



ELBPILHARMONIE
H A M B U R G

HOUSE REGULATIONS ELBPILHARMONIE

I. Scope of Application

1. Spatial

These house regulations apply to the concert area of the Elbphilharmonie Hamburg.

2. Legal

The provisions of these house regulations are to be followed. Persons who do not follow the house regulations are not allowed to remain in the venue and may be expelled from the concert area. All persons must obey the orders of the admission and control personnel, the employees of the house, the police, the fire brigade, the rescue services and the orders of any official supervisory bodies.

II. Visitors, Audience Members

3. Access, Stay, Outdoor Areas

Visitors are permitted to make use of the entrance and box office areas, unless otherwise notified. Access to the foyer and other spaces intended for the public is only permitted after presentation of a valid admission ticket for the relevant event and is restricted to the areas associated with the relevant event. If such a ticket is not presented, admission may be denied to the exclusion of any refund claims. During the event, visitors must occupy the seat shown on the ticket and retain it during the event. The visit, or access, to other rooms, e.g. backstage area or artists' dressing rooms, is not permitted.

4. Children

Numerous special children's events are offered for children. For all other events, we recommend that the minimum age of five years be observed out of consideration for the audience and the participating artists.

5. Supervision of Children

Children younger than 6 years old may enter the Grand Hall only under the supervision of a sufficient number of suitable supervising persons. Climbing over the balustrades and climbing or cavorting around the concert hall is strictly prohibited. Visitors with children must ensure compliance with these regulations. School classes or group visits of children in the age group up to 14 years must be under the supervision of at least two adults as attendants of each class or group.

6. Cloakroom

Umbrellas, walking sticks, larger bags, backpacks, prams, walking frames and similar as well as bulky items must be handed over at the cloakrooms. Walking frames may also be left outside the cloakrooms in the immediate vicinity of the hall's foyer doors, but not in the main access routes. At the cloakroom, only items of clothing or objects that are usually brought along as part of a concert visit may be handed in. In the event of a dispute concerning the above cases, the Visitor Services Manager or the Event Manager of the Elbphilharmonie und Laeiszhalle Betriebsgesellschaft mbH (ELBG) on duty shall make the final decision. No liability shall be assumed for valuables handed in (e.g. musical instruments, cameras, jewellery) or valuables found in clothing, bags or other items handed in (e.g. ID cards, papers, money, jewellery, credit cards, mobile telephones, laptops) or for items of clothing and other items not handed in at the cloakrooms.



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7. Photography, Film, Video and Sound Recordings

The recording of events on sound and/or image carriers media (photo, video, film, data storage, etc.) is strictly prohibited. In the event of television broadcasts and the production of photographs, video and sound recordings by the Promoter or persons commissioned by the Promoter, the Visitor, by purchasing the admission ticket, gives his/her consent to the broadcasting television station and the Promoter that the recordings made of him/her, during or in connection with the event, may be commercially exploited without compensation and without temporal or spatial restriction by means of any current or future technical process.

8. Animals

With the exception of assistance dogs, the bringing of animals into the venue is strictly prohibited.

9. Sound Levels

At some events, there may be a risk of damage to hearing and health due to high noise levels. Visitors can request suitable hearing protection from Visitor Services, which will be issued free of charge. In this context, ELBG accepts no liability for damage to hearing or health.

10. Disruption of Events, Alcoholisation

Visitors who constantly disturb the event or who are obviously impaired by alcohol, drugs or other intoxicants, can be prevented from entering, or expelled from, the premises, despite them being in possession of a valid admission ticket, excluding any claims for reimbursement.

11. Mobile Phones and Electronic Devices

Mobile phones and electronic devices brought along by visitors must be switched off during the event.

12. Food and Drinks

Food and drinks may not be taken into the halls.

13. Admission for Late Arrivals

There is no legal entitlement to a late admission. For late arrivals, access to the event is only possible during intervals or to allocated auditorium areas, after appropriate clearance by Visitor Services staff members.

14. Smoking Prohibited

Smoking is forbidden in all areas of the Elbphilharmonie.

15. Lost Property

Lost items from the backstage area, the artists' dressing rooms or the cafeteria are supplied with a short note about the place of discovery and with the date of the find and collected at the reception on the 10th floor.

After the end of each event, the Visitor Services personnel inspects the respective event space and the associated ancillary areas (foyer, public toilets). Lost property found in the public areas of the concert halls are collected by the personnel, supplied with a short note about the place of discovery and with the date of



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the find and collected at the collection point at the Info Point on the ground level at the main entrance of the Elbphilharmonie.

