

**Phil Long Music Hall at Bourbon Brothers // Bourbon Brothers Presents
Terms and Conditions, Privacy Policy, General Policies, VIP Black Card Terms and Conditions,
and Code of Conduct**

What is Phil Long Music Hall at Bourbon Brothers refund policy?

Tickets cannot be refunded, canceled, credited, or exchanged. In the event of show postponement your tickets will be transferred to the new date.

I had a promo code or coupon, and I didn't use it before checking out. Can I still get the discount?

Unfortunately, no, tickets cannot be refunded, canceled, credited, or exchanged. If you have any trouble at check-out, please call us at [719-401-0600](tel:719-401-0600) prior to completing payment

CODE OF CONDUCT

Phil Long Music Hall at Bourbon Brothers is committed to creating a safe, clean, comfortable and enjoyable environment/experience for all guests. We are committed to providing excellent customer service and a courteous staff. As such, when attending an event, guests are required to refrain from the following behaviors:

- Behavior that is unruly, disruptive, or illegal in nature
- Fighting or other behavior deemed detrimental to the experience of other guests
- Intoxication or other signs of alcohol impairment that results in irresponsible behavior
- Foul or abusive language or obscene gestures
- Interference with the progress of the event
- Failing to follow instructions of facility personnel or management
- Verbal or abusive harassment of fans or artists
- Standing on chairs/seats or blocking the aisles
- Disturbing other guests' enjoyment of the event
- Obscene/indecent messages or images on signs or clothing
- Violating any local, state, or federal laws
- Guests engaged in any of the above actions will immediately be ejected from the premise/grounds. Ejected guests will not receive a refund for their tickets or be compensated in any way.
- Guests will sit only in their ticketed seats/area and will present tickets when requested.
- Guests are encouraged to report inappropriate behavior to the nearest Guest Services Attendant, Supervisor, or Security Staff member.
- Guest Services, Policies and Code of Conduct are all subject to change.

ACCESSIBILITY

Access to Phil Long Music Hall at Bourbon Brothers

Accessible parking is available at the front of the building for shows where valet is not available.

Wheelchair and Companion Seating

Wheelchair and companion seating is available. Wheelchair users can utilize one (1) wheelchair and one (1) companion seat per event. We will make exceptions to this on a case-by-case basis pending availability. To purchase wheelchair and companion seating, please come to the box office or call [719-401-0600](tel:719-401-0600). Wheelchair seating is limited and its availability is not guaranteed.

Guide Dogs and Service Animals

Animals are not allowed in the Phil Long Music Hall at Bourbon Brothers; however, an exception is made for guests with guide dogs or service animals. Well-trained dogs are allowed on the Patio of Phil Long Music Hall at Bourbon Brothers

Interpreting Services

Guests requiring interpreting services for events should contact us at [719-401-0600](tel:719-401-0600) no later than three weeks prior to the event. For events with multiple show dates and times, one performance will be designated as the interpreted performance.

Guests requiring additional service for events should call [719-401-0600](tel:719-401-0600).

ALCOHOL POLICY

Guests are not permitted to bring alcohol into the facility, nor are they permitted to leave with it. Alcohol will be served at all events. Colorado State laws prohibit the consumption of any alcoholic beverage by any persons under the age of 21. We reserve the right to refuse service to anyone without proper identification.

VENUE POLICIES

All Phil Long Music Hall at Bourbon Brothers guests are expected to always maintain reasonable and appropriate behavior. Any behavior defying the Venue policies as determined by facility management can result in ejection and possible arrest by the Colorado Springs Police Department and/or El Paso County Sheriff. Ejected guests will not receive a refund for their tickets or be compensated in any way. Phil Long Music Hall at Bourbon Brothers management reserves the right to deny entry or eject from the premise/grounds guests displaying inappropriate behavior as determined by facility/event management.

- All persons entering Phil Long Music Hall at Bourbon Brothers voluntarily assume all risks and dangers incidental to any event.
- All programs, dates, and times are subject to change without notice. All sales are final. There are no refunds or exchanges. Reselling of tickets at any value is prohibited on or off premise/grounds.

EJECTION/GUEST REMOVAL

Phil Long Music Hall at Bourbon Brothers reserves the right to eject guests.

FIRST AID

If medical assistance is required, notify the nearest Phil Long Music Hall at Bourbon Brothers representative and he/she will escort you to the first aid station.

