

CHOP SHOP VENUE FAQ

EVERYTHING YOU NEED TO KNOW BEFORE YOUR SHOW

TICKETS & THE DICE APP

Where do I buy tickets?

All tickets are sold through our official ticketing partner, DICE, at dice.fm or in the DICE app. We strongly recommend purchasing in advance — many shows sell out. Tickets purchased through third-party resellers or unauthorized sites are not guaranteed valid and may be denied at the door.

How do I access my ticket on the day of the show?

Two hours before the event begins, you can activate your ticket in the DICE app and generate your unique QR code. Open the DICE app → tap the ticket icon at the bottom → choose your event → tap Activate QR Code. Once activated, your ticket can no longer be transferred to another person. If you purchased tickets for a group and you're all arriving together, you may show all tickets from one device at the door.

Can I transfer my ticket to a friend?

Yes — as long as you haven't activated it yet. You can transfer your ticket to a friend quickly and securely within the DICE app. Your friend must have a DICE account registered to the phone number you have saved for them. After the transfer, the ticket lives in their app — no screenshots, no PDFs, no name-change hassle.

What if I can't make the show?

If a show sells out, you may add your ticket to the DICE Waiting List so another fan can purchase it. If your ticket sells, you'll receive a full refund to your original payment method. The Waiting List must be enabled by the event organizer and is only available after a show sells out. You'll only be refunded if another fan actually purchases your ticket.

Can I get a refund?

All ticket sales are final. Refunds are not available simply because you change your mind or can no longer attend. You are entitled to a full refund if: (1) the event is cancelled or rescheduled, (2) the event organizer authorizes a refund, or (3) another fan purchases your ticket through the DICE Waiting List. Refunds are returned to the original payment method within 5–10 business days.

Is there a box office at the venue?

Yes. The Chop Shop box office is open on show nights starting at door time. We do not take phone or advance orders at the box office — all advance purchases must be made through DICE. The box office accepts both cash and card.

Is there a ticket limit?

Ticket limits vary by show and are listed on each event page. Chop Shop reserves the right to limit or refuse ticket sales to individuals we reasonably suspect intend to resell.

ARRIVING & ENTRY

What time do doors open?

Door times are listed on each event page at dice.fm and on our website. We recommend arriving early — especially for General Admission shows — to clear security and secure your preferred spot.

What ID do I need?

We accept all valid, non-expired U.S. Government-issued photo identification — including driver's licenses, state IDs, passports, military IDs, and FOID cards. Guests who appear to be under the legal drinking age will be asked to present ID. For 18+ and 21+ shows, all guests must present valid ID at the door regardless of age. We reserve the right to refuse entry to any guest who cannot produce valid identification. **WARNING:** Chop Shop will confiscate fake or misrepresented identification and may turn it over to law enforcement. Possession of a fraudulent ID is a Class 4 Felony in Illinois.

What are the age requirements?

Age restrictions vary by show and are clearly noted on every event listing. Shows are designated All Ages, 18+, or 21+. For All Ages events, minors are welcome but may not purchase or consume alcohol under any circumstances. A minor may only attend with a parent or legal guardian who has also purchased a ticket, remains with the minor throughout the entire event, and accepts full responsibility for the minor while on premises. Friends, siblings, and other relatives may not substitute for a legal parent or guardian — we reserve the right to request proof of that relationship.

What is the bag policy?

Bags must be smaller than 10" x 10" and will be searched upon entry. We ask that you leave valuables and anything you don't need at home or in your vehicle. Oversized coats and jackets may be required to be checked or returned to your vehicle. Seasonal Coat Check is available for a small fee. Chop Shop is not responsible for lost or stolen items.

What should I expect at security?

Security is stationed and floating throughout the venue at all times. All guests are subject to a bag check and wand screening upon entry. By entering Chop Shop, you agree to comply with our security screening. Non-compliance will result in denial of entry or removal from the venue. Please respect that our security team is there to ensure the safety of all guests, artists, and staff.

Is there a dress code?

Shoes, pants, and a shirt are required for entry. Clothing or accessories bearing gang-affiliated slogans or logos will not be permitted.

RE-ENTRY & SMOKING

What is the re-entry policy?

Re-entry is permitted for guests 21 and older up until the headliner takes the stage. Once the headliner is performing, no re-entry is allowed for anyone. Guests under 21 are not permitted re-entry at any time. All re-entering guests must pass back through our security checkpoint.

Where can I smoke or vape?

No smoking or vaping of any kind — including tobacco, cannabis, and e-cigarettes — is allowed anywhere on the premises, including restrooms. Per the Chicago Clean Indoor Air Ordinance, all smoking and vaping must take place outside on North Ave, no less than 15 feet from our front exterior entrance. The legal age for smoking and vaping in Illinois is 21+. Anyone found smoking or vaping inside will be required to leave immediately with no re-entry.

PROHIBITED ITEMS

The following items are strictly prohibited. Guests found in possession of prohibited items will be denied entry or removed from the venue. Confiscated items will not be returned.

