

House Rules

Konzerthaus Berlin
Gendarmenmarkt 2
10117 Berlin

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 backstage areas. Children must be supervised at all times; parents are liable for their children.
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 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. The details are governed by the General Terms and Conditions of Konzerthaus.
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. The German youth protection law applies. Special rules apply only if notices have been posted at the ticket counters and in the entrance foyers.
11. 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.
12. 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, 26 March 2019

Prof. Dr. Sebastian Nordmann
General Director

Janina Paul
Executive Director