

Policy Going Forward

Implementation date:

With immediate effect

Venues affected:

All SMG venues – Arenas and Theatres

The Policy – Patron admission:

No backpacks, holdalls, suitcases will be admitted into the venue. The patron will be refused entry if they attempt to enter the venue with the prohibited item.

Patrons with accessible and medical requirements/equipment will be considered on an individual basis but encouraged to contact the venue in advance for ease of entry.

There will be no temporary storage facilities for such items within the venue and it will be left to the patron to find a safe temporary facility to hold the item. The venue will not be responsible for late admission or non-admission as a result of this policy.

All remaining bags will be searched.

Communication

- All existing transaction holders to receive an email from Eventim or from the promoter's ticketing agent.
- Terms and conditions on all websites to be checked and updated.
- An explicit high profile message to be carried on all venue websites.
- New tickets to be issued with the back pack ban to be highlighted.
- Signage to go up at venue entrances including pop up stands in advance of lines.
- Venue policy to be released to venue promoters.
- As an addition to the Frequently Asked Questions (FAQ's) for patrons, venue staff and Showsec staff.

Permanent and Casual Staff & Local Crew

- Permanent staff don't need a bag search unless requested by production and they are allowed to bring a backpack to work.
- All other staff are encouraged not to bring backpacks. If they are brought then they should limit the contents to as few items as possible and ideally store in clear bags.
- All casual and contract staff bags will be searched, tagged and thereafter bags stored in an appropriate location.

- Local crew will also have a bag search, tag and space will need to be identified for storage with an additional request to keep bags off-site.

Touring personnel

- They will be allowed to bring in along with their crew buses and trucks.

Prohibited Items

- Backpacks, holdalls, luggage, oversized bags and cushions*
- Glass, cans, aluminium bottles or thermoses of any kind including any liquid products which can be consumed*
- Flammable liquids in any container
- Laser pens/pointers
- Video cameras and professional cameras
- Laptop computers, Ipads and Go Pro's
- Large/golf umbrellas
- Knives or weapons of any kind
- Illegal drugs or substances
- Alcoholic beverages
- Signs, banners or flags on poles, staffs or selfie sticks
- Animals (except service animals to aid persons with disabilities)
- Air horns, whistles, cowbells or other noise-making distractions
- Projectiles (Frisbees, beach balls, footballs etc)
- Aerosol cans (hairspray, mace pepper spray etc)
- Fireworks, confetti or glitter bombs or sprays
- Balloons
- Use of wheeled footwear, skateboards
- Food
- Masks and helmets
- Large studs and chains
- Anything else which we deem to ruin the enjoyment or viewing experience of others

* Exceptions will be made for those with medical requirements and/or special needs

All entry constitutes consent to search.