



HOUSE RULES

Cloakroom

A limited capacity cloakroom is available at the venue. Please do not bring large bags or suitcases to events as they will not be admitted. See our Bag Policy for further information. Please do not leave any of your belongings unattended.

- Prices of the cloakroom:
- £3 for Jacket / £5 for a Bag

General Policies

For mobile tickets, you must display your downloaded ticket on your device upon entry. Please note that screenshots of tickets will not be accepted.

The unauthorised use of photographic and recording equipment at the venue is prohibited. Tapes or films may be destroyed. Laser pens, dogs (except guide dogs) and your own food and drink are also prohibited. Alcoholic drinks may be taken into the auditorium in plastic containers, so long as they have been purchased at one of several bars within the venue.

Glassware, smoking and the use of electronic cigarettes are strictly forbidden inside the auditorium. All shows operate on a no readmission policy. The Eventim Apollo requests that customers respect the local residents by leaving the area quietly.

Concert Info

"Doors" time is usually notified at the time of booking and on the ticket. Set times are normally only confirmed and made available at the Eventim Apollo box office on the day of the concert.

All advertised times are subject to change so we strongly recommend you check with the box office prior to your arrival to avoid disappointment.

Age Restrictions

All customers aged 14 or under must be accompanied by an adult 18+. In general, under 3's are not permitted but the age restriction can vary depending on the event itself - please check the individual event page for specific age restrictions. Regardless of age, children require their own ticket when attending an event. It is the responsibility of the ticket holder to check the event's age restriction before purchasing tickets.

For an event where stalls standing tickets are on sale, we recommend all children under 14 are seated in the circle.

Camera Policy

The unauthorised use of cameras, video or any other form of recording equipment is strictly prohibited. 35mm and small digital cameras are permitted at most events but professional cameras with a detachable zoom lens are not. At certain events, the promoter may request a ban on all photography and signs to this effect will be displayed at all entrances.