

Important Information

Liverpool Philharmonic always endeavours to provide the best experience for all visitors and aim to achieve the highest levels of customer satisfaction.

For the benefit of our visitors, we have highlighted our standard house policies below for all events in our venues and we kindly ask that you read through them ahead of your visit.

We also ask visitors to familiarise themselves with our terms and conditions, which all tickets are subject to, before your visit. You can find our full terms and conditions at liverpoolphil.com/get-tickets/terms-conditions.

For any queries not covered in the below, you can find our frequently asked questions at liverpoolphil.com/plan-your-visit/frequently-asked-questions.

Thank you for your co-operation and we hope you enjoy your visit!

Before you arrive

- Liverpool Philharmonic issues tickets on its own behalf and also on behalf of promoters and organisers. We work closely with external promoters and organisers to ensure high standards during events. The promoter or organiser may request specific policies to be in place on the day of the event on behalf of the performing artist. In the event of this, the requested policies will supersede our house policies.
- Loud music or noise can damage hearing and customers who attend an event do so at their own risk. Ear plugs are available on request.
- Restricted and illegal items that are not permitted into any Liverpool Philharmonic venue: alcohol; smoke/stink bombs, flares, items of a pyrotechnic nature; cameras with a tripod; large backpacks, bags, or coolers; packages/parcels; folding chairs; food & drink; glass/metal bottles or containers; air horns; helium balloons; flag sticks; signs/banners; illegal drugs; knives, firearms, or any other weapon; fireworks; aerosols; chains and/or spiked bracelets; laser pens. This list is non-exhaustive and will remain subject to management.
- All property brought to an event is at the customer's risk and Liverpool Philharmonic shall not in any way be responsible for any theft, loss or other damage in respect of such property.
- For the safety of audience members, the following security measures may be in place during your visit. Bags may be subject to checks at this event and it will not be possible to check large bags into the cloakroom in the Grand Foyer. Please ensure you arrive early and avoid bringing large bags with you, as this could delay your entrance into the venue. Audience members are kindly reminded that all areas of Liverpool Philharmonic are monitored by CCTV.
- Only assistance dogs are permitted on the premises.
- Liverpool Philharmonic sends pre-concert reminder emails to customers that have provided an email address before all events in our venues. Please check your emails as there may be important and useful information on the email regarding the event you're attending.
- It is the responsibility of the customer to check event details, such as start time, prior to travelling as these may be subject to change.

- Parental discretion applies to all events, and we advise that under 16s are accompanied by an adult (18+). Please note that Liverpool Philharmonic cannot be held responsible for children if unaccompanied by an adult.

At the venue

- Please read and abide by signage and follow instructions given by members of staff, they are vital to your safety and enjoyment.
- Fire Exits are not to be used for access and are only for use during an emergency.
- We reserve the right to refuse admission in all reasonable circumstances, including for example where we consider a ticket holder's behaviour may affect others enjoyment of the performance.
- Every effort will be made to admit latecomers at a suitable break in the performance, but admission cannot always be guaranteed. Audience members may be asked to wait until an appropriate break during the performance before being allowed entry or re-entry after the event has started. The latecomer rule may vary per event, as the performing artist may have a specific request.
- If a customer experiences any problems during an event, the customer must inform a member of staff immediately, as issues cannot always be resolved after the event. You can find our raising a concern procedure at liverpoolphil.com/contact-us/raising-a-concern.
- We reserve the right to eject a ticket holder from an event in all reasonable circumstances, including for example where we consider a ticket holder's behaviour may affect others enjoyment of the performance.
- Abuse towards staff, both verbal and physical, is not tolerated and ticket holders will be ejected.
- Smoking, including e-cigarettes, is not permitted anywhere on Liverpool Philharmonic premises.
- The unauthorised use of cameras or recording equipment is not permitted in our venues.
- Photography/filming is not permitted at Royal Liverpool Philharmonic Orchestra concerts. In most other instances, audience members may photograph/film an event as long as it's minimal and there's no flash. However, please be aware that the photography/filming policy may vary per event, as the performing artist may have a specific request. Please ask a member of staff on arrival at the venue regarding the policy on the night.
- We kindly ask that mobile phones are switched off before entering the auditorium for Royal Liverpool Philharmonic Orchestra concerts.
- Our technical team are on hand during concerts to help touring artists with the sound management, but ultimately the sound levels and balance are operated and managed by the tour's technical team. Please inform a member of staff if the sound is affecting your enjoyment so they can pass your comments on to the tour's technical team.
- Only food and drink items purchased at the Hall may be consumed in the Hall. We are unable to permit any food or drink items brought to the venue; our staff may request any food or drink items brought to the venue to be disposed of or consumed prior to entry.

- For selected events in the Hall, drinks purchased from the Grand Foyer Bar will be allowed into the auditorium during the performance. Please ask a member staff on your arrival if the performance is 'drinks in'. For events in the Music Room, drinks purchased from the bar will be allowed into the main space during the performance.
- We appreciate audience members may wish to stand or dance during a performance. Please consider this when booking your tickets for an event. The Duty Manager will make the final decision on the day of the event as to whether this is appropriate. Please note, for safety reasons, aisles must be kept clear at all times and audience members should not move from their seats to stand/dance in front of the stage.
- We may not be aware of lighting effects, smoke, haze, pyrotechnics, dry ice, etc or/and the extent of their use until the day of the performance. The use of special effects is at the discretion of the performance's promoter. If you have any concerns, please speak to a member of staff on your arrival.
- Official merchandise is only available inside the premises.
- A performance's stage layout is not always known when tickets go on sale. Liverpool Philharmonic cannot guarantee that tickets purchased will not have a restricted view during the performance. The rail on the Grand Circle is a safety rail and has been designed to be subtle and unobtrusive. The rail is not considered to restrict views of the stage.

Leaving the venue

- Fire Exits are not to be used for access and are only for use during an emergency.
- We ask our customers to be considerate to local residents when entering and exiting the building at night by keeping noise to a minimum.