GUEST SERVICES

Guests that have comments, questions, or concerns during an event at the facility are strongly encouraged to contact any Phil Long Music Hall at Bourbon Brothers representative prior to exiting the facility. If an incident occurs while visiting the venue, please speak with a member of the staff at the time the incident occurs.

LOST & FOUND

Any items that have been lost or found should be reported to Guest Services in the box office. Please call [719-401-0600](tel:719-401-0600) to recover lost items.

SMOKING

Smoking is strictly prohibited inside the Phil Long Music Hall at Bourbon Brothers building; however, guests may smoke on the Phil Long Music Hall at Bourbon Brothers patio or in front of the building at least 15 ft. away from the doors.

- The State of Colorado has smoke-free regulations and Phil Long Music Hall at Bourbon Brothers is a non-smoking inside the facility. However, guests are allowed to smoke legal substances on

the patio at Phil Long Music Hall at Bourbon Brothers as well as in front of the building. At all times guests should remain 15 ft. or further away from the building while smoking.

- Smoking of legal/medical marijuana is prohibited on the premise/grounds. Smoking of ANY illegal substance is prohibited.
- Smoking is also defined to include any and all electronic cigarettes, e-cigarettes or water vapor cigarettes.

STROLLERS

Strollers are not permitted in the seating sections of the hall. For additional information, contact guest services at [719-401-0600](tel:719-401-0600).

REFUND POLICY

Tickets cannot be refunded, canceled, or exchanged. In the event of show postponement, your tickets will be transferred to the new date.

AMERICANS WITH DISABILITIES ACT

Phil Long Music Hall at Bourbon Brothers is sensitive to the needs of physically challenged individuals, both in the design of the Venue and its policies. Seating for the physically challenged is available for all events.

BEHAVIOR

Individual conduct must be bound by law and the rights of others to enjoy the event. Guest behavior cannot unreasonably offend others or be unreasonably abusive to other guests, staff members, officials, or performers. Venue staff reserves the right to eject patrons whose behavior seriously affects the ability of others to enjoy the event. Please notify Guest Services Attendant or Supervisor immediately if any such problem occurs.

CAMERAS

- For all events camera policy is determined on an event-by event basis by the Artist's tour management. For up-to-date information on the camera policy for the specific event you are attending, please visit the show's information page on the Phil Long Music Hall at Bourbon Brothers website prior to the event or [click here](#) to send your question.
- If allowed, cameras will be inspected at entry. Cameras must be 35mm or less, disposable, or digital with a lens that is not detachable. Cameras must be small enough to fit into pants pockets.
- Audio recording and video recording (including cell phones) is prohibited. Phil Long Music Hall at Bourbon Brothers management reserves the right to require guests immediately check devices that were not detected at the point of entry. Guests will be directed to designated Receptionist or Customer Service area for device check-in and will be given a claim ticket for retrieval of the device at the conclusion of the event.

CARRY-IN ITEMS

Cans, bottles, thermos-type containers, and coolers are not allowed in the Phil Long Music Hall at Bourbon Brothers.

AGE RESTRICTIONS & CHILDREN'S TICKETS

All events are open to all responsible ages unless otherwise stated. Check the event listing for event specific age restriction information. If attendee arrives outside the age restriction, they will be turned away without refund or exchange.

ADA DISABLED SEATING

As you enjoy a wide variety of entertainment events at Phil Long Music Hall at Bourbon Brothers, our goal is to provide you with the kind of assistance and service excellence that will make your visit a positive experience. Guests with disabilities who require disabled seating may purchase tickets through the same methods, at same hours, and same times of sales as guests requiring non-disabled seating. Please note that while Phil Long Music Hall at Bourbon Brothers has well in excess of required accessible seating (and parking) locations under applicable law, accessible seating (and parking) is nonetheless limited and a request for accessible seating does not guarantee availability. Tickets are sold on a first-come first-served basis. The following will give you helpful information to make your visit with us memorable and enjoyable:

- A ramp is located outside the facility for easy accessibility.
- All restrooms are accessible to persons with disabilities.
- Parking Spaces are available for those with a valid disability permit.
- There are disabled wheelchair and companion seats as well as easily accessible seats available in Phil Long Music Hall at Bourbon Brothers. Unsold disability seating may be released for public sale.

