

**1. General**

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

**2. Visit**

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. In case of non-compliance HMC shall be entitled to remove such person from the HMC Premises and to claim damages.

Access to HMC Premises is only permitted to visitors with a valid admission ticket, access authorisation or with 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 within production-related operation sites permitted only to production execution. For access to the trade fair centre, the CCH and Catering administrative areas, technical operating rooms of all kinds and in consultation with the organisers also for the non-public areas of production it is necessary to register at the reception.

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

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. Contamination and environmental damage/pollution is forbidden throughout the HMC premises. It is not permitted to climb over the fences/barriers.

**3. Security**

For safety and security reasons HMC may order the closing of rooms, buildings and outdoor areas and their evacuation. All persons present in the affected areas are required to follow the instructions immediately and leave the HMC Premises immediately in the case of an evacuation.

When events are being held, entrance checks may be conducted and examinations made of the contents of bags, containers carried, clothing such as coats, jackets and shawls. Security staff or stewards may confiscate objects which could represent a danger to the event, the building or the visitors; any visitors refusing to allow such confiscation will be excluded from the event and removed from the HMC Premises. Visitors who are turned away have no claim to a refund for the entrance fee. Depending on the nature of the event it may not be permitted to bring along bags and similar containers.

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

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 person's apply. Special regulations only apply if they are explicitly posted on the cash desks and entrance areas.

It is not permitted to bring the following onto the 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 with highly flammable or health-damaging gases, excluding commercial standard pocket lighters,
- Fireworks, rockets, Bengal lights, gunpowder, star shells and other pyrotechnical articles,
- Alcohol and drugs,
- Racist, xenophobic and radical propaganda materials.

This also applies, unless expressly permitted by the HMC, for:

- Containers made of breakable or splintering material, which are not adequately protected from rupturing,
- Mechanically and electrically operated instruments which emit a noise,
- Food and beverages
- Animals (except as announced),
- Flags, banners or banner poles, large banners, large quantities of paper or wallpaper rolls, cameras or other sound or video recording devices for the commercial use,

- Bikes, scooters, skateboards and similar moveable equipment, drones or aircraft.

**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 [datenschutz@hamburg-messe.de](mailto:datenschutz@hamburg-messe.de).

**5. Advertising and noise**

The 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 activities or similar professional activities.

Visitors are informed that during events in the public area 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**

On the whole site of HMC the regulations of the German Traffic regulations (StVO) apply.

Vehicle access to the individual areas is only permitted for persons who have a valid entrance permit from HMC which is attached to the vehicle's windshield and clearly visible. Driving onto the premises with vehicles of any kind is done at one's own risk. The maximum permitted speed on the premises of HMC is 10 km/h. Pay great attention to pedestrians.

Vehicles, trailers, containers, storage tanks and empty containers parked or standing illegally, as well as waste products of all kinds, will be removed at the cost and risk of those who have caused them.

**7. House ban**

Any house bans which are pronounced by HMC shall apply to the whole premises of HMC. In particular they shall apply to all current and future events on HMC premises.

A written application has to be made to remove the ban, stating an explanation, on which HMC has to make a decision within three months of receiving the application. The house ban can also be pronounced or maintained for individual sections of the premises.

**8. Video surveillance / Data protection**

Areas relevant to the security of the premises are always under video surveillance, and marked accordingly. The video surveillance serves to protect the rights of the business and to steer traffic flows as well as to prevent theft and vandalism. HMC, Messeplatz 1, 20357 Hamburg, is responsible for the video surveillance. The data are saved a maximum of 72 hours. Please direct all information requests to the in-house data protection office via [datenschutz@hamburg-messe.de](mailto:datenschutz@hamburg-messe.de). The same applies for all correction and deletion requests. The current data protection regulations hold. (<https://www.hamburg-messe.de/privacy/>)

**9. Liability and Final Provisions**

HMC shall be liable for damages only to the extent such damages have been caused willfully or in gross negligence on the part of HMC, its legal representatives or vicarious agents, or in the event of any harm to life, limb or health caused by HMC.

The individual provisions of these House Rules shall be applicable individually and independently. In the event that a 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 as follows:

CCH reception: +49 40 3569 2671  
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