

**FRIDAY 31<sup>st</sup> DECEMBER**  
**TOBACCO DOCK**  
**18:00-02:00**  
**LAST ENTRY: 21:00**

# **CUSTOMER KEY INFO**

**KEY INFO:**  
**[COGO.EVENTS/NYE/KEY-INFO](https://cogo.events/nye/key-info)**

# COVID19

In the current situation we need to put the wellbeing of our customers, staff and artists first. Therefore, in agreement with Tobacco Dock, we are asking you to adhere to the following plan in order to attend this event:

**Entrance for all attendees is based on proof of a negative Covid test (PCR or LFT) within 24 hours of attending the event, evidenced via:**

[The NHS COVID Pass on the NHS app](#)

**OR**

[A text message or email from NHS Track and Trace](#), shown on a device or a print-out.

**OR**

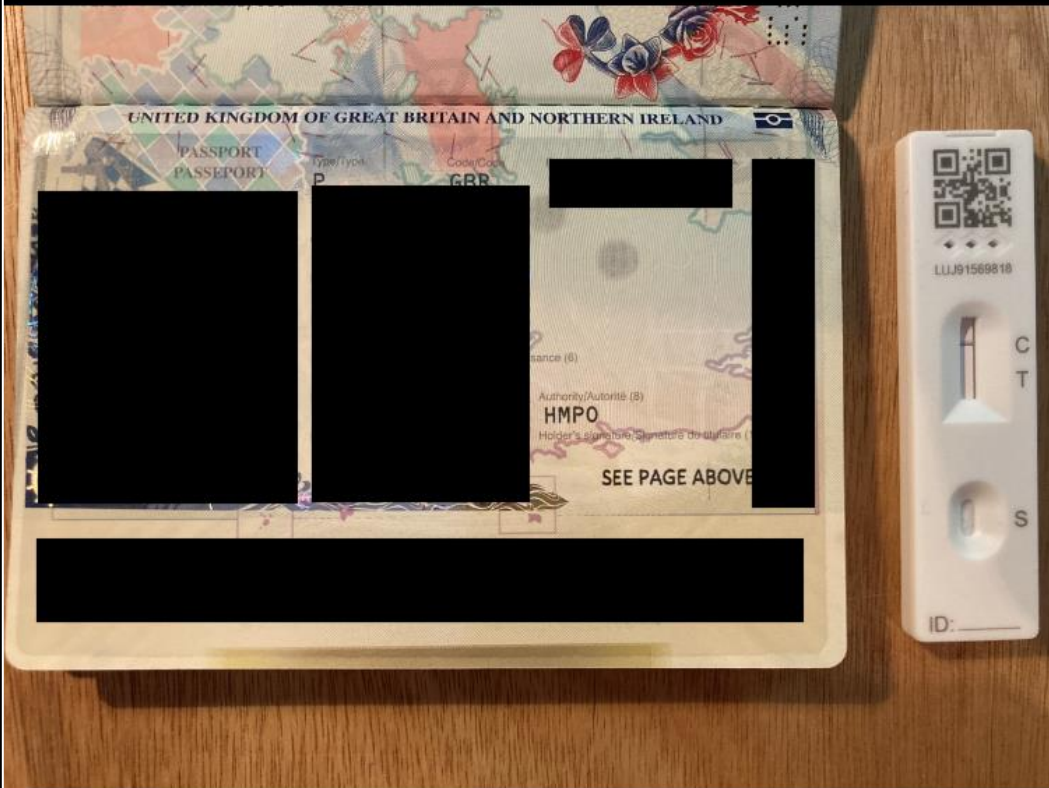
A picture on your phone showing the lateral flow test placed next to your valid photo ID. Security staff will check the time and date of the photograph, as well as a general ID check. See the example here:

**Proof of vaccination will not be accepted for entry, ONLY a negative lateral flow test.23/12/2021**



Today  
17:50

All Photos



Edit



## HOW CAN I ORDER A LATERAL FLOW TEST?

You can order lateral flow tests online [here](#), or alternatively [collect them](#) in person.

