





ROTTERDAM AHOY

COMPANY RULES

Rotterdam Ahoy

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1 - General

a. Upon entering Ahoy, you agree to and abide by these company rules.
b. These company rules apply to everyone who is present in or on the Ahoy site.
c. You must always follow instructions from the Ahoy employees, or as the case may be from the authorized persons appointed by the Ahoy management. The Ahoy management or the persons appointed by the Ahoy management will have the final decision in situations which are not provided for in these rules.

2 - Parking

a. Visitors must only park their car in the parking spaces intended for this purpose, or in the designated parking spaces, and must show a valid parking ticket.
b. Visitors risk their car being towed away if 2(a) is not complied with.
c. The use of the designated parking spaces in the car park or expedition grounds, will be at one's own risk. Ahoy does not accept any liability for any damage whatsoever, on whatsoever basis.

3 - Admission to Ahoy

a. Admission to the Ahoy complex is only possible when showing a valid admission ticket, or by another given authorisation by or on behalf of Ahoy.
b. Any admission tickets that have been bought cannot be exchanged or returned.
c. Ahoy can decide to conduct (preventative) frisking/body searches. The Ahoy security guards and the authorized persons appointed by the Ahoy management will be entitled to inspect by means of searches any coats, bags, suitcases, and all that which one carries, and by means of 'superficial frisk' under private law of clothing, pockets and any shoes, in order to seize impermissible goods and items, if deemed necessary by the employee or the appointed authorized persons.
d. Ahoy applies a minimum advice age of 16 years for independent visits to events (without supervision from an adult). Visitors under the age of 18 years have no access to night events, unless otherwise mentioned by the organizer.
e. Visitors will be obliged to provide proof of identity upon request.
f. It is not permitted to enter (parts of) halls or rooms, which do not form part of the event, convention, trade fair, or as the case may be which are not accessible for visitors.
g. In principle, visitors who leave Ahoy during an event are no longer given access.
h. Taking into account the corona measures, a health check can take place upon entry. We request visitors with health problems / cold-like symptoms / fever to stay home and / or we can requests you to go home.

4 - Refusal of admission, removal and financial penalty

a. Ahoy employees or authorized persons appointed by the Ahoy management will at any time be entitled to, without given reason, refuse admission or remove visitors from Ahoy, who do not comply with the company rules, or who in any other manner whatsoever causes nuisance or annoyance by their behaviour.
b. These visitors will furthermore owe Ahoy an immediately due and payable financial penalty of 500 euros without prejudice to the right of Ahoy to compensation. In addition, an admission ban can be imposed on these visitors for a specific duration.
c. Any criminal acts observed will always be reported to the police immediately. The persons appointed by Ahoy management will be entitled in such cases to make an arrest and to transfer the person(s) concerned to the police.

