



**ELBPHILHARMONIE**  
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## **PART I: HOUSE REGULATIONS CONCERT AREA OF THE ELBPHILHARMONIE**

Last Updated: 15 March 2019

### **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). Found items are retained by the security office at the south-east corner of the Elbphilharmonie for four weeks and can be retrieved from the security office during this time. After this time, all items will be deposited at the Lost Items Headquarters (»zentrale Fundbüro«) in the neighbourhood of Altona.



## **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.



**e) 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.

**f) 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.

**g) 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.

**h) Additional Seating**

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

**i) 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.

**j) 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.

**k) 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.



## **PART II: GENERAL HOUSE REGULATIONS OF THE ELBPILHARMONIE**

### **§ 1 Area of Application**

These house regulations apply on the premises of and in all the spaces of Elbphilharmonie Hamburg.

### **§ 2 Instructions**

All instructions given by the operator and the security agencies employed by the operator (inspection and security services, as well as police officers and officers of other regulatory agencies) must be followed immediately in the area of application. Individuals who fail to comply with these house regulations may be ejected from the Elbphilharmonie. The same applies to individuals who fail to follow the instructions given.

### **§ 3 Checks**

Individuals who, due to their behaviour, other indications or observations, are suspected of

- being under the influence of alcohol and/or drugs, or
- being in possession of weapons or dangerous objects as defined under the weapons control law, or
- being in possession of other objects prohibited under these house regulations (e.g. pyrotechnic items), or
- endangering safety and order in the Elbphilharmonie,

can be subjected to checks by inspection and security services, as well as by police officers and officers of other regulatory agencies. These checks can also include any items the individuals are carrying with them. Anyone refusing to consent to a check will be prevented from entering the Elbphilharmonie, or ejected from the Elbphilharmonie if they are already inside, by the inspection and security services, or by police officers and officers of other regulatory agencies. Individuals who persistently cause a disturbance or who are clearly under the influence of alcohol, drugs or any other intoxicants, can be denied admission, or ejected from the building, despite having a valid entry ticket, and will not be entitled to a refund.

### **§ 4 Use and Enjoyment of the Elbphilharmonie**

For reasons of security and to avert dangers, visitors must move to other areas of the Plaza or leave the building when instructed to do so by the operator or the inspection and/or security services, or by police officers and officers of other regulatory agencies.

The operator of the Plaza retains the right to restrict admission to the Plaza temporarily or in full, in particular when the maximum permitted number of visitors has been exceeded. To this end, the operator or personnel employed by them (inspection and/or security services, or police officers and officers of other regulatory agencies) has the right to refuse admittance to the Plaza on a case-by-case basis.

Within the area of application, everyone is required to behave in a way that ensures no other person is harmed, put in danger, impeded, harassed or threatened.

Unauthorised persons are not permitted to access areas inside the Elbphilharmonie that are specially reserved for employees and suppliers of the tenants, service providers and owners resident in the building, as well as their guests and visitors.

Escape routes must be kept clear. The use of the staircases and the Plaza is subject to possession of a valid Plaza ticket. The marked escape routes should be used in emergencies.

In emergencies, the loudspeaker announcements and the instructions given by law enforcement agencies must be followed.

The seating on the Plaza is for temporary use only. Vehicles, bikes and other means of transportation may only be parked in the areas designated for that purpose.



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In particular, it must be ensured that the access roads are kept free at all times, and that they can also be used by emergency and rescue vehicles. All staircases and exits, access and exit roads, as well as the escape routes, must be kept completely unobstructed.

### **§ 5 Opening Times**

The Plaza may only be used during the specified opening times, and must be left promptly at the end of this period at the latest.

### **§ 6 Cleanliness**

Visitors to and users of the Elbphilharmonie must treat the public areas and the furnishings in them with care, leaving them in a clean condition and avoiding causing any damage. In particular, no rubbish, ash, harmful fluids or any similar substances may be poured or thrown into the sinks and toilets. Rubbish must be disposed of in the containers or waste bins provided for the particular kind of rubbish.

### **§ 7 Advertising and Decorations**

Advertising or promotional materials of any kind, and putting up decorations and other items, are prohibited in the area of application unless written permission has been obtained from the operator in each specific case. Distributing promotional materials, flyers, folders and newspapers in the area of application is, irrespective of the other official regulations, only permitted with the approval of the administrator.

### **§ 8 Sale of Goods / Catering**

Selling goods of any kind and/or entry tickets, distributing printed material, making collections, and setting up installations, booths, stalls etc. in the area of application is prohibited unless permission has been obtained from the operator.

Catering operations may only be run in the area of application and anywhere on the grounds by individuals/companies contractually entitled to do so.

### **§ 9 Liability / Bearing of Risk**

Individuals enter and use the area of application at their own risk.

### **§ 10 Lost Property, Personal Injury and Damage to Property**

Found items are retained by the security office at the south-east corner of the Elbphilharmonie for four weeks and can be retrieved from the security office during this time. After this time, all items will be deposited at the Lost Items Headquarters («zentrale Fundbüro») in the neighbourhood of Altona. Any injuries or damage to property must be reported immediately to security personnel.

