

1. General

These house rules govern the rights and obligations of persons present on the premises of Hamburg Messe und Congress GmbH ("HMC"), including the CCH – Congress Center Hamburg and the trade fair complex, and in all areas and on surrounding premises, access roads as well as open-air, green and car parking areas owned and/or operated by HMC ("HMC Premises").

2. Visits

All persons ("visitors") present on HMC Premises for whatever reason shall be prohibited from impeding or thwarting or otherwise compromising HMC in fulfilling its obligations in accordance with the Hamburg Venue Regulations in force at the given time, as well as all other legal provisions issued (e.g. by the health and infection protection authorities). In case of non-compliance HMC shall be entitled to remove such person from the HMC Premises and claim damages.

Access to HMC Premises is only granted to visitors in possession of a valid admission ticket, a specific access authorisation, or a permit issued by HMC. A visit is only permitted at the times, in the buildings and for the purposes stated on the admission ticket, access authorisation or permit, and only within production-related operation sites for the purposes of production execution. Registration at the reception is required for access to the trade fair centre, the CCH and catering administrative areas, technical operating rooms of all kinds, and non-public production areas upon prior arrangement with the respective organiser.

If seat reservations have been made for an event, visitors are to use the entrance intended for their assigned seat as indicated on their tickets.

All facilities on HMC Premises are to be treated with due care. All persons shall behave in such a way as to avoid harming, endangering or – beyond what is unavoidable under the circumstances – obstructing or causing annoyance to any other person. Causing litter and environmental damage/pollution is prohibited throughout the HMC Premises. Climbing over the fences/barriers is prohibited.

3. Safety and prevention measures

HMC may order the closing of rooms, buildings and outdoor areas and their evacuation for safety and security or any other compelling reasons, especially reasons of health protection. In case of an evacuation all persons present in the affected areas are required to follow the instructions immediately and leave the HMC Premises promptly.

When events are held, entrance checks may be conducted and the contents of bags, containers carried, clothing such as coats, jackets and shawls may be examined. Security staff or stewards may confiscate objects which could pose a danger to the event, the building or any visitors; any visitors resisting such confiscation will be excluded from the event and removed from the HMC Premises. Visitors who are turned away are not entitled to a refund for the entrance fee. Depending on the nature of the event, visitors may be prohibited or restricted from bringing along bags and similar containers.

At the CCH, bags, backpacks, or similar items larger than 30 x 40 x 10 cm (comparable to DIN A3) are not permitted in seated auditoriums.

For health protection purposes in particular, HMC may require and/or carry out appropriate (prevention) measures and impose rules of conduct.

An unlimited smoking ban (applicable to any form of smoking, including but not limited to e-cigarettes, vaping etc.) is in effect throughout the HMC Premises. This does not apply to signposted outdoor areas and rooms specifically designated as smoking areas.

Individuals who are clearly under the influence of alcohol or drugs will be expelled from the event and will be required to leave the HMC Premises.

The provisions of the law for the protection of children and young persons will be complied with. Special regulations only apply if they are explicitly posted at the cash desks and in the entrance areas.

The following items may not be brought to the HMC Premises:

- Weapons or other dangerous objects, as well as objects which could cause injury to people,
- Gas spray cans, corrosive, toxic or colouring substances, or pressurised containers holding highly flammable or health-damaging gases, excluding commercial standard pocket lighters,
- Fireworks, rockets, Bengal lights, smoke mixtures, flares and other pyrotechnical articles,
- Alcohol and drugs,
- Racist, xenophobic and extremist propaganda materials.

The same applies, unless expressly permitted otherwise by HMC, for:

- Containers made of breakable or splintering material which are not adequately protected from rupturing,
- large items of luggage, such as suitcases
- Mechanically and electrically operated instruments which emit noise,
- Animals (with the exception of certified assistance dogs according to the "Assistenzhundeverordnung"),
- Flags, banners or banner poles, large quantities of paper or wallpaper rolls, cameras or other sound or video recording devices for commercial use,

- (e-) Bicycles, (e-) scooters, skateboards and similar moveable equipment, drones or other flying devices.

4. Rights of use of personal images

HMC or third parties retained by HMC may take photos or make film, video or audio recordings for publicity, advertising and documentation purposes. Visitors may not prevent, obstruct or hamper such recordings. By entering the HMC Premises, visitors agree to the above purposes (GDPR, Art.6(1)(F)). Visitors may object to the use of their personal data at any time by writing to privacy@hamburg-messe.de.

5. Advertising and noise

Prior written agreement of HMC is required for the distribution of printed material, the placement of advertising stickers and posters, the use of advertising media and any sales or similar commercial activities.

Visitors are informed that during events in the public area high noise levels may be maintained for long periods of time which may cause long-term damage to hearing. To avoid the risk of hearing damage we recommend the use of ear protectors where applicable.

6. Traffic regulations

The German Traffic Regulations (StVO) apply throughout the HMC Premises.

Vehicle access to individual areas is only permitted for persons who have a valid entrance permit from HMC, attached to the vehicle's windshield and clearly visible.

Operation of vehicles of any kind on HMC Premises is at the operator's own risk. The maximum permitted speed on HMC Premises is 10 km/h. Vehicle operators must be prepared to stop for pedestrians at any time.

Any vehicles, trailers, freight containers, storage tanks and empty beverage carriers parked or placed illegally, as well as any waste items will be removed at the cost and risk of those who have left them behind.

7. House ban

Any house ban issued by HMC shall apply to the entire HMC Premises. In particular, a house ban shall apply to all current and future events held on HMC Premises.

To have a ban removed, a written request must be filed stating an explanation. HMC will make a decision whether to accept or reject the request within three months. A house ban may also be issued or upheld for individual sections of the Premises.

8. Video surveillance / data privacy

All areas relevant to the security of the Premises are under continuous video surveillance, and marked accordingly. The video surveillance serves to protect HMC's domestic authority, to control on-premise traffic and to prevent theft and vandalism. HMC, Messeplatz 1, 20357 Hamburg, is responsible for the video surveillance. Surveillance recordings are saved for a maximum of 72 hours. Please direct all information requests to the in-house data protection office at datenschutz@hamburg-messe.de. The same applies for all correction and deletion requests.

The current data privacy policy applies.

(<https://www.hamburg-messe.de/datenschutz/>)

9. Liability and Final Provisions

The contractual limitation on liability applies.

The individual provisions of these House Rules shall be applicable individually and independently. In the event that any provision of these House Rules is or becomes invalid, this shall not affect the validity of the remaining provisions.

10. Emergency telephone numbers

The most important emergency telephone numbers are as follows:

CCH reception:	+49 40 3569 2578
Exhibition centre reception:	+49 40 3569 2616
CCH emergency number:	+49 40 3569 4444
Exhibition centre emergency number:	+49 40 3569 6666
Police:	110
Fire brigade:	112

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