Please note: we do not have the space or facility to test at entry. We ask that you come prepared for swift and safe access. Failure to arrive with this information will result in you being denied entry and forfeiting the price of your ticket.

## WHAT IF I AM UNABLE TO ATTEND DUE TO COVID?

For those pinged to self-isolate OR test positive ahead of attending, **please do not attempt to access the event.**

If you have been told to self-isolate, please email us at [covid@amaad.co.uk](mailto:covid@amaad.co.uk), with the screenshot of the NHS Track and Trace notification, text or email. This must contain your name and the date.

If your lateral flow or PCR test comes back positive, please send us a picture of the positive test alongside your ID.

Please be sure to include your ticket reference and point of sale.

Your ticket will be transferred to another event during the next calendar year.

Please note: We must receive this email before the event begins at 18:00 on Friday 31<sup>st</sup> December 2021.

## GENERAL INFORMATION

When accessing the venue, please allow for longer queuing time so we can process all ticketholders safely.

We kindly ask customers to respect the latest Government guidance by wearing a mask when travelling on public transport to and from the festival.

We are supporting all of our customers, staff, and artists who wish to wear masks. We ask that you do the same.

For those that wish to check in via the NHS Track & Trace app, there will be a QR code on NHS posters at entry and at key locations around the venue.

You can see further info on our Covid safety measures via the FAQ page [here](#).

All of our other [T&Cs](#) remain the same.

# ARRIVAL

## ADDRESS

Tobacco Dock  
Pennington Street  
E1W 2SF

[View on Google maps](#)

## Respect the Local Area

When arriving and leaving, please be quiet and respectful, this is a lovely residential area:

- Put litter in the bins
- Use the portable toilets and urinals provided
- Do not shout around local businesses and homes.

Anyone seen urinating in the streets or using balloons will be refused access to the show.

## Transport

**Shadwell Station is CLOSED for planned engineering works on Friday 31<sup>st</sup> December. Customer who had been planning to travel via Shadwell should travel to Wapping station (8 minutes walk) instead.**

**There is no parking on site or in the surrounding area.** There are plenty of public transport options from all over London and beyond. Click here for [TFL](#) or use the [City Mapper App](#)

There will be a taxi rank at the end of the show, follow the signs and our stewards. There will be road closures in surrounding residential streets.

# ENTRY

Entrance for all attendees is based on 4 things:

- 1) Proof of a negative Covid test (PCR or LFT) within 24 hours of attending the event, **SEE COVID SECTION ABOVE FOR MOR INFO**
- 2) Valid ID. Everyone who enters the venue must be over 18, we operate a Challenge 25 policy at the door and all bars.
- 3) Be subject to a search as a condition of entry.
- 4) Have a valid ticket!

Prohibited items include all glass or liquids, including hand sanitiser and perfume bottles. Please refer to the [T&Cs](#) when you bought your ticket.

## **Ticket Scanning**

Tickets are scanned on entry; you can show it on your phone or print it out.

## **Pre-7:30pm Tickets**

If you have bought a pre-7:30pm ticket you will be charged £20 each extra if you are late. It is your responsibility to allow enough time to queue and get searched, have your Covid test checked, and your ticket scanned.

# FOOD, DRINK & PAYMENTS

**TOBACCO DOCK CARD PAYMENTS ONLY**

- All bars, food concessions, lockers and any other points of sale at the event will only accept cards.
- **Cash will not be accepted** anywhere at the venue.
- All card types will be accepted, and there will be no limit on spend per transaction – our tills will be both contactless as well as chip and PIN equipped.
- Mobile payment and digital wallet services will also work with our contactless tills, but please note, it may be affected by the number of people in the venue and signal may be weak in some of the areas of Tobacco Dock.
- If you do not have a bank card, please look out for substitutes that could work for you ahead of the event – for example, you can purchase a pre-paid card. There are a number of outlets out there that offer such cards, you can look at card issuers websites such as [Mastercard](#), they can also be obtained at some newsagents stores.\*
- If you have any doubts or questions, please read the FAQs below, otherwise e-mail us on [info@cogo.events](mailto:info@cogo.events).