FOOD, BEVERAGES AND ALCOHOL

No outside food, beverages or alcohol may be brought into Phil Long Music Hall at Bourbon Brothers. Guests are expected to follow all laws governing the purchase, possession, and consumption of alcohol. A valid I.D. is required for purchase of alcohol. Guests are responsible for their own drinking and are expected to drink responsibly. It is the responsibility of the guest to ensure they have a safe means of transportation when leaving the facility. At the discretion of management, all beverages will be poured into plastic cups and bottle tops will be removed from all plastic bottles. No alcohol is allowed to leave the facility. Guests attempting to leave with alcohol will have the alcohol immediately confiscated. Phil Long Music Hall at Bourbon Brothers Management reserves the right to eject and have cited any individuals under the age of twenty one (21) who illegally purchase, possess, or consume alcohol or are visibly intoxicated. Individuals providing alcohol to those under twenty one (21) will also be ejected and subject to citation.

LASER PENS

All laser pens or laser instruments are prohibited. Fans with such objects are subject to ejection from the building as well as confiscation and disposal of the object.

NOISE-MAKING DEVICES

No extraneous noise-making devices shall be permitted inside the facility/on the grounds. These items include, but are not limited to: horns, whistles, air horns, cymbals, cow bells, bugles.

PROHIBITED ITEMS

- **Weapons:** Guests are prohibited from bringing any weapons on premise/grounds. Weapons include, but are not limited to firearms, explosives, stun guns, handcuffs, brass knuckles, sticks, clubs, batons, pepper spray, tear gas and knives. Guests with concealed weapons permits are prohibited from bringing weapons on premise/grounds.
- **Additional prohibited items:** The following items may not be brought into or onto the premise/grounds: Selfie Sticks, any outside food or beverages, alcoholic beverages, marijuana (legal or medical), illegal or illicit drugs, glass bottles or aluminum cans, coolers, thermos containers, bota bags or wine skins, bullhorns/whistles or noise makers, laser pointers/pens, framed backpacks, confetti, beach balls and other inflatables, skateboards or rollerblades, stools or folding chairs, water bottles or mugs, pets or animals, and cameras and recording devices determined by event.

- Possession of prohibited items will result in confiscation of such item. All persons entering the premise/ground are subject to bag and purse checks, and magnetic wand, metal detectors, and guest searches. Failure to comply will result in denied entry.

RE-ENTRY

Phil Long Music Hall at Bourbon Brothers does not allow re-entry after the show starts. Start times vary, please check with guest services if you are needing to exit the building.

SIGNS & BANNERS

Signs and/or banners will not be allowed within the Venue.

SHOES/FOOTWEAR

Guests are expected to wear shoes/footwear at all times. Guests not wearing shoes/footwear may be ejected at management discretion. Use of shoes with wheels or roller shoes is prohibited. Roller shoes pose safety dangers to those wearing them and others.

SOLICITATION/VENDING

Unauthorized soliciting or collecting of contributions, vending, distribution of fliers, pamphlets, business cards or other promotional/advertising material (literature) is prohibited on the premises/grounds, except as an approved vendor. Guests found to be marketing as determined by management may be subject to ejection from premise/grounds. Guests found passing out literature will be asked to collect all pieces of marketing handed out and disposed of in the trash. Any additional pieces found make the guest/company subject to the billing for clean-up costs. Guests found marketing on premise/grounds may be cited with trespassing.

THROWING OBJECTS

For the safety of all, patrons must refrain from throwing any object in the stands or onto the performing surface. Patrons who do not comply may be ejected from the facility and asked to leave the premise/grounds.

TICKET INFORMATION

The following language applies to all guests for ticketed and non-ticketed events at Phil Long Music Hall at Bourbon Brothers.

Holder voluntarily assumes all risks and danger incidental to the event for which the ticket is issued, whether occurring prior to, during or after the event. Holder voluntarily agrees that the Bourbon Brothers Entertainment, LLC, Bourbon Brothers Presents, LLC, Bourbon Brothers Smokehouse and Tavern CS, LLC, Phil Long Music Hall, Phil Long Dealerships, Performers, Participants, Participating Clubs, Yapsody, and all of their Respective Agents, Officers, Directors, Owners and Employees are expressly released by Holder from any claims arising from such causes.