If items are not collected after a reasonable period of time, the lost property will be deposited at the Lost Items Headquarters (»zentrale Fundbüro«) in the neighbourhood of Altona. The personnel of the Info Point manage lost and found items.

16. Expulsion from the Concert Area, Ban from Entering the Premises

Persons who violate these house regulations or do not comply with orders may be ordered to leave the concert area without prejudice to further legal action and to the exclusion of any claims for reimbursement. In addition, a temporary or permanent premises ban may be issued.

III. Lessees (Hirers) / Promoters

17. Access, Stay, Use

Lessees and performers of the event without access authorisation are only permitted access via the reception on the 10th floor. With access authorisation, Lessees and performers of the event are permitted access via the corresponding shortest route to their rental objects. The Lessee is only permitted to use the rooms defined in his/her rental contracts. The Lessee and the performers of the event are not entitled to make use of any other areas of the Elbphilharmonie.

18. Duration of Stay on the Premises

The Lessee and the performers of the event may only remain on the premises for the agreed period of time. Any additional inspections, technical discussions, storage of equipment, etc., require the prior consent.

19. Employees, Customer Traffic, Suppliers, etc.

Employees, customers, suppliers, etc., of the Lessee are to be informed about the access possibilities and the house regulations. The Lessee shall be liable for direct and indirect damages attributable to employees, customers, suppliers, etc., in full.

20. Get-Ins, Get-Outs, Damage

a) General

All deliveries and stage sets must be designed in such a way that they ensure the greatest possible protection to the building or its furnishings. Furthermore, all safety regulations must be observed.

The greatest possible protection means, for example:

- no overriding of safety devices,
- no blocking of lifts with objects,
- no pushing of objects without castors/wheels,
- no sticking to or writing on walls, doors, etc.,
- no storage of objects on armchairs and chairs,
- no use of chairs as climbing aids.

b) Escape Routes

All escape routes and exits must be kept free of obstructions at all times. Get-in and get-out activities must not impair or constrict escape routes. Fire extinguishers, escape route markings and safety devices may not



be obstructed or covered.

c) Goods Lift

Goods lifts may only be used after appropriate approval by the concert hall's technical staff.

d) Walls, Windows

No mountings or installations may be carried out on walls, glass panes, window or door frames. To protect wall paints, wallpapers, fabric coverings, stone claddings, etc., the use of adhesive strips, needles, strings or equivalent attachments is prohibited. Only free-standing constructions may be used. Likewise, any kind of attachments or mountings on or to wall lights is prohibited.

e) Electrical Systems

The electrical installations and lighting equipment may only be operated by authorised personnel. The connection and commissioning of electrical equipment not belonging to ELBG may only be carried out after express approval has been given by the concert hall's technical staff. All electrical equipment to be connected to the Elbphilharmonie mains system must be of the current state of the art, have all relevant safety certifications and be in proper condition.

f) Lighting, Sound, Stage Sets

For lighting, sound and tall stage rigs and sets, static proof of stability and operational safety must be provided and separate proof of inspection must be provided for additional electrical installations. If necessary, the Technical Management Department reserves the right to order additional safety measures for such rigs and sets, in agreement with the relevant authorities.

g) Additional Seating

It is forbidden to place additional chairs and other seating in the halls beyond those listed in the officially approved seating arrangement.

h) Use of Load or Suspension Points

Load or suspension points may only be used under consideration of the permissible loads and in compliance with all safety regulations. The installation must be carried out by trained personnel in compliance with all safety standards.

i) Commissioning of Machines, Equipment, Auxiliary Devices

All machines, equipment, or auxiliary devices used or brought in must correspond to state of the art technology, have all relevant safety certifications and be in proper condition. Commissioning and use must be carried out exclusively by trained personnel in compliance with all relevant safety standards.

j) Requesting the Attendance of the Fire Brigade, Police and Rescue Services

Requesting the attendance of the fire brigade, police, rescue services or a doctor on duty must be made by a staff member of the concert hall. If this is not possible for valid reasons (in particular, in the event of imminent danger), the staff members of the concert hall and, when an event is currently taking place, ELBG's Audience Service and Event Management must be informed of any request immediately.

Hamburg, 15 March 2019

Elbphilharmonie und Laeiszhalle Betriebsgesellschaft mbH (ELBG)