- Weapons of any kind — firearms, knives, pocket knives, chains, brass knuckles, pepper spray, self-defense keychains, or any object that could be construed as a weapon (including items carried under a concealed carry permit)
- Drugs or controlled substances of any kind — discovery will result in immediate ejection and may result in referral to law enforcement
- Outside food or beverages — including sealed bottles, cans, flasks, or thermoses
- Tobacco, cannabis, or vaping products for use inside the venue
- Professional cameras, audio recording equipment, or video recording equipment without an approved Chop Shop media credential — see Media Credentials in the Inside the Venue section
- Drones or remote-controlled devices
- Oversized signs, banners, flags, or anything affixed to a pole or stick

- Laser pointers
- Any item deemed dangerous or inappropriate at the discretion of security staff or management

INSIDE THE VENUE

Is Chop Shop cashless?

Yes — all in-venue bars, food service, and merchandise are cashless. Please bring a credit card, debit card, or digital wallet (Apple Pay, Google Pay) for all in-venue purchases. The box office accepts both cash and card for ticket purchases on show nights.

Is personal photography allowed?

Personal phone photography for non-commercial use is generally permitted. Recording policies may vary by show based on artist or tour requirements — check your specific event listing. When an artist prohibits recording, our staff will communicate that clearly at the door and on the floor.

I'm a photographer or member of the press — how do I get media credentials?

Professional cameras (detachable lens), audio recording equipment, and video recording equipment are not permitted without an approved media credential issued by Chop Shop. To request credentials, email info@chopshopchi.com with your name, outlet or publication, links to your portfolio or recent work, and the specific show date you are requesting. Requests must be submitted at least 5 business days before the event. Approval is subject to artist/tour approval and venue capacity for media. Credentialed photographers are typically permitted to shoot the first three songs from the designated photo pit area, after which all recording equipment must be put away. Credentials are non-transferable and must be presented along with a valid photo ID at the box office on the night of the show. Chop Shop reserves the right to revoke credentials at any time.

What conduct is expected on the floor?

Chop Shop does not tolerate crowd surfing or stage diving. These activities put guests and performers at risk and will result in removal from the venue.

Chop Shop is an inclusive space. Hate speech, racism, homophobia, transphobia, and sexual harassment are not welcome here — full stop. We have zero tolerance for violence, harassment, or predatory behavior of any kind toward any guest, artist, or staff member. Guests engaging in any of this conduct will be immediately removed from the venue and may be referred to law enforcement.

If you experience or witness any of the above, please report it to a staff member or security immediately.

Is there a coat check?

Seasonal coat check is available for a small fee. Availability varies — please check with door staff on the night of your show. Chop Shop is not responsible for lost or stolen items.

What happens when the show ends?

When the show concludes, we ask all guests to clear the front entry and sidewalk promptly, respectfully, quietly, and peacefully. No loitering is permitted outside the venue.

ACCESSIBILITY & ACCOMMODATIONS

Is Chop Shop ADA accessible?

Yes. Chicago Chop Shop is committed to providing an accessible and welcoming experience for all guests.

How do I request an accommodation?

Please follow these steps: (1) Purchase your tickets through DICE first — accommodations cannot be confirmed without a ticket. (2) Email us at info@chopshopchi.com with your name, the show date, and a brief description of what you need. (3) Contact us at least two weeks before the event so we can make appropriate arrangements. We will confirm your accommodation by email before the show. On the night of the event, identify yourself to a staff member at the entrance and they will assist you from there.

What types of accommodations are available?

We can assist with accessible entry, standing accommodation, and other needs on a case-by-case basis. Please describe your specific situation when you contact us and we will do our best to accommodate you. Due to the nature of our venue, some structural limitations may apply — reaching out in advance gives us the best chance to help.

Are service animals permitted?

Yes. ADA-recognized service animals are welcome at all times. Emotional support animals are not permitted. Please note your service animal in your accommodation request email so we can ensure a smooth entry experience for you.

GETTING HERE

Where is Chop Shop?

Chicago Chop Shop is located at 2033 W. North Ave in the Bucktown neighborhood of Chicago. The main concert entrance is on North Ave.

Is there parking?

Street parking is available on North Ave, Damen Ave, and surrounding side streets. Spots fill up on show nights — allow extra time or plan to use rideshare.

What are my transit and rideshare options?

We encourage guests to use public transit or rideshare. By CTA, the Damen Blue Line stop is approximately 0.4 miles away. Several bus lines also serve the area. Rideshare: Uber and Lyft are both readily available — plan your pickup on a nearby side street to avoid congestion on North Ave. Divvy bike-share stations are also available in the neighborhood.

DINING, BAR & THE FULL CHOP SHOP EXPERIENCE

Can I eat at a show?

Yes — and we think that's one of the best reasons to come early. Our award-winning kitchen serves food before and during most shows, with a menu built around house-butchered meats. Chop Shop is a destination, not just a venue.

Can I make a dinner reservation on a show night?

Absolutely. Dining reservations are available on our website at chopshopchi.com. We recommend booking in advance for show nights — the restaurant fills up fast.

Is there a full bar?

Yes. We serve craft beer, cocktails, wine, and non-alcoholic beverages. All alcohol purchases require a valid ID. Guests under 21 will not be served under any circumstances.

CONTACT

How do I reach Chop Shop?

General inquiries & ADA accommodations: info@chopshopchi.com

Ticketing support: dice.fm/support

Media credentials: info@chopshopchi.com

Private events & venue rentals: info@chopshopchi.com

Where can I follow Chop Shop for updates?

Follow us on Instagram, Facebook, and TikTok @ChicagoChopShop and sign up for our email list at chopshopchi.com for show announcements, promotions, and more.

Thank you for coming to the show. See you at Chop Shop.
