

USING OUR SPACES AND FAQ

These should be read in conjunction with the Hire Agreement and Booking Confirmation.

GENERAL

By purchasing a ticket, you agree to these Terms & Conditions and all venue policies set by Teesside University Students' Union.

All events are subject to their own specific entry conditions. Customers are responsible for checking event details before purchase.

The venue reserves the right to amend event details where necessary.

TICKETS & ENTRY

- A valid ticket is required for entry to all ticketed events.
- Each attendee must hold their own ticket, including free tickets issued for capacity control.
- Tickets may be digital or physical and must be presented on arrival.
- Entry is only valid for the event, date, and time stated on the ticket.

STUDENT & GUEST ENTRY

The Students' Union has a full premises license and is open to Students and the general public. Some events are designated as student-only, which will be clearly stated on the event listing.

For student-only events, valid student ID (e.g. TUSC card or MyTU) must be presented alongside a valid ticket.

Where permitted, students may bring guests. Guests must:

- Have a valid guest ticket / general admission ticket
- Meet all event entry requirements

For public or promoted events (e.g. club nights, BONGO'S BINGO, live shows), student ID is not required unless stated.

ADMISSION & RIGHT OF REFUSAL

Entry is at the discretion of venue management and security.

You may be refused entry or removed from the venue if you:

- Appear intoxicated on arrival
- Fail to provide valid ID
- Behave in a disruptive, aggressive, or unsafe manner
- Refuse to comply with security procedures

No refunds will be issued in these circumstances.

REFUNDS & CANCELLATIONS

- Tickets are non-refundable unless the event is cancelled or significantly changed.
- If an event is cancelled, a full refund will be issued.
- If an event is rescheduled, tickets may remain valid for the new date.
- For events delivered by **external promoters**, all refunds, changes, or enquiries will be handled directly by the promoter.

TICKET TRANSFERS

- Tickets may be transferred unless otherwise stated.
- The original purchaser is responsible for ensuring the new ticket holder meets all entry requirements.

ENTRY TIMES

Events may operate a last entry time, after which admission is not guaranteed. Late arrival may result in refusal of entry without refund.

SECURITY & SEARCHES

For safety, all attendees may be subject to searches on entry, including:

- Bag searches
- Person searches
- Use of security wands (event dependent)

Refusal to be searched will result in refusal of entry.

Prohibited items include (but are not limited to):

- Illegal substances
- Weapons or dangerous items
- Outside alcohol
- Outside food (unless required for a medical condition)
- Large bags (event dependent)

Additional prohibited items may apply depending on the event (e.g. professional cameras, laptops at live shows).

AGE RESTRICTIONS

Events may operate different age restrictions, including (but not limited to):

- All ages
- 14+ (under 16s must be accompanied by an adult)
- 18+ events

The applicable age restriction will be clearly stated on the event listing.

Valid photo ID may be required for:

- Entry to age-restricted events
- Purchase of age-restricted products

Accepted forms of ID include:

- Passport
- Driving licence

- PASS card

TUSC cards are not accepted as proof of age.

The venue operates a **Challenge 25** policy, and attendees may be asked to provide ID at any time.

BEHAVIOUR & CONDUCT

Attendees must:

- Act respectfully towards staff and other guests
- Follow all venue rules, policies, and instructions

Failure to do so may result in removal from the venue without refund.

PERSONAL PROPERTY

- Cloakroom facilities may be available at selected events.
- All items are left at the owner's risk.
- The venue accepts no responsibility for lost, stolen, or damaged property.
- Lost property will be held for a maximum of 4 weeks before disposal..

FILMING & PHOTOGRAPHY

Events may be filmed and photographed for promotional purposes.

By attending, you consent to being included in such content across:

- Social media
- Websites
- Marketing materials

Guests may request removal of content by contacting the venue.

ACCESSIBILITY

We aim to make our events accessible to all guests.

Facilities include:

- Accessible seating areas
- Lift access
- Adjusted bar heights
- Disabled parking bays

Guests are encouraged to contact the venue in advance to discuss specific requirements.

Please see our accessibility guide linked here [Accessibility Guide](#)

TUSU EVENT T&C'S & FAQs

Nearly all our events are available to students at Teesside University. For student tickets & student only events you will be required to show your TUSC card or MyTU to gain entry. You may also need to present another form of Valid ID - Driver's License, Passport or PASS Card to attend age restricted events and purchase age restricted products.

Some events may allow a guest(s) to come along with a student, they will be required to have a guest ticket purchased via the students account. All guests will need to show a form of ID - Driver's License, Passport, PASS Card to gain entry to age restricted events and to purchase age restricted products.

All events are subject to their own entry conditions and as such you should read all terms & conditions before purchasing a ticket for each event.

1. EVENT TICKET FAQs

Do I need a ticket to attend?

