

HOUSE RULES HALLE E+G

The house rules regulate the conditions that must be observed during a stay in Halle E+G. By entering the premises or purchasing an admission ticket, each person recognises the house rules of Halle E+G. These house rules are based on the regulations of the event industry and employee protection, including the penal provisions contained therein.

1. Theatre visitors are only permitted to enter Hall E+G in the rooms intended for spectators:
 - for ticket purchases during the designated times at the sales points;
 - when visiting the events with a valid admission ticket;
 - when visiting as part of an organised guided tour by trained guide staff of Halle E+G, whereby the instructions of the guide staff must be followed at all times.
2. Admission to the auditorium and the adjoining rooms intended for the public is only permitted with a valid admission ticket, which must be presented to the staff of the E+G hall and the public service without being asked. Visitors may not be admitted without a valid admission ticket.
3. Latecomers may not be admitted after the start of the event. Admission during the event is only permitted during a break in consideration of the artists performing and the other visitors. Unauthorised entry into the auditorium constitutes a breach of the house rules, which may result in expulsion from Hall E+G and, in more serious cases, a ban from the premises. No refund can be made for tickets not used or only partially used due to late arrival.
4. Access to the stage, including its adjoining rooms and storerooms, as well as to the performers' dressing rooms, is only permitted to the persons employed there. They are only permitted to remain on the stage for as long as their presence is necessary.
5. Only those directly involved in the production and representatives of the authorities are permitted to be present in the auditorium during rehearsals. Other persons are strictly prohibited from entering the auditorium. Public general rehearsals and attendance with special authorisation from the management are exempt from this provision.
6. Outside of performance times, the theatre must be kept locked so that it can only be entered under the supervision of the porter. The tenant is liable for the premises belonging to the catering area. The connections between the restaurant and the theatre (with the exception of staff WC, storage and staff cloakrooms) must remain locked.
7. All traffic routes and exits must be kept clear of obstructions during events. During events, outdoor traffic routes must be cleared of snow and gritted in the event of black ice (in the immediate area up to the public traffic area).
8. Carpets, floor coverings, mirrors and pictures must be securely fastened in all rooms accessible to visitors.
9. All entrance and exit doors must be kept unlocked from the time the audience enters until after the last visitor has left. Immediately after the end of the performance, the auditorium doors must be opened and left open until after the audience has left.
10. The officially authorised number of spectators may not be exceeded.
11. Food and drinks may only be consumed in the designated areas and may not be taken into the spectator area under any circumstances.
12. Overclothes (unless they are kept on for the entire duration of the event), rucksacks, bags, suitcases, larger items of luggage, bulky items, musical instruments, umbrellas and sticks must be deposited in cloakrooms corresponding to the seating groups and may only be removed before leaving the theatre. Canes may only be taken into the auditorium by frail persons as an indispensable support. Theatre staff are prohibited from bringing overclothes into the auditorium during or at the end of the performance.
13. Animals (dogs, cats and the like) may not be taken into the theatre. This excludes animals for event purposes and guide and partner dogs for the blind.
14. Smoking and lighting tobacco cigarettes and the like as well as handling open flames is strictly prohibited in the theatre, unless permitted in individual rooms.

The costs of a false fire alarm shall be borne in full by the person who demonstrably triggered it.
15. Any behaviour that disrupts operations, in particular an event or rehearsal, must be refrained from. Mobile phones must be switched off or silenced during events.
16. The employees assigned to public service must wear official uniforms (badge) and must behave politely towards visitors, but they must confront any incidents that occur and mediate in the event of disputes. They are authorised to seek assistance from the official supervisory bodies if visitors do not comply with their instructions. Complaints by patrons about defects and damage perceived in the external operation of the theatre must be brought to the attention of the management and also the official supervisors.
17. The instructions issued by the official supervisory bodies, the public service, the auditing service and the employees of Halle E+G in the performance of their duties must be followed at all times.
18. In the event of violations of the instructions of the theatre staff, the head ticket inspector or the house inspector are entitled, after consultation with the management, to demand the identification of the persons concerned and, if necessary, to exclude these persons from attending the event and to expel them from the premises. Furthermore, the above-mentioned theatre employees are entitled to ban these persons from the premises.
19. If medical assistance is necessary, the employees of the house must inform the inspection doctor.
20. The official acts of the official supervisory bodies and medical assistance are authorised in the area of the house.
21. Lost property must be handed in to the management. During the search of the theatre after the end of the performance, staff must keep an eye out for lost or abandoned items. Lost property that has not been recovered will be handed over to the Lost Property Service of the City of Vienna.
22. All members of staff must ensure that visitors leave the theatre in an orderly manner by intervening actively and purposefully; they may only leave when there are no more visitors in the theatre.
23. The entire emergency lighting and a sufficient part of the main lighting must be in operation and the additional lighting must be ready for use when the authorities tour the theatre.

