

OFFICIAL HOUSE RULES

**Note on grammatical gender: For all terms referring to persons, the chosen wording is to be understood to refer to both sexes, although we may use the masculine form only for ease of reading.*

PREAMBLE

The House Rules of the Grazer Spielstätten Orpheum, Dom im Berg and Schloßbergbühne Kasematten GmbH (hereinafter referred to as GSP) apply to all non-residents ("visitors") who enter the grounds and/or the premises of GSP. The term "non-residents" also includes, without being limited to, event visitors, artists, organisers, photographers, contractors and suppliers, including their employees and/or agents.

By purchasing a ticket and/or entering the grounds or premises of GSP, the visitor accepts the GSP House Rules, as amended at the time in question.

Every purchaser of a ticket shall be obliged, upon transfer of the ticket to another person, to pass on all rights and obligations vis-à-vis GSP to the recipient of the ticket and shall be held liable for the fulfilment of the said obligations. Persons who acquire a ticket, whether by purchase, donation or in any other way, hereby expressly submit to the GSP House Rules as amended at the time in question.

1. EVENT VISITORS

Visitors to the events will only be admitted upon presentation of a valid ticket; such tickets entitle them exclusively to use or visit the facilities or to attend the events for which they have been issued. Only authorised persons shall be allowed to enter locked rooms or areas. Late arrivals shall only be granted access to the event if permission to enter is granted by the security service, by the ushers or by members of GSP staff. The halls, foyers, ancillary rooms and open spaces of GSP may be used by visitors at their own risk. Bicycles, vehicles, scooters, etc. will not be admitted. With the exception of assistance dogs, visitors will not be permitted to bring animals to the events.

2. MUTUAL RESPECT

The House Rules must be obeyed throughout the event. In this way, every visitor can contribute to the enjoyment of all. Visitors are requested to behave in a respectful manner towards each person, stakeholder, member of the event staff and member of the audience, and to choose appropriate clothing for the event.

All visitors must comply with the orders issued by GSP staff members, security personnel and representatives of public authorities. Failure to comply with the provisions of the approved House Rules will be dealt with in accordance with the penal provisions of the Styrian Event Act (*Steiermärkisches Veranstaltungsgesetz*), as amended. Without prejudice to further measures, offenders may be required to leave immediately. Depending on the occasion, a general entry ban may also be issued (see paragraph 13).

3. CLOAKROOMS

Overcoats, hats, motorcycle helmets, helmets, umbrellas, sticks, larger bags (larger than an A4 sheet), rucksacks, suitcases, strollers, walking aids and bulky items must be deposited in the cloakrooms.

Frail people who require a stick or other walking aids such as rollators as indispensable supports may, of course, enter the venue with them.

Outer garments taken into the venue by mistake must be kept on. Wet or damp clothing must not be taken into the venue under any circumstances. Members of the security service and ushers may remind visitors of



this rule and, if necessary, deny access to the venue. No liability whatsoever is accepted for valuables brought in by visitors, such as jewellery, mobile phones, cameras, cash or items in clothes or bags, or other objects deposited in the cloakrooms (such as identity cards, credit cards, etc.).

With the exception of school performances, the cloakrooms are constantly staffed. No liability for items deposited in the cloakroom will be accepted during school performances.

4. NO SMOKING

Since 2009, GSP has been subject to the applicable non-smoker protection regulations, as amended by the Tobacco and Nonsmoker Protection Act (*Tabak- and Nichtraucherinnen- bzw. Nichtrauchererschutzgesetz – TNRS*) as amended by Federal Law Gazette (*BGBl*) I Nr. 37/2018 in its current version. This Act imposes a smoking ban in public spaces.

Generally speaking, smoking is prohibited on GSP premises. Under specific circumstances, smoking areas conforming to the relevant legal provisions may be designated during closed events and balls, in collaboration with the respective third-party organiser.

5. FORBIDDEN ITEMS

Visitors entering GSP venues are prohibited from carrying any of the following items :

- weapons of any kind;
- objects that could be used as weapons or missiles;
- gas spray bottles, corrosive or colouring substances or pressure vessels for flammable or harmful gases, with the exception of commercially available pocket lighters;
- glass containers, bottles, cans, plastic canisters, hard packs or other items made of glass or any other fragile, splintering or particularly hard materials;
- pyrotechnic articles such as fireworks, etc.;
- mechanically or electrically operated sound amplifiers (e. g. megaphones);
- laser pointers, whistles, party horns;
- seats and standing supports of any kind.

To ensure a safe event, it is necessary to carry out checks. Members of the security service and ushers are entitled to carry out these checks at their own discretion, including, but not limited to, searches of bags and purses. Visitors refusing to submit to such checks may be refused entry to or be expelled from GSP grounds and premises by the security staff or the ushers. In such cases, the price of the ticket will not be refunded.

6. LOST - FORGOTTEN - FOUND

Any lost and/or forgotten items that have been found will be kept at the venue for a maximum of three days and may be recovered there during opening hours if proof of identity and ownership is provided. ID cards and/or documents such as passports, identity cards or driver's licenses will not be kept, but will immediately be taken to the lost property office.

