

## Eurogress Aachen House Rules

### Scope

The House Rules set out the rights and obligations of guests during their visit to Eurogress Aachen's grounds, event rooms and spaces (hereinafter also referred to as the "Venue"). The Organiser and Eurogress shall monitor compliance with these obligations vis-à-vis guests.

### Admission to the event

For public events with ticket sales, only guests with a valid ticket or guests of the Organiser shall be permitted to visit the Venue. Guests must occupy the seat indicated on their ticket for the event in question and use only the entrances provided for this purpose. Tickets shall cease to be valid upon leaving the Venue.

Anyone visibly heavily under the influence of alcohol or drugs will be refused entry to the event and must leave the Venue. Guests refused entry will not be entitled to a refund of their ticket.

The provisions of the German Youth Protection Act (JuSchG) shall apply. Special regulations shall apply only where expressly posted at the ticket booths and in the entrance areas.

### Ban on smoking

All the Venue's facilities and equipment must be treated with due care. Within the Venue, all persons must behave in such a way so as not to harm, endanger or – any more than is unavoidable in the circumstances – obstruct or inconvenience any other person. Smoking is banned in the Venue. This also includes the use of e-cigarettes. In the event of any breaches of the aforementioned obligations, Eurogress shall be entitled to demand reimbursement from the guest in question of any costs arising from this, in particular any fines incurred.

### Evacuation of the Venue

For safety reasons, rooms, sections of the building and outdoor areas may be ordered to be closed off and evacuated. Any persons present in the Venue and on its grounds shall be required to comply with the relevant requests without delay and to leave the Venue immediately if the order to evacuate is given.

### Cloakroom, bag and body searches

For security reasons, bags and rucksacks may be prohibited at the event and bags, rucksacks and cloakroom items may need to be handed in at the cloakroom for the customary fee. Provided that no corresponding prohibitions are in place, guests must expect bag and body searches to be carried out and the contents of any containers, coats, jackets and capes brought along to be checked. Any guests who do not agree to admittance or security staff temporarily confiscating any items that may endanger the event or other guests shall be refused entry to the event. Guests refused entry will not be entitled to a refund of their ticket.

No liability shall be accepted for any valuables, money, keys or similar items left in any bags, rucksacks or cloakroom items handed in!

### Carrying the following items is prohibited:

- Weapons or dangerous articles, as well as any items which, if thrown, may cause bodily harm to persons
- Gas spray cans, corrosive or dyeing substances or pressurised containers for highly flammable or harmful gases, with the exception of commercially available pocket lighters and hairspray
- Containers made of fragile or splintering material
- Fireworks, rockets, Bengal fireworks, smoke powder, flares or pyrotechnic items
- Mechanical or electrically operated instruments which emit a noise
- Any food or drinks brought to the event
  
- Animals (with the exception of guide dogs, assistance dogs and service dogs)
- Racist, xenophobic or radical propaganda material
- Sound or image recording equipment for commercial use

### Right to one's own image

Where any photographs, film and/or video recordings are being taken and/or produced on the Venue's premises by Eurogress employees, the Organiser or any commissioned companies for reporting or promotional purposes, this photography/recording activity must not be obstructed or impaired in any way. These House Rules hereby inform all persons entering or visiting the Venue that photographs and/or film and/or video recordings may be taken and/or produced on the Venue's premises. Photographs and/or recordings of participants and guests at events may be published without the consent of the person concerned, in accordance with the provisions of § 23 of the German Act on the Protection of the Copyright in Works of Art and Photographs (KunstUrhG).

#### **Volume at music events**

Organisers shall be obliged to inform guests where the event may cause noise levels in the public areas that may contribute to long-term hearing damage. To reduce the risk of hearing damage, we in particular advise the use of ear protectors. Organisers of such events shall be obliged to inform guests of the corresponding risks in the entrance area of the Venue and to provide them with earplugs free of charge upon request. The regulations pursuant to the pertinent technical regulations governing noise protection "TA Lärm" (protection of area), German Social Accident Insurance DGUV Regulation 3 (protection of employees) and DIN 15905 Part 5 (protection of the public) shall apply.

#### **House bans**

Any house bans issued by Eurogress shall apply for all current and future events held at the Venue. The revocation of said house bans shall require a written application, stating the reasons why the ban should be revoked. A decision on this will be made within 3 months.