



House Rules

0. 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 (driveways, pathways, other access roads and exits and entrances, delivery areas, forecourts, structural and other installations (in particular stairs and handrails), car parks and areas, surface and underground access ways as well as gardens and green area) owned and/or used of HMC.

1. Visit

Persons, in particular visitors, exhibitors, organisers or their vicarious agents, employees, service partners or other guests etc. (hereinafter referred to as visitors) may not impede nor thwart or otherwise compromise HMC in fulfilling its obligations in accordance with the Hamburg Venue Regulations. Otherwise, the HMC is entitled to their expulsion from the premises and to damages.

Access to the venue 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 Stockheim 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 seats have been assigned for an event, then visitors have to take the seat stated on the entry ticket and only use the entrance intended for it. When they exit the places of assembly the entry ticket loses its validity.

All facilities of the venue are to be treated with due care. All persons in the venue have to behave in such a way as to avoid harming, endangering or - more than is unavoidable under the circumstances - obstructing or causing annoyance to any other person. Contamination and environmental damage/pollution is forbidden on the whole premises of HMC. It is not permitted to climb over the fences/barriers.

2. Security

Some areas of the venue are monitored by closed circuit television for security reasons. These areas are marked accordingly.

For security reasons HMC may order the closing of rooms, buildings and outdoor areas and their evacuation. All persons in the affected premises and on site are required to follow the instructions immediately and to leave the venue 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 refused entry to the venue. 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 bags and similar containers onto the premises.

There is a smoking ban throughout the whole venue. 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 premises. The provisions of the law for the protection of children and young persons 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 for guide dogs),
- 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, skateboards and similar moveable equipment, drones or aircraft.

3. Photography and use of image recordings

The taking of photographs in the venue and the use of these images require the prior written consent of HMC. HMC is entitled to charge a handling fee for the granting of this approval.

If photographs, film and/or video recordings are taken in the range of the venue with the approval of HMC, the recording may not be obstructed or in any other way affected. The attention of all persons who enter or spend time in the venue is drawn by the House Rules to the possibility of photographs, film and video recordings being made in the range of the venue. By entering the venue, visitors consent to their images, including portrait photographs, being used for reporting of the respective event, both on TV, as well as in privately produced films, in print and online media, in particular on websites and on social networks, as well as on video portals, unless the visitor explicitly refuses his consent to this use before entering the venue.

4. Advertising and noise

The prior written agreement of HMC is required for the distribution of printed material, the placement of advertising stickers and posters and the use of advertising media on and around the venue 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 can cause long-term damage to hearing. To reduce the risk of damage, we therefore recommend the use of ear protectors. The respective organiser will make a sufficient number of ear plugs available to visitors on request.

5. Traffic regulations

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

Vehicle access to the individual places of assembly is only permitted for persons who have a valid entrance permit from HMC. The written entrance permit is to be placed below the windscreen of the vehicle so that it is 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 20 km/h or walking pace. 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.

6. House bans

Any house bans which are pronounced by HMC, apply to the whole premises of HMC. In particular they apply to all current and future events on the 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. The house ban can also be pronounced or maintained for individual sections of the premises.

7. 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

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