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5 - In Ahoy

a. Bringing the following items and goods inside Ahoy is prohibited:
   - Food and beverages (in any packaging);
   - Glass, cans/tins or plastic bottles (also not allowed if these are empty);
   - Large and unhandy objects such as suitcases, backpacks and bags larger than A4 size and thicker than 10 cm (including wheels, handles and front and side pockets);
   - Dangerous items, including knives, (toy) weapons or other objects that can be used as weapens or for disturbing the public order;
   - Blunt objects that could cause injury and/or material damage (including umbrellas)
   - Soft- and harddrugs, alcohol or mind-altering substances (including nitrous oxide cartridges);
   - Poisonous, easily inflammable, or easily explosive materials, fireworks;
   - In-line skates, scooters, bicycles, skates, skateboards, etc.;
   - Animals/pets, with the exception of a guide dog;
   - Banners, cardboard/paper boards with inscription (up to a maximum of A4 size is allowed), flags or flagpoles thicker than 2 cm and longer than 1.5 m;
   - Glow sticks, 'fairy lights' laser pointers and other equipment with coherent light or laser beams;
   - Professional photo, video or audio recording equipment;
   - All other items that in the exclusive opinion of Ahoy and the persons appointed by the Ahoy management can result in danger to health, safety or public order.
b. The items/goods that have been seized will be stored at the owner's risk until the end of the visit to Ahoy, unless the organizer of the event applies another policy, or if the items/goods are prohibited by law.
c. It is not permitted to block paths, (emergency) exits, stairs or fire-extinguishing equipment.
d. It is not permitted to offer goods and services for sale, such as admission tickets, drinks, food, and merchandise or to distribute leaflets, flyers, and other kinds of advertising in and on the Ahoy site and the immediate surroundings thereof, unless Ahoy has provided permission in writing.
e. Advertising is exclusively reserved for Ahoy.
f. Rubbish, including that of consumed drinks and food, must be deposited in the waste bins intended for this purpose.
g. It is prohibited to cause damage to goods or injury to persons, or to behave in such a manner (objectionably) that such damage is pending. It is in particular prohibited to stand on chairs, to climb structures or the podium, to stage dive, to crowd surf, and to throw items, including liquids. It is furthermore prohibited to behave in such a manner (including, but not limited to, wearing specific clothes, such as (sports)club-affiliated and provocative or face-covering clothes, making specific statements), which in the exclusive opinion of the Ahoy management, can result in disruption of order.
h. In Ahoy one can be exposed to noise levels above 80 dBA. Wearing hearing protection falls under your own responsibility. The Ahoy management recommends using hearing protection to prevent hearing damage.
i. There are no more corona measures applicable, but we request you to take into account the following advices:
   - wash your hands regularly and / or use disinfection material;
   - cough and sneeze in a paper tissue or on the inside of your elbow;
   - due to health problems / cold-like problems / fever, please stay at home.

6 - Photo, video, audio and other recordings

a. Making photo, video, audio and other recordings is only permitted if the organizer of the event has provided permission for this.
b. The use of a 'selfie stick' is not permitted during concerts.

c. Visitors' data can be processed in the entire Ahoy complex, such as registering (with camera) an event for commercial or security purposes. Upon entering Ahoy, the visitor is always informed of such processing and such data will not be shared with third parties without permission, insofar this can reasonably be obtained, unless it is necessary for the provision of services and/or for compliance with a statutory obligation.

7 - Statutory regulations

a. The possession and use of and the trade in soft- and hard drugs is strictly prohibited.
b. Smoking, including E-smoking, is only permitted in the smoking areas indicated for this.
c. Visitors under the age of 18 years are not permitted to buy and/or consume alcohol in and on the Ahoy site.
d. Furthermore, visitors aged 18 years or older are not permitted to sell/provide alcohol to visitors under the age of 18 years. Visitors aged between 18 - 25 years will be obliged to get a stamp from Ahoy employees appointed for this purpose on showing their proof of identity and when Ahoy bar employees ask for this, to show their stamp and/or proof of identity.
e. It is prohibited to enter or be present in Ahoy when intoxicated.
f. Ahoy processes personal data including camera images of its visitors in accordance with the General Data Protection Regulation (GDPR).
g. Visitors are obliged to obey all legal provisions, emergency regulations and protocols regarding corona measures.

8 - Security/emergencies

a. Ahoy uses 24-hour camera surveillance and will, certainly in the event of disturbances or accidents, make images/recordings available to third parties, including judicial authorities.
b. Visitors who are present in or on the Ahoy site must inform themselves of the escape routes, which must be used in the event of an emergency.
c. Ahoy will be entitled to evacuate the entire site if this is necessary.

9 - No compensation

a. Visiting and parking in Ahoy takes place entirely at one's own risk. Ahoy does not accept any liability for whatsoever damage on whatsoever basis. Ahoy will not be responsible should the organizer decide to cancel the event.

10 - Respecting the neighbourhood

Visitors to Ahoy are requested to take the surroundings into consideration:

a. Not to park “anywhere” but to use the parking facilities indicated for this purpose.
b. Not to urinate in public places but to use the sanitary facilities present.
c. To respect the property of the local residents and to not disturb their sleep.
d. Not to leave litter in and around Ahoy, but to deposit rubbish in the waste bins present for this purpose on and around the Ahoy site.

11 - Alternation

a. Ahoy reserves the right to make changes to these company rules. Visitors are hereby encouraged to regularly study the company rules of Ahoy with regard to changes.