



HOUSE RULES

Last updated January 2024

The generic 'he' is used below purely to improve reading comprehension. All references to persons should be understood as gender neutral and apply to persons of all genders equally.

These House Rules determine the rights and obligations of attendees during their visit to the event locations FREDENHAGEN (Offenbach), CURIO-HAUS (Hamburg), PALAIS FRANKFURT (Frankfurt am Main), THE FRAME (Düsseldorf), VILCO (Bad Vilbel) and ORANGERIE CHARLOTTENBURG (Berlin) which are hereinafter referred to as the "Event Locations" or an "Event Location". The respective Event Organizer and spaces mgt GmbH, as Location Manager, shall monitor event attendees' compliance with these obligations.

Entry to the Event Location for ticketed public events shall be permitted only to attendees who are in possession of a valid ticket or guests of the Event Organizer. Attendees shall sit in the seat indicated on their ticket for the event in question and shall use the designated access points only. Re-entry to the Event Location after leaving is not permitted.

All facilities at the Event Location shall be treated with due care. Inside the Event Location, all persons shall conduct themselves such that they do not harm or endanger others, and such that they do not cause a hindrance or nuisance to others beyond what is unavoidable in the circumstances. Smoking is not permitted. This includes the use of e-cigarettes.

For safety and security reasons, instructions may be issued to lock or evacuate certain rooms, parts of the building, or outdoor areas. While on the premises of the Event Location, all persons shall follow such instructions without delay and shall vacate the Event Location immediately upon being instructed to do so.

Cloakroom, bag checks and security screening: For safety and security reasons, attendees of public events may be prohibited from bringing bags and backpacks onto the premises and may also be required to store their bags, backpacks and items of clothing for the location's standard fees. Where such rules are not in force, attendees must anticipate that there will be bag checks and security screening and that any containers, coats, jackets and cloaks they have brought with them will be searched. Attendees who do not consent to the confiscation of items which could pose a risk to the event or other attendees by the security team will not be permitted entry to the event. Attendees who are turned away are not entitled to a refund on their ticket.

We assume no liability for valuables, money, or keys left in bags, backpacks or items of clothing that are left unattended!

Persons who are clearly under the **influence of alcohol and drugs** will not be permitted entry to the event and will be asked to leave the Event Location. Attendees who are turned away are not entitled to a refund on their ticket. The regulations of the Protection of Young Persons Act (Jugendschutzgesetz) apply. Special rules apply only if such are explicitly displayed at box offices and entrances.

The following items may not be brought onto the premises:

- Weapons or offensive items and objects which, if thrown, could cause physical injuries to persons;
- Aerosols, corrosive or staining substances, or pressurized containers for slightly flammable or hazardous gases, excluding standard pocket lights and hairsprays;
- Containers made of fragile or breakable materials;
- Fireworks, rockets, flares, smoke powder, firework candles, pyrotechnics;
- Mechanical and electronically operated noisemakers;
- Attendees' own food and drink;
- Animals (except guide dogs and service animals);
- Racist, xenophobic and radical propaganda material;
- Audio or visual recording devices for commercial use.

Personal image rights: Where photographs, film recordings, and/or video recordings are made on the premises of the Event Location by employees of the Location Manager, the Event Organizer, or contractors for the purposes of reporting on the event, this recording activity must not be obstructed or otherwise impaired. **All persons who enter or are present at the Event Location are hereby notified that photographs, film recordings, and video recordings will be made on the premises of the Event Location. Images and recordings of event attendees and participants can be published according to the regulations of Sec. 23 Act on Copyright to Works of Art (KunstUrhG).**

Volume at music events: Attendees are informed that during certain events, noise levels in the audience area may reach levels which can lead to permanent hearing damage. We recommend using ear protectors for such events, in particular, in order to reduce the risk of hearing loss. In case of such events, the Event Organizer will inform attendees of the relevant risks at the entrance to the Event Location and shall provide ear plugs to attendees free of charge upon request. The regulations of the TA Lärm/Technical Guidelines on Noise Safety (Protection of neighborhood), DGUV V3/Accident Prevention Regulation (Protection of employees), and DIN 15905 Part 5 (Protection of the general public) apply.

Prohibited activities are prohibited for all current and future events at the Event Location. A lifting of such a prohibition requires a substantiated written application. A decision on this application will be made within 3 months.