

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, verbal abuse, or any form of misconduct towards our staff will not be tolerated. If you encounter any issues, please report them to our management immediately.

Safety Measures: For the safety of all attendees and staff, we conduct random searches and breathalyser tests on entry. This helps us maintain a secure environment for everyone. 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. Please note that flammables or sharp items maybe confiscated prior to entry. Anyone found with illegal substances will have their items removed and will not be permitted entry.

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.

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.

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!