



Getting Here

Watford Colosseum is on Rickmansworth Road, WD17 3JN.

Food and Drink

The venue has multiple bars selling alcohol, soft drinks and snacks. We do not have a restaurant or sell hot food but there are plenty of places to buy dinner in the local Watford area.

Watford Colosseum is a cashless venue to speed up sales, reduce our customers' waiting time and limit contact between staff and guests.

Age Restriction

All customers under 14 must be accompanied by an adult 18+ and have seated tickets. In general, under 3's are not permitted but the age restriction can vary depending on the event itself - please check the individual event page for specific age restrictions.

Regardless of age, children require their own ticket when attending an event. It is the responsibility of the ticket holder to check the event's age restriction before purchasing tickets. For an event where stalls standing tickets are on sale, we recommend all children under 14 are seated.

When should I arrive for my event?

Performance times and support acts can change. Sometimes even on the day of the show. Give yourself plenty of time to get in and find your seat. If your ticket only shows one time, it's usually the time the doors open.

Bag Restrictions and Prohibited Items

Only one bag is allowed per person. All persons and bags will be subject to search on entry. Please consider whether you need to bring a bag. We do not allow large bags into Watford Colosseum for security reasons. If you do need to bring a bag, an A4 size bag (297mm x 210mm x 210mm) is permitted.

Items prohibited from the venue include:

No Food or Drinks*, Glass, Umbrellas, Professional Cameras, Selfie Sticks, Glow Sticks, Animals (except Service Dogs^), Illegal Substances/Items, Perfumes/Aerosols, Bags over A4, Laptops/Tablets, and/or Weapons.

Smoking and the use of electronic cigarettes are strictly forbidden inside Watford Colosseum. Anyone found with illegal substances will be refused entry and/or ejected from the venue. Amnesty bins will be in use. All shows operate on a no readmission policy.

*Except for medical conditions



If service dogs are required, please email general@watfordcolosseum.co.uk to arrange this

Can I bring my camera?

Yes. But it can't be a professional camera.

Please note that the unauthorised use of cameras, video, or any other recording equipment is strictly prohibited.

A professional camera is anything with a lens of 35mm or over. Larger SLR cameras aren't allowed in and cameras that look similar to SLR cameras may not be allowed in.

Your camera may be held at the entrance until the end of the show. It'll be looked after safely, and you'll get a ticket so you can collect it. If in doubt, don't bring it along.

Do you have a dress code?

There's no dress code for most events.

What time do the doors open?

The time will be on your ticket and on the event page online.

What time will the main act be on stage?

These times will vary. If the information is shared from the artist or their team for fans, we will share this on the event page. Otherwise, you can ask a staff member at the venue once doors have opened and they may be able to provide this information.

What should I do if I have a problem at an event?

Whatever the issue, talk to a member of staff. We want you to have a great time at the event, so please come and see us. We may be able to sort something. It's hard for us to do that after the event.

Can I stand up and dance?

Yes. At most events you're allowed to stand at your seat, but please consider others around you who may not be able to stand.

You can't stand on seats, in walkways, stairways, gangways or aisles. And please don't climb, crowd surf or mosh.



If asked to sit down by a member of the venue team, please do so. Failure to do so could result in ejection.

Where are my tickets?

Please contact the ticket agent you purchased with, as they will need to advise on any ticket delivery questions.

Can I upgrade my ticket? Are any ticket upgrades available? What is Quick Pass?

At the moment, we are offering Quick Pass which allows you to skip the General Admission entry line upon arrival to the venue for standing events. It's a great option if you want to be right at the front of the stage or want more time to relax at the venue before the show starts.

Simply ask our team to be directed to the dedicated Quick Pass entrance.

Why are the tickets I want currently showing as 'unavailable'?

If an event, price level or ticket type shows up as "currently not available" then all tickets we have in that tier have either been sold or held in other shopping baskets while customers complete their purchase.

However, we make every effort to obtain additional event tickets, so please check our website and social media channels regularly for any updates.

Why hasn't my payment worked?

Your payment may fail for a number of reasons. Please check that you have used the correct billing address for your card and that you have correctly entered all details, including the card number, expiry date and security code.

Why do you charge per ticket booking fees?

We enable customers to buy tickets at any time without the need to spend time and money travelling to the box office. The booking fee charged per ticket pays for the technology infrastructure, distribution network, telephone lines, labour and other costs associated with arranging and managing ticket inventory and servicing a ticket transaction.



What happens if my event is cancelled, rescheduled or postponed?

As soon as we've heard about a show cancellation or reschedule from the promoter, your point of purchase will send an email out to all ticket holders who purchased with us with further information. If a show has been postponed, they may advise you to sit tight and hang onto your tickets as they're often valid for the new date once announced.

If you don't see an email, please check your spam folder – it may have been mistakenly filtered by your email provider.

What are the Terms and Conditions of sale?

All orders placed with us are subject to our standard terms and conditions of sale.

Please make sure you've checked these before you make your purchase, as we're unable to cancel, refund, exchange or add more tickets once an order has been placed. In some instances the promoter will set additional terms and conditions, which will be displayed at the top of the event page if applicable.

How can I purchase wheelchair tickets?

This can be purchased online via AXS - for each show there will be an accessible bookings link via AXS for you to book your wheelchair access. Please note that the wheelchair ticket does not have a seat, if you book this ticket and you don't require wheelchair access there will be no seat for the customer with a wheelchair ticket. When purchasing you need to add 1 wheelchair and 1 companion ticket to complete the order. Any bookings that have selected 2 free companion tickets to avoid paying will be cancelled and released.

If you would like to purchase more seats with your wheelchair access booking as you are coming with extra friends or family, this is possible however it's just not possible at this current stage to do so online. Please contact the accessible team email to highlight how many of you are coming and what we can do to accommodate all.

How can I purchase tickets?

Our official ticketing partner is AXS. All events at Watford Colosseum can be purchased via the venue website and via AXS.com.

To sign up for venue news and access to venue presale tickets (available on most shows), please sign up via the form at the top of this website.

Venue pre-sales usually start 24 hours before general onsale but can differ event to event. You must sign up for venue pre-sale no later than 24 hours before it is due to begin. If you missed signing up in time, we cannot send you a presale link so please wait to buy tickets in the general sale via AXS.



Do you offer companion tickets?

We are happy to offer companion tickets to anyone that requires them. Currently we ask that you either contact our box office via general@watfordcolosseum.co.uk to be sent a booking link depending on availability or book where you would like to sit or stand online via our partnered ticket agent AXS, then contact us with the order number to arrange a refund for your companion ticket. We cannot issue companion tickets via any other ticket agent other than AXS.

For any accessible booking, a member of the venue team will be in touch before the show to check evidence of disability for the companion ticket. Please do not send anything to us until you hear back from us asking for this evidence.

We will soon be integrated with the Nimbus/Access card. Once the venue is integrated with this scheme you will be able to book accessible tickets yourself by logging in with your card during the purchase process.

Can I update my email address after purchasing tickets?

We are unable to update any booking details, including changes to email addresses. Please contact your point of purchase if you require any assistance after booking. If this was via our ticketing partner AXS please visit <https://support.axs.com/hc/en-gb>

Lost Property

If you have lost an item at Watford Colosseum, you can contact the venue's lost property department for assistance. They can be reached by email at general@watfordcolosseum.co.uk

When contacting them, be sure to provide a detailed description of the lost item, as well as any relevant information, such as the date and location where it was lost. The venue will do their best to help you locate your lost property, but please note that they cannot guarantee the return of all lost items.