

TO NOTE: The Event Organiser must add any event specific conditions relating to seating allocations, the right to change the event schedule etc. and these must be agreed with the Venue

Safety & Security

1. Entry to the Event / Venue will only be authorised upon presentation of a valid ticket.
2. Only soft sided bags that can fit underneath seats will be permitted into the Venue. Large bags, such as holdalls, suitcases, wheeled trolleys or similar over 40cm x 30cm x 30cm will not be permitted into the venue.
3. For the safety of visitors, the Event / Venue reserves the right to search bags and/or persons on entry and reserves the right to refuse admission or confiscate items.

Babies & Children

4. Children under the age of two years do not require an actual ticket (but will count towards the total event capacity numbers) and will be expected to sit on an adult's lap. All children over two years will require a seat and therefore must have an actual ticket.
5. There must be a minimum of one Adult (over 18) for every 5 minors (under 16)
6. All minors under 16 must be accompanied by an Adult
7. Buggies and prams are permitted inside the venue, but may not block walkways or exit routes

Prohibited Items

8. The following items are prohibited
 - Hard sided containers/bags
 - Bags exceeding 40cm x 30cm x 30cm
 - Food or Drink (see section on food and drink)
 - Glass bottles or containers
 - Whistles, air horns or noise makers
 - Any item which, in the opinion of the Venue, may pose a hazard to the safe delivery of the Event which would include any item that could be used as a potential weapon, compromise public safety, or be used to sabotage or damage property. Examples of these items could include, but not be limited to: sharp or pointed objects such as knives, personal protection sprays, fireworks, flares, spray paint, paint, permanent markers or other hazardous substances or gases, cable ties, glue, chains and padlocks
 - Any article prohibited under law
 - Alcohol, unless purchased at the Venue
 - Large golf umbrellas
 - Large flags or banners
 - Large hockey sticks
 - Laser pointers
 - Objects, clothing or signage for the purposes of unauthorised promotional marketing
 - Objects, material or clothing that displays a political and/or offensive message
 - Confetti or similar products
 - Motorbike helmets
 - Scooters
 - Cigarettes or vapes
 - Large filming or photographic equipment
 - Drones

9. Visitors in possession of Prohibited items may be refused entry, ejected from the Venue and/or referred to the police
10. Any prohibited items which are surrendered as a condition of entry to the Venue will be unable to be reclaimed and will be disposed of by the Venue without any liability.
11. Visitors shall not bring any animals into the Venue, with the exception of assistance dogs. Certified Assistance Dogs that are trained by members of the Assistance Dogs (UK) are allowed entry to the Venue but dogs must remain with their owner without blocking evacuation routes. If you are planning on bringing a certified Assistance Dog to the Event, please get in touch with us in advance by emailing events@englandhockey.co.uk so that we can make the necessary arrangements to ensure your day runs as smooth as possible.

Food and Drink

12. Visitors are permitted to bring in the following items, subject to the limitations;
 - Empty non-glass containers – these can be refilled with drinking water inside the Venue
 - Two small pieces of food for personal consumption, e.g. a 160g bag of sweets, a 210g cereal bar and/or one piece of fruit. A maximum of two items per person
13. If a visitor has a specific medical requirement or allergy then they must seek approval to bring food into the Venue prior to their arrival to the Venue by emailing events@englandhockey.co.uk
14. Baby milk and baby food products are permitted
15. Visitors are not allowed to consume alcohol not purchased at the Venue within the footprint of the event. No alcohol purchased at the Venue can be taken off-site.

Behaviour

16. The Venue and Event Organiser will reserve the right to deny entry to or remove anyone who is or is suspected to be, intoxicated by alcohol / under the influence of banned substances. No refunds will be given.
17. The use of any anti-social, aggressive, annoying or dangerous behaviour, foul, abusive or racist language or obscene gestures, or wearing any clothing likely to cause offence is forbidden and may result in ejection from the Venue.
18. Visitors must comply with the instructions of the Venue staff and Event staff, including stewards and security staff. Any failure to comply with such instructions may lead to ejection from, or refusal of entry to the Venue.
19. Any person who is reasonably suspected by the Venue staff, Event staff and stewards or security of having committed, or being likely to commit, a criminal offence within the Venue may be removed from the Venue at any time.

Photography and Filming

20. The use of photographic equipment, mobile phones or other electronic devices must not inconvenience any other person in the Venue.
21. Flashlight photography is forbidden
22. Only small handheld recording equipment will be permitted
23. During the Event, various filming, photography and broadcasting takes place within the Venue. By attending the Event, visitors accept and acknowledge that photographs, filming and sound recordings may be taken of themselves as spectators as members of the crowd and may be used

Lee Valley Partnership Venues
Lee Valley Hockey and Tennis Centre

General Conditions of Entry

in television and/or radio coverage of matches and/or for promotional or marketing purposes by the Event Organiser, GLL or LVRPA.

General

24. The Venue is a non-smoking Venue. Smoking and vaping are not permitted in the building, pitches, courts or stadium except in a designated external area if provided
25. The event may operate a no re-entry policy
26. The Venue nor the Event Organiser cannot be held responsible for visitors' lost or damaged personal property.
27. Visitors are asked to respect the residents nearby the Venue when entering and leaving
28. The Venue is an outdoor venue. Visitors are advised to dress appropriately with layers according to the weather forecast
29. Visitors must be aware of the risk of stray hockey balls entering the seating stands from the field of play during the match