

## GENERAL RULES

- Doors open at 19:00
- Concert starts at 21:00
- Audience under the age of 14 can only enter the venue with their parents.
- Each audience should own a ticket.
- Audience under the age of 7 are not allowed in the venue.
- Upon late arrivals entrances into the event hall will be advised by the production team depending on the show rules.
- Once the event has started, exits-entrances to the event hall will also be advised by the production team depending on the show rules.
- For disabled enquiries please call Volkswagen Arena (+902123776700).
- Sound in the venue may cause temporary hearing problems.
- Lighting in the venue may cause temporary eye discomfort.
- All audience must have their tickets with them during the event.
- Audience that exits the venue will need to purchase a new ticket in order to enter the venue again.
- Event tickets should only be purchased from official selling points determined by the promoter. The promoter has a right to not allow the ticket holder if the ticket is not purchased from an official selling point.
- The venue has a right to not allow any person if they seem unsuitable for the event, audience who are not allowed will receive a refund.
- No food or drinks are allowed in the venue.
- Open cigarette packs and tobacco will not be allowed in the venue.
- Pets are not allowed in the venue except guide/service dogs.
- No medical drugs are allowed in the venue.
- Audience should keep their personal belongings with them during the event. Management will not accept responsibility for lost or damaged personal belongings.
- Any kind of firearms, flammables, explosives (deodorants, sprays, perfumes, etc.), sharp, harmful items that may be used for attack or defense purposes (helmets, camping chairs, selfie sticks, tripods, pant chains, etc.) and laser pointers are not allowed in the event area.
- Smoking is strictly prohibited in Volkswagen Arena except outdoor smoking areas. Audience who do not comply with this rule will be asked to exit and no ticket refunds will be provided.
- It is not allowed to record during the event. Professional audio and video tools (video camera, selfie sticks and GoPro sticks etc.) are not allowed in the venue.
- Venue and promoter reserve the right to use the photos and videos of audience for promotional matters and the audience accepts the use of this right by participating in the event.
- Promoter reserves the right to change the program and ticket prices.