In the event of a cancellation or rescheduling of the applicable event, Management shall not be required to issue a refund provided that you are given the right, within twelve months of the date of the original event, to attend a rescheduled performance of the same event or to exchange this ticket for a ticket, comparable in price and location, to another similar event as designated by Management except as otherwise provided by law.

Certain maximum resale premiums and restrictions may apply in the State, Province or Locality in which the event and/or the resale takes place. Certain States, Provinces, and Localities may have additional restrictions pertaining to the resale of tickets/admission. Consult all statutes and regulations prior to engaging in resale activities.

Management reserves the right, without the refund of any portion of the ticket purchase price, to refuse admission to or eject any person whose conduct is deemed by management to be disorderly, who uses vulgar or abusive language or who fails to comply with these or other management rules. Breach of any of the foregoing will automatically terminate this license. NO REFUNDS, NO EXCHANGES EXCEPT AS PROVIDED HEREIN. EVENT DATE AND TIME SUBJECT TO CHANGE. ALL RIGHTS SERVED.

This ticket is a revocable license and admission may be refused upon refunding the face amount of the ticket. Unlawful resale or attempted resale is grounds for seizure and cancellation without compensation. Tickets obtained from unauthorized sources may be lost, stolen or counterfeit, and if so, are void.

Holder agrees by use of this ticket, not to transmit or aid in transmitting any description, account, picture or reproduction of the performance, show or event for which a ticket is issued. Holder acknowledges that the event may be broadcast or otherwise publicized, and hereby grants permission to utilize holder's image or likeness in connection with any live or recorded transmission or reproduction of such event.

In conformance with some local requirements or certain facility rules, alcoholic beverages, illegal drugs, controlled substances, cameras, recording devices, bundles and containers of any kind may not be brought into the premises. Phil Long Music Hall at Bourbon Brothers may enforce additional restrictions to other items including, but not limited to bags, backpacks, umbrellas, baby carriers, strollers, signs and banners. Please consult all venue/facility/locality regulations prior to attendance at the event.

The barcode printed on a ticket will allow one single entry to an event (unless otherwise indicated). Holder is responsible for the safeguard of their ticket. Yapsody, its partners and its clients cannot be held responsible for denial of entry due to reproduction of a ticket.

A ticket is not redeemable for cash. It is unlawful to reproduce this ticket in any form. Unless indicated otherwise, prices include all applicable taxes and/or cash discounts (if available).

VIP BLACK CARD TERMS AND CONDITIONS

1. Membership Eligibility

- The VIP Black Card is a complimentary membership available to individuals 18 years of age or older.
- Membership is valid at participating Phil Long Music Hall and Bourbon Brothers Colorado Springs locations only.

2. Membership Benefits

- VIP Black Card members may receive exclusive benefits, including but not limited to:
 - Early notice to ticket sales for upcoming shows at participating Colorado Springs, CO locations
 - 20% off tickets to select shows
 - Invitations to special events and exclusive VIP experiences.
 - Special member only discounts

3. Membership Usage

- The VIP Black Card membership is non-transferable and may only be used by the cardholder.
- Members must present their VIP Black Card and or their promotional codes at the at the time of purchase to redeem benefits.

4. Benefit Availability

- VIP Discount not applicable to benefit concerts or special events.
- All benefits are subject to availability and limits may vary based on event capacity and location-specific policies.
- Phil Long Music Hall reserves the right to modify or discontinue any benefits at its discretion.
- Phil Long Music Hall at Bourbon Brothers reserves the right to limit or exclude VIP discounts for select shows.

5. Membership Renewal and Termination

- The VIP Black Card membership is automatically renewed annually at no cost to the member.
- Phil Long Music Hall reserves the right to terminate or suspend any membership in cases of unauthorized use or violation of these Terms and Conditions.
- The VIP Black Card Membership can be terminated by the member by either sending a text message to 719-417-5519 with the message “STOP” or send an email to info@phillongmusic hall.com

6. Modifications to Terms

- Phil Long Music Hall may update these Terms and Conditions at any time without prior notice.
- Changes to the membership terms will be posted on the official website or communicated directly to members.

7. Limitation of Liability

- Phil Long Music Hall is not liable for any loss or injury associated with membership benefits.
- In the event of membership cancellation or termination, Phil Long Music Hall will not be responsible for any unused benefits.

8. Privacy and Data Usage

- Members’ information will be used in accordance with Phil Long Music Hall’s privacy policy and will not be shared with third parties without consent.