7. ESCAPE ROUTE

All escape routes and escape exits must always be kept free from obstacles. The escape routes must not be blocked during construction and dismantling activities. Access to fire extinguishers, escape route markings and safety equipment must be kept open at all times.



8. VIDEO, AUDIO AND AUDIO-VISUAL RECORDINGS

PRODUCTION OF RECORDINGS AND THEIR USE

Production of video, audio and audio-visual recordings (photographs, videos, etc.) and their use within the grounds and premises of GSP is only permitted with the express prior consent of GSP. This applies especially in respect of rehearsals and events.

If GSP has consented to such recordings being made, the conditions for recording and use agreed with GSP must be observed.

GSP points out that the producer of a recording must, in any case, also safeguard the privacy rights of the photographed persons, in particular those of other visitors, and also their rights to protection of their data (EU-GDPR and Data Protection Act (*Datenschutzgesetz, DSG 2018*), even in cases where GSP has given its consent to the recording being made.

In cases where the consent of the persons concerned is required, such consent must be obtained separately by the producers of the recordings. In this regard, the producer of the recordings undertakes to indemnify GSP and to hold it harmless to the full extent.

In this context, the GSP wishes to point out that, in view of the provisions of EU-GDPR and Data Protection Act 2018, the production and use of such recordings is subject to the express prior consent of the persons concerned.

CONSENT TO THE PRODUCTION OF RECORDINGS BY THIRD PARTIES

On specific occasions, GSP itself and/or its commissioned photographers will produce such recordings within the GSP grounds and on the GSP premises, or will permit the organisers of the event in question to do so.

Such recordings may be used for advertising and marketing purposes as well as for purposes of documentation by the organiser and/or by GSP itself, and may also be passed on for this purpose to third parties such as media, radio and/or television and/or Internet platforms.

With regard to personal rights as well as to the provisions of the EU-GDPR and the Austrian Data Protection Act 2018, the visitor hereby expressly approves the use of such recordings showing the visitor alone or together with others, for the aforementioned purposes by the organiser and/or the GS, free of charge. Parents who have custody of their children hereby consent to photographs being taken of their underage children.

DATA PROTECTION

Insofar as personal data of visitors are affected in any way in this context, we hereby refer to the data protection terms of use of art + event | Theater Service Graz GmbH, 8010 Graz, available at <https://www.art-event.com/datenschutz-und-nutzungsbedingungen>.

With particular reference to the provisions of the Data Protection Act, visitors are hereby reminded of their rights to information, correction, blocking and/or deletion of data. Should you wish to exercise any of these rights, please contact Theaterservice Graz GmbH, using the following contact details:

art + event | Theaterservice Graz GmbH Kaiser-Josef-Platz 10, 8010 Graz datenschutz@art-event.com

This privacy policy may be altered from time to time. The altered version will also be published here. For this reason, we advise you to read through our privacy policy every time you visit our websites.



9. SOUND LEVEL

In the case of events where music is played at a high volume or noise is generated at high levels, visitors may request appropriate hearing protection from the service staff, which will be provided free of charge. GSP accepts no liability for noise-induced hearing loss or general health damage in such cases.

10. CHILDREN'S EVENTS

We offer numerous events for children. Please take note of and comply with the recommended age limit for the event. The legal guardian or the person supervising the child or children will be held responsible for the child or children and will be held liable for any damage caused by them.

11. EVENTS

All events held on GSP premises (that is to say, in any of the halls, foyers, ancillary rooms and open spaces of GSP) are subject to the provisions of the Styrian Event Act and the Styrian Event Security Ordinance (*Steiermärkische Veranstaltungssicherheitsverordnung*) and, in particular, to the terms and conditions of the relevant permanent establishment permits (*Betriebsstättengenehmigungen*), as amended. The rules imposed by these laws and by the event permits, as well as all official requirements, must be strictly observed. In addition, event permits will only be granted if the organiser has duly registered the relevant event with the competent authority (Magistrat Graz, Veranstaltungsreferat der Bau- and Anlagenbehörde) and submits proof of such registration and, if necessary, is able to prove to the competent authority that the event in question has been duly authorised.

12. EVENT ETIQUETTE

We ask for our visitors' understanding that persons affected by alcohol, drugs or other intoxicants, or visitors who disrupt the event, attempt to use the event for political propaganda or actionism or use or attempt to distribute racist, xenophobic or anti-constitutional slogans or emblems will not be admitted to the event even if they have valid tickets; they may also be expelled from the GSP buildings and grounds. In such cases, the price of the ticket will not be refunded.

The sale or distribution of tickets outside the ticket booths is prohibited everywhere on GSP premises; without prejudice to the relevant regulatory requirements, the sale, placement and distribution of advertising or political propaganda will not be permitted without the prior written consent of GSP.

In case of non-compliance, members of the security staff and ushers may deny the visitor in question access to the event or expel offending persons from the grounds and premises of GSP. In such cases, the price of the ticket will not be refunded.

13. ENTRY BAN

Persons who violate these House Rules or disobey the orders of the staff members on duty, including, but not limited to, the employees of GSP, may, without prejudice to GSP's rights of pursuing further legal action, be ordered to leave GSP premises and/or grounds; in such cases, the price of the ticket will not be refunded. If necessary, GSP may issue a temporary or permanent entry ban.