



VIP AND MEET & GREET TERMS & CONDITIONS

The following conditions apply when offering any ticket option where the customer is paying a premium (uplift) for additional merchandise or activities not available to standard ticket holders. This includes pre or post-show ticketed meet and greets (hereby referred to as M&G).

Standard Charges:

Where the producer is hiring the venue there will be a minimum charge of £200 plus VAT for any ticketed M&Gs to cover additional venue hours (including 2 security staff), and additional costs.

If the terms agreed include a percentage split of box office receipts, the minimum charge will not be payable. All income from VIPs or M&G tickets including any uplift will be included in the deal calculation on the final settlement.

For all deals including splits and hires the following conditions and costs apply;

Times

Unless otherwise agreed, pre-show M&Gs should start no earlier than 2 hours before the show and finish no later than half an hour before the show. Times outside of this will incur an additional charge of £50 per hour plus security at £20 per person per hour plus VAT. For information venue doors open one hour prior to the performance and the auditorium opens half an hour before the performance. Please contact us to discuss arrangements if you require a post-show, rather than pre-show, ticketed M&G.

Location

Please note that we do not have a private room available at The Hexagon for M&Gs. M&G's will take place either in the auditorium or foyers. Space in the foyers can be screened off for this purpose but may be visible to other members of the public once the building is open.

Unless your package includes attendance at a soundcheck, a formal Q& A or on stage opportunity we ask that meet and greets take place in our foyer areas to reduce costs and minimise disruption to the get-in and staff preparing for the main event.

Meet and Greets at the Concert Hall will take place in the auditorium or a private room (subject to availability).

Security

The exact number of security staff required will be dependent on the size and nature of the activity but will require a minimum of 2 staff per 75 people attending a ticketed M&G. Two security staff are included in the standard charge. If any additional security staff are required, they will be recharged at £20 per person/per hour plus VAT.

VIP Merchandise

Venue staff to assist with preparation and distribution of VIP packages can be provided by The Hexagon if requested in advance. Venue staff are recharged at £20 per person/per hour plus VAT.

Catering & Bars

The venue bars will remain closed until the door opening time (usually 1hr before the show). If you require the bars to be open early for pre-show activities, costs will be recharged at £50 plus VAT per half hour.

Access: In accordance with our access policy we offer a free personal assistant ticket for patrons who are unable to attend VIP activities without a companion, in such cases the companion will pay the uplift amount only. It may also be necessary for the venue to adjust prices and VIP seating to ensure that customers requiring a wheelchair position are not discriminated against when wishing to purchase VIP ticketing options.

General Terms & Cancellation

Final numbers and guest list for M&Gs must be confirmed by midday on the day of the event.

M&G must be discussed and agreed at time of contract and may not be available for all events. The venue reserves the right to withdraw permission at any time if activities are deemed to create any health and safety or security risk or interfere with the get in, preparation or running of the main ticketed event, the venue will not be held liable for any costs incurred in these circumstances.

Where standard and additional charges apply these will be recharged to the visiting management and payable on the final settlement.

In the event of a cancellation of a ticketed pre-show M&G by the visiting management, the venue will endeavour to keep costs to a minimum but may recharge any expenses already incurred.

Free post show signings and M&G

If you wish to offer a free post-show artist signing or M&G there will be no additional charges providing it is available free of charge to all ticket holders, takes place in the foyer and lasts no longer than 30 minutes after the show has ended. Activities lasting longer than 30 minutes will be recharged at £25 plus VAT per 15-minute period.