### **§ 11 Avoiding Obstructions**

All corridors and other pathways, as well as escape and emergency routes, must be kept completely unobstructed.

Possessions, luggage in particular, must not be left unattended.

### **§ 12 Smoking**

Smoking is generally prohibited in the Elbphilharmonie. This applies in particular also for the area of the Plaza panorama platform on the 8th floor.



### **§ 13 Prohibitions**

Visitors are prohibited from doing the following in the area of application of these House Rules:

- to carry or use weapons or dangerous objects, or items that can cause physical injuries when thrown;
- to carry or use gas spray cans, caustic or dye substances, or pressurised containers of flammable or health-damaging gasses, with the exception of standard pocket lighters;
- to carry bulky objects such as ladders, stools, chairs, boxes; and flag or sign poles;
- to carry, light or burn sparklers, fireworks, rockets, Bengal lights, smoking powder, flares or any other pyrotechnic objects;
- to use open flames or barbeques;
- to give musical or artistic performances without the operator's express permission in advance;
- to bring animals of any kind, with the exception of guide dogs; animals in transport boxes are exempted;
- to use laser pointers;
- to bring and use inline skates, scooters, skateboards and similar items; (prams, rollators and wheelchairs are permitted)
- to bring bicycles into the Elbphilharmonie. One exception to this is the entrance to the (staff) bike parking places on the ground floor. Bikes may only be parked in the designated bike stands and bike parking places. The same also applies to children's bikes of all kinds.
- to climb onto or over structures and furnishings not intended for general use, in particular facades, fences, walls, barriers, trees, masts of all kinds, and roofs;
- to beg;
- to throw objects;
- to be in possession of or take drugs;
- to consume alcohol outside the catering areas;
- to graffiti, write, paint or spray paint, or stick things onto structural installations, furnishings or paths;
- to distribute racist, xenophobic or any other kind of extremist material, to say extreme right-wing slogans, or to express extreme right-wing attitudes through physical gestures;
- to hold political rallies or demonstrations without the required public-law permits and written permission from the operator.

### **§ 14 Driving on the Grounds of the Elbphilharmonie**

The roads to the south-east of the Elbphilharmonie may only be used for loading and unloading. Exceptions to this include: police, ambulance and fire vehicles on duty or on stand-by, as well as authorised parking in areas designated for outside broadcast vehicles and associated equipment vehicles of radio and TV companies, as well as short-term parking for apartment owners in the designated parking spaces.

Only authorised persons are allowed to drive into the unloading zone to the south-east of the Elbphilharmonie. The Delivery Coordinator is responsible for the coordination of the driveway area. The coordinator's instructions must be followed at all times. Drivers must adjust their speed to the conditions they encounter in order to ensure that third parties are not put in danger. However, the maximum permitted speed is 5 km/h. Parking is prohibited on the roads and pathways on the Elbphilharmonie grounds. Vehicles parked on fire rescue paths and fire vehicle areas, parked in areas not designated for parking, or parked without a permit, will be towed away or moved at the owner's expense.

It is not permitted to bring bikes or motorbikes into the buildings or premises in the area of application. One exception to this is the entrance to the (staff) bike parking places on the ground floor.



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Bikes may only be parked in the bike stands and bike parking places. The operator reserves the right to issue special provisions. Violations of the preceding regulations will result in the revocation of access passes.

In cases of repeated violations, the driver or owner of the vehicle will be issued an exclusion order from the building or reported to the police.

### **§ 15 Rights to Your Own Image**

The area of application is monitored by CCTV for safety and security reasons.

The body generally responsible for video surveillance in accordance with Section 6b Par. 2 of the Federal Data Protection Act (BDSG) is SPIE GmbH, email: gm-elbphilharmonie@spie.com

Filming and photography for commercial purposes requires the permission of the tenants and owners.

### **§ 16 Flood Defences**

The Elbphilharmonie is in a flood-protected position above 7.5 metres higher than normalnull (standard zero). In cases of high water, no special flood measures are required for the Elbphilharmonie grounds or building.

However, closures in the surrounding area may lead to restrictions in accessibility or when leaving the Elbphilharmonie.

The individuals responsible for the Elbphilharmonie in accordance with Section 6 of the Flood Protection Ordinance of HafenCity Hamburg are:

**Flood Protection Officer: Mark Dannheim**

**Deputy Flood Protection Officer: Rico Loschwitz**

**phone: +49 40 524 780 078**

**gm-elbphilharmonie@spie.com**

In cases of high water/flooding, the flood protection officer's instructions must be followed

### **§ 17 Violations**

Persons who infringe the prohibitions outlined in the preceding provisions may be banned from the venue/area of application. In cases where damage is caused as a result of acts listed in Section 13 of these house regulations or as a result of other culpably committed acts, the perpetrators will be held liable for compensation within the framework of the statutory provisions. The police will be informed if there is suspicion that an individual has committed a criminal offence or misdemeanour in the area of application of these house regulations.

### **§ 18 Final Clause**

These house regulations became effective on the day of the Elbphilharmonie's launch/handover. By entering the area of application, visitors and users agree to be bound to these house regulations.

The operator can change these house regulations at any time and without stating a reason. Every new version of these house regulations automatically replaces every old version, and thereby overrides and invalidates those older versions.