

Bear Grylls – Ticket Terms & Conditions

Event date: 9 January 2026 – 17:30 & 19:30

Last updated: December 2025

The Bear Grylls event is presented by SOUL Church, Norwich (Charity No. 1138459) as a free community event. By reserving tickets and attending, you agree to the following Terms & Conditions:

1. Tickets & Entry

- Tickets are free of charge and available on a first come, first served basis.
- Each guest must hold a valid ticket for their chosen time (17:30 or 19:30).
- A maximum of 6 tickets per booking.
- Tickets will be emailed to you. Please present the QR code on arrival (printed or on your phone).
- Doors open ~45 minutes before each event time. Queuing may begin earlier at the discretion of the team.
- Late entry may be restricted once the event has started; latecomers may be directed to overflow seating.
- Tickets are non-transferable and must not be sold. Duplicate or altered tickets will be void.

2. Seating Policy (Main Auditorium & Overflow)

- Seating is unreserved and allocated on arrival by our team for safety and capacity management.
- A ticket guarantees venue entry for your selected time but does not guarantee a seat in the main auditorium.
- First arrivals will be seated in the main auditorium where Bear will be speaking.
- Once the main auditorium is full, guests will be seated in overflow rooms within the venue to watch a high-quality live stream of the event.
- To increase your chance of main-auditorium seating, please arrive early and stay with your party. We cannot hold or reserve seats for late arrivals.
- For safety, standing in aisles or at the back is not permitted. Follow steward directions at all times.

3. Cancellations & Changes

- If you can no longer attend, please cancel your tickets as soon as possible so others may book. Please email: info@soulchurch.com – quoting your name, surname.
- SOUL Church may make changes to timings, format or content if required (e.g., safety, technical or unforeseen circumstances).
- In the unlikely event of cancellation, updates will be sent to the email address used at booking.

4. Family & Child Safety

- Families are welcome, but children must be supervised by a responsible adult at all times.
- Unaccompanied minors will not be admitted. Everyone requires their own seat; lap-seating is not permitted in the main auditorium for safety.
- Prams/buggies and large bags may be subject to inspection and must be stored in designated areas if required.

5. Accessibility

- SOUL Church is committed to being an inclusive and accessible venue.
- If you have accessibility, sensory, or mobility needs, please contact us before booking where possible so we can support you with suitable seating and assistance.
- We will prioritise accessible seating for those who need it; please speak to a steward on arrival.
- Contact: info@soulchurch.com

6. Photography & Filming

- Official photography and filming will take place during the event.
- By attending, you consent to your image being captured and used in SOUL Church communications (digital, print and social media).
- If you prefer not to be included, please inform a team member on arrival; we'll do our best to seat you outside major camera shots.

7. Health, Safety & Conduct

- Please follow the instructions of stewards and team members at all times.
- SOUL Church reserves the right to refuse admission or remove any guest whose behaviour is unsafe, disruptive or prevents others from enjoying the event.
- For everyone's comfort, please arrive together with your party where possible and keep personal belongings with you.

8. Data Protection & Privacy

- When you reserve tickets, we collect your name, email address and booking details to process your reservation and share event information.
- Your data is handled securely and in accordance with UK GDPR and our [Privacy Policy](#).
- You will only receive further communications from SOUL Church if you have given consent separately.

9. Contact

For any questions, accessibility requests or booking issues, please contact:
info@soulchurch.com

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