

Epic Studios Venue Policy

At Epic Studios, we are committed to creating exceptional experiences for our guests while maintaining a safe and inclusive environment. Our policies reflect our values, which prioritise the well-being of all individuals. We kindly ask all our guests, staff, and visitors to adhere to these guidelines to ensure a memorable and secure experience.

Our Values: Creating Experiences

Customer-Centric Approach: We are dedicated to providing unforgettable experiences for our guests. Our staff are trained to assist and ensure that your time at Epic Studios is enjoyable and memorable.

Artistic Expression: We encourage artistic freedom and expression within the boundaries of respect and safety. Please be mindful of others' experiences and refrain from disruptive or offensive behaviour during performances and events.

Environment Preservation: We are committed to the protection of our environment. Please dispose of waste responsibly and reuse and recycle when possible.

Our Guests: Inclusive to All

Inclusivity: Epic Studios welcomes all guests, regardless of age, gender, race, religion, disability, sexual orientation, or any other characteristic. Discrimination, harassment, or any form of hate speech will not be tolerated.

Accessibility: We strive to make our venue accessible to everyone. Please contact us in advance if you have specific accessibility needs, and we will do our best to accommodate them.

Respectful Conduct: Mutual respect is key to fostering an inclusive environment. Please treat fellow guests, performers, and staff with courtesy and kindness.

Our Staff: To Be Respected

Respect for Our Team: Our staff are here to ensure your safety and enjoyment. Please cooperate with their directions and requests.

Zero Tolerance for Harassment: Harassment, abusive language, threatening behaviour, or any form of misconduct towards our staff will not be tolerated. This includes behaviour in person, online, or through digital communications. Any individual engaging in such behaviour may be refused entry, removed from the premises without refund, and/or banned from attending future events. If you encounter any issues, please report them to our management immediately.

Safety Measures: We reserve the right to conduct person searches at any time whilst on the premises. Cooperation with these safety measures is mandatory. Refusal may result in denied entry or removal from the venue without a refund. Cooperation with these safety measures is mandatory.

Our Venue: A Safe Space

Security Checks: To ensure the safety of all guests, we frequently conduct searches on entry. Please cooperate with security personnel during this process. Anyone found with illegal substances or prohibited items will have their items removed and will not be permitted entry.

Prohibited Items:

The following items are not permitted inside Epic Studios. This list is not exhaustive, and management reserves the right to refuse any item deemed unsafe, illegal, or inappropriate:

Illegal & Controlled Items

- Illegal drugs or psychoactive substances
- Nitrous oxide canisters
- Drug paraphernalia
- Weapons & Dangerous Items
- Firearms, imitation firearms, or ammunition
- Knives of any kind (including folding or multi-tools)
- Bladed or sharp objects
- Offensive weapons (including batons, knuckle dusters, extendable batons, etc.)
- Pepper spray, CS spray, or incapacitating substances
- Explosives, fireworks, flares, or smoke bombs
- Laser pens or laser devices
- Any item that could reasonably be used as a weapon

Flammable & Hazardous Materials

- Fuel, lighter fluid, or accelerants
- Gas canisters
- Corrosive or hazardous chemicals
- Aerosols (unless medically required)
- Alcohol not purchased on the premises
- Glass containers

Recording & Professional Equipment

- Professional cameras with detachable lenses
- Video recording equipment
- Tripods, monopods, or stabilising rigs

- Drones

Large or Disruptive Items

- Large bags or suitcases (size restrictions may apply)
- Flags, banners, or poles (unless authorised)
- Clothing & Personal Protective Equipment
- Full-face coverings (except for religious or medical reasons)
- Motorcycle helmets
- Spiked accessories, or studded items that may cause injury

Animals

- Animals of any kind, except medical assistance animals

Additional Provisions

- Confiscated items may not be returned.
- Any prohibited items surrendered or confiscated are left at the owner's own risk.
- Entry may be refused to any person in possession of prohibited items.

Identification Checks: Where events are 18+ you may be asked for ID upon entry or when purchasing alcohol. Please note that failure to provide suitable identification upon request will result in entry being denied. Please refer to ticket information for age restrictions for each event prior to booking.

We operate a Challenge 25 Policy on our premises. Suitable forms of ID include:

- passport (UK or international; valid)
- driving licences or provisional driving licence (UK or EU; valid)
- proof of age cards with a PASS logo, such as, a Citizen Card or Young Scot card
- EU national identity card (valid)

Alcohol and Substance Use: Please consume alcoholic beverages responsibly. Excessive drinking or drug use is strictly prohibited. Anyone found to be intoxicated or in possession or under the influence of illegal substances will be removed from the premises and may face legal consequences.

Technical Equipment: We operate multiple lighting sources including lasers within our venue as well as confetti canons and haze. Please speak to one of the team prior to entry should you have any medical conditions or concerns relating to their use. Ear buds are available at the bar free of charge for noise protection.

Event Set Times:

Any advertised or communicated set times - including those shared by team members, artists, promoters, or posted on social media - are subject to change without notice. Changes to set times

do not constitute grounds for ticket refunds.

Emergency Procedures: In case of an emergency, follow the instructions provided by our staff. Emergency exits and first-aid stations are clearly marked throughout the venue.

Lost and Found: If you lose or find an item, please report it to our staff. We will do our best to help you locate your belongings or return lost items to their owners.

CCTV & Recording: Our property is protected by 24-hour CCTV. Please note that as a recording studio we often have film and photography cameras in operation.

Food and Drink: Only food and drink purchased on the premises may be consumed on-site. Please notify security or call our team in advance should you have specific medical conditions that need to be taken into consideration.

Smoking & Vaping: Please do not smoke or vape in our premises. Smoking is permitted outside of the main doors.

Confiscated & Unattended Property: Any items confiscated prior to entry, surrendered at security, or left unattended on the premises are left at the owner's own risk. Epic Studios accepts no responsibility for loss, theft, or damage to personal property.

By attending events at Epic Studios, you agree to abide by these policies. Failure to comply may result in eviction from the venue without refund and, in some cases, legal action. We appreciate your cooperation in creating a safe, enjoyable, and inclusive environment for all our guests and staff. Enjoy your time at Epic Studios!