

HOUSE RULES

as per January 2025

For reasons of improved readability, the generic masculine form shall be used in the following. Any references to persons shall be construed as being gender-neutral and shall apply to all genders.

1. General:

- 1.1 The House Rules set forth the rights and obligations of visitors during their time on the grounds and in the event rooms and areas of the RheinMain CongressCenter, the Kurhaus Wiesbaden and the Jagdschloss Platte (hereinafter "venue"). The respective event organiser and Wiesbaden Congress & Marketing GmbH as operator shall monitor compliance on the part of event visitors.
- 1.2 Only visitors with a valid admission ticket or guests of the event organiser shall be permitted to enter the restricted access areas of the venue at public events for which admission tickets are sold. Visitors shall take the seat/place on the admission ticket for the respective event and shall only use the access designated for the same. Leaving the venue shall render the admission ticket invalid.
- 1.3 All equipment and facilities at the venue shall be treated with care. Inside the venue, every person shall behave in such a way that no other person is injured, endangered, or impeded or inconvenienced more than is unavoidable in the circumstances. There is a smoking ban in the building and the outdoor area with the exception of the designated smoking areas. This also applies to the use of e-cigarettes. The consumption, sale and passing on of THC-based cannabis products to others is prohibited on the entire grounds including the designated outdoor smoking area.
- 1.4 The closure and evacuation of rooms, sections of buildings and outdoor areas can be ordered for safety reasons. All persons in the venue and on the grounds thereof shall follow instructions in such cases without delay and leave the venue immediately in the event of an evacuation.

2. Cloakroom, bag and body searches:

- 2.1 Carrying bags and rucksacks may be prohibited, and the compulsory storing of bags, rucksacks, coats and jackets in the cloakroom for the customary local fee can be required for safety reasons. If no ban is imposed, the visitor can expect that bag checks and body searches will be carried out and the contents of bags and the like, coats, jackets and capes will be checked. Visitors who do not agree with the confiscation by house staff or security personnel of items that could pose a threat to the event or to visitors shall be barred from the event. Any claim on the part of barred visitors to the reimbursement of admission fees shall be ruled out in such cases.
- 2.2 We accept no liability for valuables, money, keys in bags, rucksacks or coats and jackets stored in the cloakroom!
- 2.3 Persons who are discernibly under the influence of alcohol and drugs shall be barred from the event and must leave the venue. Barred persons shall have no claim to the reimbursement of admission fees. The provisions of children and youth protection legislation apply. Children and youths under the age of 15 shall be accompanied by a guardian or by a suitable person acting as a supervisor. Special regulations shall apply only if they are explicitly posted at the cashiers' desks and admission areas.

3. Carrying the following items is prohibited:

- Weapons or dangerous objects as well as items that could injure persons when thrown
- Gas spray bottles, corrosive or colouring substances or pressure vessels for highly flammable or health-endangering gases with the exception of standard pocket cigarette lighters and hairspray
- Containers made of fragile material or material that splinters
- Fireworks, rockets, Bengal lights, smoke powder, flares, pyrotechnical objects

- Mechanically and electrically operated noise instruments
- Any drinks and food brought onto the premises
- Animals (with the exception of guide dogs and service dogs). Dogs are allowed in the public foyer of the Kurhaus Wiesbaden
- Racist, xenophobic and radical propaganda material
- Audio or visual recording equipment for commercial use

4. Right to images of oneself:

- 4.1 Any photography work, film and/or video recordings by the operator's staff, by the event organiser or contracted companies for reporting on the event in the area of the venue shall not be disturbed or impaired in any way. All persons who enter the venue or spend time there are herewith informed by these House Rules that photos, film and video recordings will be made in the area of the venue. Images and recordings of the participants and visitors of events can be published in accordance with § 23 KunstUrhG - German Act on Copyright and Related Rights.

5. Noise levels during music events:

- 5.1 Visitors are informed that the noise levels in the audience area at some events can cause long-term hearing damage. We therefore recommend the use of some form of hearing protection in particular to reduce the risk of hearing damage. The event organiser shall draw attention to the relevant risks in the entrance area of the venue at such events and shall provide visitors with earplugs free of charge upon request. The regulations in accordance with TA Lärm - German Noise Prevention Code (Protection of the Neighbourhood), DGUV - German Social Accident Insurance (Protection of the Staff), DIN 15905 part 5 (Protection of the Audience) apply.

6. House bans

Persons barred from the venue shall be barred from all current and future events at the same. A written application including reasons, on which a decision shall be taken within 3 months, shall be required to lift the ban.