticket holders should wear appropriate footwear (no high-heels) and practical warm clothing.
- There is strictly no late comers policy so please arrive at least 15 minutes before the performance time.
- All ticket holders must bring photo ID. Valid photo ID includes passport or Driving Licence
- This space is not suitable for anyone who suffers from vertigo, a fear of heights or a fear of confined spaces.
- In the interests of health and safety, ticket holders must be of sound health in the event of an emergency evacuation.
- Ticket holders may be subject to random bag search upon entry. No backpacks or large backs allowed.
- All food and drink including alcohol are not permitted.
- All attendees must be 14+ years of age. Under 18s must be accompanied by an adult. Anyone under the age of 14 attempting to gain access will be refused entry.
- All seating is unreserved.
- Please note there are no toilet facilities at the performance space.
- Selected performances may be filmed in purchasing tickets you accept and agree to the use of the footage and your inclusion as an audience member.
- No photography, filming or audio recording of the performance is allowed, however audiences will be given an opportunity to take photographs after the show.
- In the event of extreme weather we may be forced to cancel performances. All ticket holders will be informed and a full refund given.
- In the event of a mechanical fault the performances will be cancelled and all event ticket holders will be informed and a full refund given.