

## **HOUSE RULES FOR ATTENDING EVENTS**

The purpose of these Rules is to ensure that Events organised by the Foundation are conducted to a high standard and in a safe, orderly, civilised and uninterrupted manner.

### **1. SCOPE OF THE RULES**

1.1. These Rules apply to all persons entering the Event venue (hereinafter referred to as “Participants”), irrespective of whether entry is effected by means of a ticket, invitation or on any other legal basis.

### **2. GENERAL RULES FOR VISITORS**

2.1. By attending Events organised by Haydneum, visitors acknowledge and accept that photographs and audio-visual recordings may be made of them in which they may appear in their capacity as visitors. By attending public events, visitors consent to Haydneum using such recordings in connection with its core cultural activities. Visitors shall have no claim against Haydneum, the persons making the recordings or their lawful users arising from such use of the recordings.

2.2. Haydneum hereby informs visitors that its detailed privacy notice is available on the institution's website.

2.3. We reserve the right to make changes to the programme and performers and will notify our audience thereof by all available means.

2.4. Guests arriving late to Events organised by Haydneum may take their seats only during the interval.

### **3. GENERAL RULES OF CONDUCT**

3.1. All Participants attending Events organised by Haydneum are expected to behave in a civilised manner, in accordance with the generally accepted rules of social conduct and appropriate to the nature and dignity of a classical music event.

3.2. Any conduct that disrupts the orderly running of the Event or adversely affects others is prohibited.

3.3. By attending an Event, each Participant accepts that they are required to respect the human dignity, personal rights and right to enjoy the cultural experience of others.

3.4. Throughout the entire duration of the Event and at all of its venues, including the concert hall, communal areas, rooms used during intervals and external areas forming part of the Event, the following conduct is prohibited:

a) obstructing or otherwise interfering in any way with the work of the artists or organisers;

b) photographing or filming any artist, organiser or member of the audience without their consent;

c) engaging in conduct, whether on a continuous or repeated basis, that is liable to compromise the peace, safety or dignity of artists, organisers or members of the audience.

3.5. Any breach of clauses 3.4(a)–(c) shall constitute a serious breach of these Rules.

3.6. Where an admission ticket does not entitle the holder to a specific seat, the Event staff shall be entitled to allocate and designate seats. Participants shall accept the seat designated by the Event staff.

3.7. It is prohibited to displace another Participant from their seat, demand a particular seat or move to another seat without authorisation. Any breach of this provision shall constitute a serious breach of these Rules.

3.8. The Event staff shall be entitled to intervene where necessary in order to maintain the seating arrangements.

3.9. Events expressly organised for persons under the age of 18 (hereinafter referred to as “Minors”) may be attended exclusively by Minor Participants. Persons aged 18 or over may not attend such Events, except where an adult is present as a relative accompanying a Minor or as an accompanying person authorised by the Minor's legal representative.

3.10. In view of the ceremonial and cultural nature of the Events, members of the audience are expected to wear smart, elegant attire. Attendance in sportswear or beachwear, heavily soiled or otherwise objectionable clothing, or with an appearance that is inconsistent with the dignity of the Event is prohibited. In the event of a breach of the dress or appearance requirements set out in this provision, or where a person's appearance is liable to compromise the dignity of the Event, the Organiser or the Event staff shall be entitled to refuse the person's entry to the Event.

3.11. It is prohibited to touch, move or use any equipment owned by the Foundation or the organiser of the Event. Any breach of this provision shall constitute a serious breach of these Rules.

3.12. Such equipment includes, in particular, musical instruments, sheet music, music stands, lighting and sound equipment, documents, IT equipment, chairs and other stage equipment.

3.13. Any person responsible for causing damage to such equipment shall be liable to provide full compensation for the damage caused.

#### 4. PROHIBITION OF AUDIO AND VISUAL RECORDING

4.1. The musical and intellectual content of the Events is protected by copyright. Without the express permission of the Organiser, it is prohibited to make any audio recording, photographic recording or video recording in any form throughout the entire duration of the Event. Any breach of this provision shall constitute a serious breach of these Rules.

4.2. The prohibition applies to all electronic devices, including, in particular, mobile phones, cameras, video cameras, voice recorders, tablets and any other device capable of making recordings.

4.3. Members of the audience are required to switch off their mobile phones and all other devices, or place them in aeroplane mode, before the concert begins, in order to avoid disrupting the performance.

4.4. The Organiser may authorise exceptions (e.g. for press purposes, official broadcasting or archiving), which may be made only with the Organiser's prior written consent.



4.5. In the event of a breach of the prohibition, the staff shall be entitled to:

- a) instruct the person making the recording to cease recording immediately and to delete the recording;
- b) verify that the recording has been deleted;
- c) in serious or repeated cases, remove the person from the Event and/or prohibit them from attending future Events.

## 5. MEASURES TAKEN BY THE ORGANISER

5.1. The organiser of the Event, the security service at the Event venue or designated members of staff shall be entitled to:

- a) issue a verbal warning to a person engaging in disruptive conduct;
- b) escort the person from the venue where necessary;
- c) in the event of a repeated or serious breach of these Rules, refuse entry to the person and/or prohibit them from attending future Events.

5.2. Where disruptive conduct constitutes harassment, disorderly conduct or any other unlawful act, the Organiser shall be entitled to request police intervention.

## 6. PROHIBITION ON ATTENDING FUTURE EVENTS

6.1. The Organiser reserves the right to prohibit any person from attending future Events for a fixed or indefinite period where that person repeatedly or seriously breaches these Rules.

6.2. The Organiser shall notify the person concerned in writing of the prohibition and shall also enforce the decision through the ticketing system (by refusing the purchase of tickets).

6.3. The Organiser reserves the right to refuse the purchase of tickets to persons who have previously seriously breached the rules governing the orderly conduct of an Event.



6.4. Where a Participant engages in conduct classified under these Rules as a serious breach, the organiser of the Event shall be entitled to take immediate measures to have the Participant escorted from the venue and to prohibit the Participant from attending future Events.

## 7. FINAL PROVISIONS

7.1. By attending an Event, each Participant undertakes to comply with these Rules.

Thank you for your cooperation, and we look forward to welcoming you to our forthcoming Events!