If the event is a ticketed event, you will require a ticket to enter. This may include free tickets which still must be purchased for free for us to monitor capacity and attendance. Some events may also be payable on the night to enter but this varies on an event-by-event basis

Do I need a student ID?

You do not require a student ID for all our events. For student events you must present a valid student card (e.g. TUSC) alongside your ticket. Students are permitted to bring 1 guest with them, but this guest must purchase a guest ticket. For promoted shows such as BONGO'S BINGO, gigs, club nights tickets are available for the public and so you do not need a student ID however we operate Challenge 25 so please be prepared to show ID.

Can non-students attend?

This depends on the event. Some are student only, while others allow the general public. Check the event information to see if non-student tickets are available. Student only events will state this on the event information.

Do all members of a group/team need a ticket?

If the event is ticketed, each person attending must hold their own valid ticket. For carers tickets please contact events@tees-su.org.uk.

2. ACCESSIBILITY

We aim to accommodate all guests, we have disabled parking bays on site, accessible seating areas set up in standing event and things such as dropped bar heights, lifts for access etc. For more information, please see our accessibility guide linked below. Please contact us in advance for specific requirements at events@tees-su.org.uk

[Accessibility Guide](#)

3. REFUNDS, TRANSFERS & CHANGES

Can I get a refund if I can't attend?

Tickets are non-refundable unless the event is cancelled or significantly changed.

Can I transfer my ticket to someone else?

Yes, unless stated otherwise. The ticket holder is responsible for ensuring the new attendee meets entry requirements.

What happens if the event is cancelled?

You will be contacted and issued a full refund or offered an alternative date. If the event is organised by an external promoter separated to Teesside University Students' Union you will be contacted by them and all refunds, date changes will be dealt with between yourself and the external promoter.

4. ARRIVAL & ENTRY POLICY

What time should I arrive?

We recommend arriving early. Some events may have last entry times. BONGO'S BINGO fills up extremely quick, the best way to guarantee being closer to the front is to get down well in advance of the stated door time.

What happens if I arrive late?

Entry may be refused after the stated last entry time. However this varies event to event and will be dealt with on a case by case basis.

Do I need to print my ticket?

No – digital tickets on your phone are accepted unless stated otherwise.

5. REFUSAL OF ENTRY

Can I be refused entry?

Yes. Entry is at the discretion of venue management and security.

You may be refused entry if you:

- Are intoxicated on arrival
- Cannot provide valid ID/student ID (if required)
- Fail to comply with venue rules or security checks

Will I get a refund if I'm refused entry?

No – refusal of entry does not entitle you to a refund.

6. ID & AGE RESTRICTIONS

What ID do I need?

Valid photo ID (passport, driving licence, or PASS card) may be required. TUSC card is valid to enter the building however it is not proof of age and so you may still be asked to provide ID. We operate Challenge 25 so please be prepared to show ID.

Are events 18+?

We host events for all ages, some have age restrictions whether this be all ages allowed, 14+ (with under 16's accompanied by an adult), 18+ etc. Please check the event information to see the age policy for that specific event.

SECURITY & SAFETY

Will I be searched?

Yes, for safety, bag and/or person searches may be conducted on entry. Some events may require you to be searched with a wand baton as well as the person and/or bag search.

What items are prohibited?

Prohibited items include:

- Drugs or illegal substances
- Outside alcohol
- Outside food (unless this is part of supporting a medical condition)
- Weapons or dangerous items
- Large bags (event dependent)

This list is not exhaustive but these items are prohibited at all events. Please keep an eye out on event information as events such as gigs will have additional items such as no laptops, professional camera equipment etc.

7. CLOAKROOM & PERSONAL BELONGINGS

Is there a cloakroom?

Some events offer a cloakroom. This will be stated on the event page.

Is the venue responsible for lost items?

No, items are left at your own risk. Any found items will be logged in lost property for a maximum of 4 weeks. After this point the items will be disposed of. You can call the welcome desk Monday – Friday 10am-5pm on **01642 342230** or pop in and speak to our bar team during trading hours. Check our socials for up to date building open-close times.

8. GENERAL INFO

Will there be photos or videos taken?

Events may be photographed/filmed for promotional purposes. This images/videos may be posted to social media, our website, marketing materials such as flyers and posters. Please speak to our photographer/videographer on the night if you believe you may have been captured on photo/video and would not like to be.

Please also contact us on events@tees-su.org.uk if you need to discuss any material we have posted which contains yourself.

Can I bring my own food or drink?

Outside food and drink is not permitted unless this is to help support a medical condition.

Where do I collect my wristband?

We have multiple different locations we conduct ticketing from. The door staff will direct you to where you need to go to when you arrive.

Can I leave and re-enter?

This depends on the event. Re-entry is not guaranteed. During an event that allows re-entry if you leave close to the event finish time you may not be permitted to re-enter.