

Chop Shop FAQ

Things to note for any events you've got coming up at Chop Shop.

SECURITY

Security is stationed and floating throughout the venue and will be available for any needs or concerns. We ask that you respect that they are working, and are there to ensure the safety of our guests and staff.

FORMS OF ID

We accept all forms of US Government issued, valid (non-expired) photo identification. All minors must also produce a valid form of ID, as stated above, for all shows.

RE-ENTRY POLICY

Re-Entry is permitted for those 21+ years of age for all shows up until the Headliner takes stage. No re-entry after the Headliner is on stage. All patrons must re-enter through our security check point system. Anyone under the age of 21 is not granted re-entry at any time. Current Illinois smoking and vape legal age is 21 years of age or older.

BAG POLICY

We ask that you please leave all valuables and anything that you absolutely do not need at home or where you are staying. Bags must be smaller than 10x10" and will be wanded and fully searched upon entry. Prohibited items include, but are not limited to: Weapons of any kind; including firearms, knives, pepper spray; drugs or controlled substances of any kind. Food and beverage is also not permitted. Oversized coats and jackets will be requested to be checked or left in your vehicle. We offer seasonal Coat Check for a small fee. We are not responsible for any lost or stolen items.

ON THE DAY

Two hours before the event begins, you'll be able to activate your ticket in the app and generate your unique QR code.

Just follow these steps.

1. Open the DICE app. Tap the ticket icon at the bottom of the screen.
2. Choose the event.
3. Tap **Activate QR code**.

Once you activate your ticket, you will no longer be able to send it to a friend.

If you bought tickets for a group and you're arriving together, you can show everyone's tickets on your device to the door staff.

WHAT TO DO IF YOU CAN'T MAKE THE SHOW

We've all been there – you've double-booked yourself, you're unwell and can't make it, or you've got another commitment. It happens. But a change of plans doesn't mean your ticket has to go to waste. Here's what you can do.

OFFER YOUR TICKET TO ANOTHER FAN

We believe tickets belong in the hands of fans, and that they should only ever be sold for a fair price. That's why we have the Waiting List: if you can't make it to a sold-out event, you can add your ticket to the queue to be purchased by another fan. If the ticket is sold, you'll get your money back – no drama, no rip-offs.

There are a few conditions, though. Not every show will have the Waiting List function switched on (that's up to the event organisers, not DICE), and tickets can only be added to the Waiting List after a show sells out. On top of that – and this is important – you'll only get your money back if another fan buys your ticket.

Learn more about how the Waiting List works.

Transfer your ticket to a friend

If a friend is keen to attend an event you can't make, you can transfer your ticket to them quickly and securely within the app. Just make sure you have their number saved in your phone, and that they have a DICE account registered with that number.

After you transfer the ticket, it will be stored within the DICE app on your friend's phone – there's no fiddling with name changes, emailing PDFs, or sending across screenshots. It's just another way we make sure tickets don't fall into the wrong hands.

The whole process takes seconds, here's a step-by-step breakdown.

Can I just get a refund?

Buying a ticket to a live event is similar to booking a flight, in the sense that it's very rare you can get a refund just because you change your mind, or your circumstances change.

At DICE, you're always entitled to a refund if an event you have tickets for is cancelled or rescheduled; if the event organiser gives us explicit instructions to refund you; or if another fan buys your ticket through the Waiting List. In each of these scenarios, we'll refund the full cost to your original payment method, and the money should hit your account in five to 10 working days.

But if you decide you don't want to go to an event anymore, or something gets in the way of you attending, we're afraid we won't be able to offer you a refund.

DRESS CODE

Shoes, Pants, and Shirt required. No gang or political affiliated slogans or logos will be permitted entry.

SMOKING AND VAPE POLICY

No smoking or vaping is allowed on premise, this includes the restrooms. All smoking and vaping must be outside on North Ave, no less than 15 feet from our front exterior entry. Anyone smoking or vaping inside will be required to leave. No re-entry.

THE END

When the show has concluded, we ask that you clear our front entry and sidewalk respectfully, quietly and peacefully, as soon as possible. No loitering will be permitted.

THANK YOU FOR COMING TO THE SHOW.