

# Konzerthaus Berlin – House Rules

**Konzerthaus Berlin**  
**Gendarmenmarkt 2**  
**10117 Berlin**  
**Germany**

1. The House Rules determine the rights and obligations of all persons during their presence at the Konzerthaus Berlin (KHB).
2. Only visitors with a valid ticket are permitted to **enter the KHB**. Visitors must occupy the seat indicated on their ticket for the event in question and use only the appropriate entryways. Tickets lose their validity upon leaving KHB. Only authorized persons have access to other areas, e.g. the backstage area and artist dressing rooms.
3. The **General Terms and Conditions** of the Konzerthaus Berlin apply; with the purchase or use of the ticket to an event, these General Terms and Conditions are accepted. Renters of Konzerthaus Berlin are also subject to the Rental Guidelines in the version current at any given time.
4. The building and furnishings of KHB shall be used in a **considerate and careful** manner. As a matter of principle, instrument cases and covers are not to be left on the chairs in any of the concert halls or on instruments. Within the KHB, all persons shall comport themselves in a manner that does not damage or endanger or – inasmuch as possible, depending on the circumstances – inconvenience or disturb other persons.
5. **Smoking is absolutely prohibited** within the KHB (this also applies to E-cigarettes). The corresponding signage must be heeded. Smoking is permitted only in the outside areas and on the open-air staircase
6. For safety reasons, the **closure of rooms and spaces** can be ordered. All persons present in the building and on the premises at the time must follow instructions accordingly and without delay, and must vacate the KHB immediately in case such an order is given.
7. In principle, visitors attending events are obliged to **check their outerwear** at the cloakroom. Umbrellas, walking sticks, large bags, backpacks, perambulators, wheeled walkers or similar and unwieldy items must be checked at the cloakrooms free of charge. Wheeled walkers may also be left outside the cloakrooms in the foyers near the doors to the auditoriums, but not where they might block main pathways. The cloakrooms will only accept items of clothing or objects that are customarily brought into a concert house. In case of disputes regarding the above, the head of front-of-house staff or the KHB staff production manager shall have the final right of decision. All liability is excluded for checked valuables (e.g. musical instruments, cameras, jewellery) or valuables contained within clothing items, bags or other checked items (e.g. IDs, documents, money, jewellery, credit cards, mobile phones, laptops), nor for any items not checked at the cloakrooms, or any other items.

8. In order to ensure the **security of events**, bags, containers and clothing such as coats, jackets and cloaks may be checked by Konzerthaus or by its agents for contents. Any objects, substances and materials which may endanger the security of persons or might have a negative effect on the smooth running of the event may not be brought into Konzerthaus. Visitors who refuse to consent to the safeguarding of objects which may endanger the event or its visitors will be excluded from the event. Visitors excluded for this reason have no claim for a refund of their ticket price. Depending on the nature of the event, it may be prohibited to bring bags and similar containers or bulky items into the auditorium
9. Persons who are obviously under the **influence of alcohol or drugs** will be excluded from the event and must leave the KHB. Visitors excluded for this reason have no claim for a refund of their ticket price.
10. Numerous KHB events are offered especially for children. For all other events, we recommend adhering to the minimum age of 3 years, in consideration for the audience and the artists involved. Children aged 3 to 8 are only allowed to attend the Main Auditorium when accompanied by a sufficient number of qualified supervisors. Climbing the banisters or any other parts of the hall and romping inside the concert halls is prohibited. Visitors with children are responsible for enforcing these rules. School classes or groups of children aged 14 and under must be accompanied by at least two adult supervisors.
11. Bringing animals into the KHB is prohibited, with the exception of guide dogs or partner dogs.
12. Visitors to the Konzerthaus acknowledge the right of all persons to non-discrimination, regardless of their gender identity or sexual orientation, ethnic origin, religion, political views, age or physical handicaps. This does not affect the possibility of the lawmaker or the presenter limiting this principle in individual cases for justifiable reasons or heightened security concerns.
13. The KHB reserves the right to permit individual events to be **recorded and/or photographed and/or broadcast**, or to make such recordings and photographs itself. The KHB is entitled to use such recordings, in particular to reproduce, disseminate or display them publicly or make them accessible to the public. By purchasing tickets and attending events, the visitor consents to being recorded and/or filmed and to the use of the recordings in the manner described above without remuneration, unless the visitor has conflicting justified interests
14. In order to comply with the regulations of the Berlin Senate to combat the coronavirus pandemic, several changes have been made affecting concert attendance: Due to the current development of infections, the State of Berlin has mandated an additional protection measure for cultural events in cultural institutions in its SARS-CoV-2-Infection Prevention Ordinance: for the entire duration of the event, all visitors must observe an extended obligation to wear facemasks, even after taking their seats. Only children aged 6 and under are exempt from this facemask obligation. In the interest of mutual protection, during the entire visit to the Konzerthaus, visitors are obliged to wear a facemask covering mouth and nose – including persons with medical certificates exempting them from such rules. The use of facial visors cannot be considered an equivalent of a facemask. Therefore, all persons not wearing a facemask are prohibited from entering the premises; all visitors are obliged to provide their

own facemasks. Comprehensive information on this issue can be found in the KHB's Protection and Hygiene Plan, which is updated regularly and is available for visitors seeking out further information.

15. The Artistic Director and the Managing Director exercise the **domestic authority** for the premises of the Konzerthaus. This authority is also exercised by the evening supervisors, the front-of-house staff, the ticket office staff and other persons who have been accordingly authorized. All visitors must follow the instructions of these persons. Visitors may be excluded from events if there is a reasonable suspicion that they may disrupt the event or disturb other visitors. A person who has failed to comply with the General Terms and Conditions may also be excluded. Persons hindering or disrupting the sales of tickets or disturbing the audience may be removed from the premises. Visitors may be removed from ongoing events if they disrupt such events or disturb other persons. In such cases, they will have no claim for the refund of their ticket price.

In cases where a general ban from the Konzerthaus has been pronounced, this applies to all current and future events held at the KHB. The person in question may request such a ban to be lifted; such requests must be made in writing, stating the reasons for the request, and the KHB will adjudicate such requests within three months.

Berlin, October 20, 2020



Prof. Dr. Sebastian Nordmann

Artistic Director



Janina Paul

Managing Director