FOR MORE INFORMATION ON ANY OF THE ABOVE, PLEASE VISIT OUR [KEY INFO WEBSITE](#) OR EMAIL US AT [INFO@COGO.EVENTS](mailto:INFO@COGO.EVENTS)

\* Please note, that these outlets are just a suggestion on how you can obtain a pre-paid card. The liability of your pre-paid card being operational lies solely with your card issuer and we do not accept any responsibility for any issues you might have with your pre-paid card.

### **Reusable Cups**

- You pay a deposit of £1 per cup at the bar.
- Swap your dirty cup for a clean cup with each new drink.
- Get your £1 back at the info point before 01:15am
- More information available at the bars and info point.
- There is a maximum of 10 cup returns per person.

### **Food**

We offer a delicious variety of food with vegetarian, vegan and gluten-free options available.

You're not allowed to bring any food or drink to the venue. Should you have dietary requirements, please contact [info@cogo.events](mailto:info@cogo.events)

# SAFETY & SECURITY

## Theft

- BE REALLY careful with your wallet, phone, and valuables.
- Do NOT put them your back pocket.
- Do NOT put them in your bag unless you know it is safe from crafty pick pockets, they can undo zips and pop clasps.
- Do NOT hand your phone to a stranger to take a photo of you.
- People will be searched on exit at random should we receive any reports of multiple thefts.

If your phone, wallet or handbag is stolen, please speak to our team on the info point and give us a description of the thief and the location of the theft in as much detail as possible.

## Anti-Harassment

If it's unwanted, it is harassment.

If someone or something is making you feel unsafe or uncomfortable then report it to any member of staff. You can Ask for Angela or explain the problem and they will help. More info on the [Ask for Angela campaign here](#).

## Spiking

We want our events this New Year's to be enjoyable and safe for everyone involved. In light of a growing concern regarding spiking, we want to make our policies and protocol around this issue very clear.

We operate a strong zero tolerance policy to spiking. It is a serious criminal offence, and anyone who is caught will be reported to the police. We have extensive searches on our doors and anyone found with suspicious needles or who is suspected of spiking at our events will be handed over to the police.

We are committed to making our dance floors a safe space for anyone who attends, and actions such as spiking has absolutely no place at our events.



If you spot anything that doesn't look right, please report it to a member of staff or our security team as soon as possible. Our staff are trained to spot the signs of intoxication and are there to offer support. We have onsite medics and a welfare team to help anyone who feels unwell.

If yourself, or anyone around you begin to feel ill please alert a member of staff who will be able to help. All of our staff are briefed to operate with an absolutely no judgement policy, so please don't hesitate to get help if it's needed. First and foremost, our priority is your safety. We are 100% committed to looking after you and keeping you safe at our events.

FAQs:

What to do if you think yourself or someone has been spiked.

If you suspect you or one of your friends has been spiked, please do not hesitate to take them to our medical centre (located on the top floor, by the main central staircase) or find a member of staff or security as soon as you can.

If you think you know who was responsible, please try and provide as detailed a description as possible so we can brief our security team to find them.

### **What to look out for?**

The effects of spiking can vary depending on what they have been spiked with, how much alcohol they have consumed, their size, weight, and a variety of other factors.

The symptoms of spiking include the following: Lowered inhibitions, loss of balance, tiredness, paranoia, Problems with their vision, confusion, nausea, vomiting, unconsciousness. If you notice any one of these, please find help immediately.

### **What if event staff think we've taken drugs? Will we get kicked out?**

The number one priority for our event staff, and especially our welfare and medical team, is to ensure the safety and wellbeing of all our customers. If you or one of your friends are feeling unwell for any reason, please visit the medical centre on the top floor where they will provide completely non-judgemental support.

