

VIP Upgrade & Hospitality Package Terms and Conditions

These Terms and Conditions apply to all VIP upgrades, hospitality packages, wristbands, venue access upgrades, queue-jump services, and selected hospitality inclusions purchased through Fire / Lightbox or associated event landing pages.

1. General

All VIP upgrades and hospitality packages are subject to venue capacity, licensing conditions, security procedures, and management discretion.

Purchase of a package does not guarantee entry where the venue is at legal capacity, where valid identification cannot be provided, or where venue rules are breached.

2. Package Description

VIP upgrades and hospitality packages may include selected combinations of:

priority access

queue-jump access

VIP area access

terrace access

cloakroom priority

enhanced hospitality facilities

selected promotional inclusions

other venue benefits as advertised at the time of purchase

3. Redemption

All packages are redeemable only for the specific event/session purchased unless otherwise specified.

All VIP upgrades, hospitality packages, promotional inclusions, hospitality tokens, venue perks, and associated benefits expire at the conclusion of the event/session purchased

unless otherwise stated by venue management. Wristbands, QR codes, digital passes, RFID cards, or similar credentials may be issued for operational purposes.

Lost, damaged, shared, copied, or transferred credentials may be refused or cancelled at management discretion.

4. Selected Venue Promotions & Hospitality Inclusions

From time to time, the venue may choose to provide complimentary hospitality promotions, venue rewards, drink tokens, selected guest perks, or additional promotional inclusions.

Such promotions are discretionary venue-side hospitality benefits and may vary between events, dates, and package types.

Promotional inclusions, hospitality tokens, complimentary perks, and venue rewards:

hold no cash value
are non-refundable
are non-transferable
may be time-limited
may be subject to operational limits or
redemption controls

Venue management reserves the right to modify or withdraw promotional inclusions where necessary for operational, licensing, safety, or commercial reasons.

5. Venue Conduct

All customers remain subject to venue rules, licensing requirements, and security procedures. Aggressive behaviour, intoxication, harassment, misuse of facilities, illegal activity, or breach of venue rules may result in refusal of entry or removal from the venue without refund.

6. Queue Management & Access

Priority queues, VIP areas, enhanced facilities, cloakroom priority, terrace access, and hospitality areas are operated on a best-efforts basis depending on event demand, staffing, venue layout, licensing, and operational requirements.

Access routes, queue systems, designated facilities, and hospitality areas may be adjusted by management at any time for safety or operational reasons.

7. Age Restrictions

Valid government-issued identification may be required.

Entry is strictly limited to persons aged 18 or over.

8. Refunds

VIP upgrades and hospitality packages are generally non-refundable unless an event is cancelled by the venue.

Refund requests may be reviewed on a case-by-case basis at management discretion.

9. Payment Providers

Payments may be processed via third-party payment providers including Stripe, Klarna, PayPal, or other approved providers.

Instalment approvals, finance decisions, and payment-provider services are handled solely by the relevant provider and remain subject to their own terms and conditions.

10. Liability

The venue accepts no liability for:

- lost belongings

- missed event portions

customer intoxication

denied entry due to licensing or security reasons

interruptions caused by operational, weather, staffing, or safety circumstances

11. Amendments

The venue reserves the right to amend these Terms and Conditions at any time where necessary for operational, legal, licensing, or safety reasons.

By purchasing a VIP Upgrade or Hospitality Package, customers confirm that they have read and accepted these Terms and Conditions.