The lighting, including the emergency and additional lighting, is available when people are present in the building and is only switched off when the audience and staff have left the theatre.
24. Any handling of the lighting equipment and all mechanical equipment by unauthorised persons is prohibited.
25. Without special permission from the management, any photo, image, film and/or sound recordings are prohibited in Hall E+G and during the events. In the event of non-compliance, Audience Services is authorised to confiscate cameras, video recorders, tape recorders or other devices for image and sound recordings until the end of the event. Photography during the breaks for private purposes is permitted.
26. In the case of authorised image, sound and photo recordings for television, radio, internet, film, print media, etc., the visitor agrees that the recordings made by him/her during or in connection with the event (image, film, TV, etc.) may be used without remuneration and without time or space restrictions (in any currently known and future developed technical process) within the scope of normal exploitation.
27. Children and young people may only be admitted to events in accordance with the relevant youth protection regulations. Parents are liable for their children and are responsible for ensuring that a suitable supervisor is present.
28. If a fire breaks out, the necessary steps (switching on the lighting, closing the protective curtain, notifying the fire brigade) will be taken by the representatives of the authorities and the house staff present. Visitors must be asked to leave the building in an orderly manner by the building staff (announcement over the loudspeaker system).
29. In the event of any other danger, the theatre staff must follow the instructions of the representatives of the authorities. Visitors must be asked by the house staff to remain in their seats in the event of unwarranted disturbance or to leave the theatre in the event of danger.
30. If commercial work is carried out in the building, constant supervision must be ensured.
31. In accordance with § 23 (1) of the Vienna Event Venues Act 1978, flammable liquids and flammable objects may neither be stored nor used on the premises of the theatre. Exceptions are only possible in accordance with § 23 (2) of the Act (medical and make-up preparations).
32. If an employee notices or becomes aware of a fire hazard outside the time of performances, he/she must activate the fire alarm immediately.
33. Any storage of private property in the house is prohibited.
34. Persons who have been banned from the premises are not authorised to enter the E+G hall. Persons who are obviously drunk or otherwise under the influence of addictive substances may also be denied access to Hall E+G despite having a valid admission ticket.
35. During the period outside the performances, the theatre is to be entered by fire wardens by day and night on a prescribed route at specified intervals and the exact implementation is to be ensured by control devices. The inspection sheets are to be collected in a book, together with the name of the fire warden concerned and the date, which is to be presented once a week to the official supervisor for inspection. During inspections by the fire warden, any strangers encountered must be asked to leave the theatre.
36. The orders issued by the official supervisory bodies in the course of their duties must be complied with at all times. Questions concerning the operation of the theatre addressed to employees by the official supervisory bodies must be answered truthfully. These supervisory bodies must also be authorised to use the telephone for official purposes.
37. Wheelchair users (and any accompanying persons) must be informed of the escape route to the outside provided for them before the start of the event. Wheelchair users must only use the wheelchair spaces provided in the auditorium.
38. The owner of a guide dog or partner dog for people with disabilities must present a disability ID card or passport and proof of the dog's qualifications when entering an event venue. Guide dogs for the blind must wear an appropriate lead, partner dogs must wear a lead and a muzzle.
39. A suitable place for guide dogs and partner dogs for disabled persons must be provided in the venue in the immediate vicinity of the dog owner's seat.
40. When a person with a guide dog or partner dog for disabled people enters the venue, the person in charge of the event organiser and the venue as well as the official supervisory bodies must be informed by the event organiser's supervisory body.
41. Non-compliance with the provisions of the approved house rules is subject to the penal provisions of the Vienna Events Act of 29 January 197