

HOUSE REGULATIONS valid as of April 24

Purely for reasons of better legibility, the simultaneous use of masculine, feminine and other grammatical gender forms is avoided. All personal pronouns are to be understood as gender neutral.

The house regulations lay down the rights and obligations of all persons on the premises and in the events and areas of the myticket Jahrhunderthalle Frankfurt (hereinafter referred to as "venue"). The event organiser and the Kultur- und Kongresszentrum Jahrhunderthalle GmbH as operator will monitor the fulfilment of obligations to event visitors.

1. The layout of the emergency routes and emergency exits from the venue is displayed in the entrance area of the venue. All emergency routes and emergency exits are also marked with green illuminated pictograms in the venue. In case of emergency, please immediately inform:

Emergency call: 319 (internal) **Police:** 110 (external) **Fire:** 112 (external)

2. Only visitors with a valid admission ticket or guests of the organiser are permitted to remain in the venue during public events with ticket sales. Visitors must take the seat indicated on the admission ticket for the respective event and only use the entrances provided for this purpose. Upon leaving the venue, the admission ticket becomes invalid.
3. All equipment in the venue must be used with care. Within the venue, everyone must act in such a way that no other person is injured, endangered or hindered or inconvenienced more than is inevitable due to the circumstances. Smoking is prohibited. This also applies to the use of e-cigarettes.
4. Closure of rooms, parts of buildings and open spaces and evacuation thereof may be ordered for safety reasons. All persons present in the venue and on its grounds must immediately comply with such requests and leave the venue immediately if an order to evacuate is issued.
5. **Cloakroom searches, bag searches and body searches:** A ban on carrying bags and rucksacks and an obligation to hand in bags, rucksacks and coats at the normal charges may be imposed for reasons of security. If there are no such bans, visitors must expect that bag and body searches will be carried out and that the contents of any containers, coats, jackets and capes they are carrying will be checked. Visitors who do not agree to the confiscation of objects that could endanger the event or visitors by the admission or security service will be refused entry to the event. Visitors who are refused entry are not entitled to a refund of the admission fee.

No responsibility is accepted for valuable items, money or keys in bags, rucksacks or coats that have been handed in!

The following items are prohibited:

- Weapons or dangerous items or items that can cause physical injuries if thrown
- Aerosols, corrosive substances, colourant substances or pressurised containers for inflammable gases or gases that are harmful to health, except standard lighters and hairspray
- Containers made of fragile or splintering material
- Fireworks, rockets, Bengali fire, smoke powder, flares, pyrotechnic articles
- Mechanically and electrically operated noise instruments
- All food and drink brought into the venue
- Animals (except guide dogs and assistance dogs)
- Racist, xenophobic and radical propaganda material
- Sound and image recording devices for commercial use

6. Persons who are recognisably strongly under the influence of **alcohol or drugs** will be refused admission to the event and must leave the venue. Visitors who are refused admission not entitled to a refund of the admission fee. The provisions of the Youth Protection Act apply. Special regulations only apply if expressly posted at the cash desks and admission areas who are recognisably under the influence of alcohol or drugs will be excluded from the event and must leave the venue. Rejected visitors are not entitled to a refund of the admission fee. The provisions of the Youth Protection Act apply. Special regulations only apply if expressly posted at the cash desks and entrance areas.
7. **Rights to your own image:** If photographs, films and/or video recordings are being made in the area of the venue by employees of the operator, the event organiser, or commissioned companies for the purpose of reporting on the event, this recording activity may not be obstructed or otherwise impaired. All persons entering or staying at the venue are informed through these house rules about the taking of photographs, film and video recordings on the venue's premises. Recordings of participants and visitors to events may be published in accordance with Section 23 of the KunstUrhG (Copyright Act).
8. Sound volume at music events: Visitors are advised that at some events, noise levels may be reached in the audience area that can contribute to the development of permanent hearing damage. To reduce the risk of damage, we recommend the use of ear protection. At such events, the organiser will advise visitors of the corresponding risks in the admission area of the venue and provide visitors with earplugs free of charge on request. The regulations according to TA Lärm (protection of the neighbourhood), DGUV V3 (protection of employees), DIN 15905 Part 5 (protection of the public) apply.
9. Bans apply to all current and future events in the venue. A written application stating reasons is required for the venue ban to be lifted, and a decision will be made on the application within 3 months.