### **What are you doing to stop spiking happen at your events?**

Everyone entering the event must submit to a detailed search with metal detection wands as a condition of entry. Our search teams are briefed to pay particular attention to any liquids being brought into the premises (any liquids found will be confiscated) and small sharp objects such as needles/pins/tacks. We also have trained paramedics present at the entrance to provide checks on special medical conditions (for example when finding epi pens and diabetic medication during a search).

All of our security have undertaken the Welfare And Vulnerability Engagement (WAVE) training put together by the Metropolitan Police. This training gives staff the ability to help customers who may be in a situation that makes them vulnerable or unsafe.

We are also a member of the Met Police's [Ask for Angela scheme](#). People who feel unsafe, vulnerable, or threatened can discreetly seek help by approaching our staff and ask them for 'Angela'. This code-phrase will indicate to staff that they require help with their situation and a trained member of staff will then support and assist them. This might be through reuniting them with a friend, seeing them to a taxi, or by calling venue security and/or the police.

### **Rave Safe**

We have been informed of a number of pills in circulation containing harmful substances; 'blue tesla', 'red ferrari', 'orange LV'. There may be others.

If you come across these, dispose of them in an amnesty bin. As always, we hold a zero-tolerance policy on drugs. If you do choose to take drugs, then the advice is to:

- 1) Inform your friends of what you have taken
- 2) Start slow, avoid mixing, sip water, take breaks
- 3) Look out for warning signs and head to the medical and welfare centre immediately or contact a member of staff if you or your friends experience any of these. Warning signs could include:
  - Increased sweating and dehydration
  - Rise in body temperature
  - Dilated pupils
  - Difficulty breathing
  - Confusion and disorientation

All of our staff are trained to be non-judgmental and to treat with a focus on wellbeing. Your safety is of paramount importance.

Please look after yourselves and each other. More info from the [Loop here](#).

### **Medics & Welfare**

If you need medical assistance or want to escape from the crowds, go and see our friendly team at any time. They are here to help you and your friends. They are located at the top of the main stairs in the main walkway of the upper level. Follow the signage or ask a member of staff for directions.

Look out for yourselves, your friends and those around you.

### **We want everyone to feel safe and comfortable at our events:**

- If you are in a situation that is making you feel uncomfortable, Ask for Angela at the bar or other FOH staff and they will help to subtly remove you from the situation
- If you or a friend is feeling unwell, visit our Medics (on the first floor)
- If you just need some time out, visit our Welfare team (next to Medics on the first floor)
- If need any more info or support, visit the Info Point team (on the first floor by the Terrace)
- And please remember, we don't judge. If you see something that doesn't look right or you don't feel quite right, please let us know so we can help.

### **Info Point**

Our friendly staff at the info point, located next the Terrace, will be happy to answer any questions you and your friends have about the event.

### **Cigarettes, Tobacco**

Cigarettes and tobacco can be purchased at the Info Point

### **Phone Charging**

There is no phone charging facility on site.

### **Access Requirements**

Please email [info@cogo.events](mailto:info@cogo.events) / to request our access guide for the event or ask any questions about planning your visits.

### **Maps & Set Times**

You can view these by scanning the QR codes around the venue or by visiting our lovely team at the Info Point.

### **Lockers**

We use handy lockers which you can access throughout the event. Big enough for coats and bags, lockers can be hired for £10 a pop payable by card or mobile payment.

### **Lost Property**

If you find or lose anything during the show, please head to the Info Point.

After the event, you can log lost items here:

<https://forms.gle/31X3gzuQtaSQQDhs8>

This form is the only way we process lost property. We will reunite you with your item, should we have found it, via the information you provide in the form.

Lost property is stored for 4 weeks from the event date.

### **Filming & Photography**

This event is being filmed and pictures are being taken.

### **Special Effects**

Strobes, lasers, and smoke will be used.

**We strongly recommend you do not use unofficial ticket resale sites to resell your ticket. Please check resale options with your ticket agent instead.**

Conditions of entry and ticket purchase are [here](#)