

HOUSE RULES

Coats and small bags are allowed in the concert and theatre hall unless stated otherwise or determined by the security staff. If your bag or luggage is larger than A4 size, it is not allowed in the halls and can be checked in at the cloakroom or in a locker for a fee.

Alcohol from 18 years old We serve delicious drinks, but alcoholic beverages are only available to guests aged 18 and older.

Identification and security checks We prioritize the safety of our visitors. Therefore, all guests must be able to present identification, and our staff is authorized to conduct security checks and inspect bags.

Everyone wants to have a great evening We want all visitors to have a pleasant experience, which includes appropriate behavior. If guests behave inappropriately, disruptively, or offensively, our staff has the right to deny them entry immediately. Any criminal offenses will be reported to the police.

Don't miss a thing! Be on time! We understand that delays can happen due to traffic or parking difficulties. Please allow plenty of time and make sure to arrive at least 5 minutes before the start of the event.

Oh no, you're late... The security staff will determine if and when you may enter. Sometimes this is possible, sometimes only during the break, and sometimes not at all. No refunds will be given.

Missed the show... If you miss the show due to illness, travel delays, weather conditions, strikes, or other reasons, we understand these are unfortunate circumstances, but no refunds will be provided.

What a terrible racket! We comply with hearing protection guidelines, but noise levels may exceed 85 decibels. We accept no liability for any potential hearing damage. High-quality hearing protection is available for purchase.

Do you want to have a chat? Great! But please ensure you do not disturb other visitors or the artist. If you want to catch up, please do so outside the halls.

On camera Our buildings are monitored with security cameras. By entering our premises, you consent to being recorded. In case of incidents, recordings may be shared with third parties.

Say cheese Taking photos and videos with your phone is only allowed at pop concerts unless otherwise stated. At all other performances, we ask you not to use your phone and to turn it off or put it on silent mode before the event starts. Ensure your phone does not disturb the artist or other visitors, either by sound or by bright screens. Professional recording equipment (anything other than a mobile phone) requires prior approval.

No weapons or drugs Weapons and drugs are strictly prohibited in our venue.

No smoking Smoking (including electronic cigarettes/vapes) is not allowed anywhere in our buildings.

No outside food or drinks Bringing your own food and drinks is not allowed. But no worries—our bars offer plenty of delicious options!

You may be too young Babies and children under 8 years old are not permitted during the performances, except those specifically for children. A minimum age is indicated for these events.

No pets allowed Except for assistance dogs, pets are not permitted inside.

Bought tickets with a discount pass? If you purchased tickets with a discount pass, please show it to the security staff. Otherwise, you will need to pay the full price at the entrance.

Lost & found If you find an item, please hand it over to one of our staff members. If you lost something, ask our staff or contact the ticket office later at **050-3680368** (Monday to Friday, 12:00-18:00). We are not responsible for the loss of personal belongings unless they were checked in at the cloakroom.

Cloakroom service Before accepting an item for storage, our staff will assess whether it is suitable for the cloakroom and may inspect the contents. If deemed unsuitable, storage may be refused. In case of loss or damage of stored items, our liability is limited to a maximum of **€150 per stored item (including its contents)**.

I want to say something! If you have a comment or complaint, please inform one of our staff members immediately—we might be able to address it right away. You can also send feedback, tips, or complaints via [email](mailto:feedback@spotgroningen.nl) feedback@spotgroningen.nl.