# OSTRAVAR ARENA RULES AND REGULATIONS FOR VISITORS

## GENERAL PROVISIONS

1. These Rules and Regulations for Visitors define the binding rules for behaviour of all persons entering the OSTRAVAR ARENA Multifunctional Hall, located at Ruská Street 3077/135, Ostrava - Zábřeh and the adjacent parking areas (hereinafter collectively referred to as the “Hall”).
2. The purpose of the Rules and Regulations for Visitors is to ensure safety and order during sports events, cultural events and other events, to protect the health and property of visitors, the organiser and other persons, and to protect the Hall's equipment. Every person entering the Hall expresses his/her consent to the terms and conditions and the content of the Rules and Regulations for Visitors and agrees to comply with them.
3. The Rules and Regulations for Visitors apply to all events held by various organisers. This also includes events related to holding Extraliga ice hockey matches and tournaments of HC Vítkovice Ridera (ELH) organised by HC VÍTKOVICE RIDERA a.s., company registration No. 26861836 or HC VÍTKOVICE RIDERA association, company registration No. 60339799.
4. The organiser’s staff and the security personnel, as well as the Police of the Czech Republic and the Municipal Police of Ostrava within their competences, are entitled to supervise compliance with and respecting of the Rules and Regulations for Visitors.

## ENTRANCE CHECKS

1. The organiser’s staff and the security personnel, as well as the Police of the Czech Republic, are entitled to check persons suspected of prior use of alcohol or other narcotic substances, carrying weapons or other dangerous articles, items or substances posing a risk of fire, or posing a safety risk. Checks also apply to baggage brought to the Hall, and allow for inspection of individual items carried. The organiser’s staff and the security personnel are entitled not to admit persons carrying baggage exceeding the size of 30 by 30 cm.
2. Checks can be conducted with the use of a detection device, or even by physical contact in justified cases.
3. It is prohibited to bring any items into the Hall that could in any way jeopardise safety and the facilities for persons present in the hall. The organiser’s staff and the security personnel, or the Police of the Czech Republic, are entitled to make decisions on the prohibition of bringing such articles into the Hall. In particular, it is prohibited to carry articles of the following nature or purpose:
	1. racist, derogatory, vulgar or immoral propagandistic materials
	2. weapons of any kind, including any items that can be used as cutting, striking or stabbing weapons
	3. sprays, caustic, flammable or colouring substances or any containers holding substances posing a risk to health
	4. bottles, cups, pitchers, cans/jars or other items made of breakable, splintering or exceptionally hard material
	5. unfolded articles, such as ladders, stools, chairs, boxes or suitcases
	6. fireworks, firecrackers, flares, smoke bombs and any other pyrotechnics, including corresponding firing mechanisms
	7. flag poles or banners, including telescopic poles
	8. flags and banners exceeding the size of 5 by 3 m
	9. vuvuzelas and air blast horns
	10. alcoholic beverages or drugs of any kind
	11. animals
	12. laser pointers
	13. suitcases, large bags or backpacks
	14. cameras, video cameras or other devices for purposes of professional recording of sound and/or images, unless permission for their use has been expressly granted by the organiser of an event
4. There are no baggage rooms (depositories) installed in or outside the Hall where visitors might deposit such prohibited articles.
5. Intoxicated persons, persons apparently under the influence of other narcotic substances, persons apparently suffering from feverish conditions and quarantined persons are prohibited from entering the Hall.
6. Children (under 15 years of age) may only enter the Hall accompanied by a legal guardian or other adult.
7. Persons posing a security risk as per these Rules and Regulations for Visitors shall not be allowed to enter the Hall. The same restriction shall also apply to any persons who have been prohibited from attending an event held in the Czech Republic due to previous inappropriate conduct at similar events.
8. In cases of suspicious or inappropriate behaviour before entering the Hall, suspicion that a person has been banned from entering the Hall, violation of the prohibitions stipulated in the Rules and Regulations for Visitors, or at any other time during a stay in the Hall, the organiser has the right to ask visitors to prove their identity to the organiser’s staff or the security personnel. Any visitors who refuse to satisfy such a request from the organiser’s staff or the security personnel shall not be allowed to enter the Hall, or may be escorted out of the Hall.

## HALL OPENING

1. The Hall usually opens to visitors at least 60 (sixty) minutes before the start of an event. A ticket holder is entitled to stay in the Hall after the end of the event until he/she is asked by the organiser’s personnel to leave the Hall.
2. The Hall can only be entered by persons holding a valid ticket to an event or who prove their entitlement to enter in another manner (e.g. a certificate of authorisation). Visitors shall occupy only the seat specified in the ticket and shall respect organisational and other instructions of the organiser’s staff, the security personnel, or the Police of the Czech Republic.
3. For safety reasons, visitors must occupy a seat other than that specified in the ticket, even in other sector, at the instruction of the organiser's staff, the security personnel, or the Police of the Czech Republic. The same also applies to the visitors who arrive after the event begins.
4. Persons who are apparently under the influence of alcohol or other narcotic substances, persons endangering the security of other persons and property present in the Hall, or otherwise harassing other visitors and violating the prohibitions stipulated in these Rules and Regulations for Visitors may be escorted out of the Hall by the organiser’s staff, the security personnel, or the Police of the Czech Republic, with no entitlement to a refund of the entrance fee.
5. Should any visitors violate the obligations or prohibitions imposed by these Rules and Regulations for Visitors in a particularly serious manner or repeatedly, the promoter shall be entitled to ban such visitors from entering the Hall in connection with an event for a certain period of time in order to ensure order and security of other events of that kind.

## TICKETS TO EVENTS HELD IN THE HALL

1. By buying a ticket, the holder expresses his/her consent to the commercial terms and conditions of the ticket dealer.
2. By presenting the ticket at the entrance and entering the Hall, the ticket holder expresses his/her consent to these Rules and Regulations for Visitors, and is aware of his/her obligation to respect the instructions given by the organiser’s staff and the security personnel, or displayed on instruction and information boards.
3. The ticket provides authorisation for a single entry, unless otherwise determined by the organiser.
4. Tickets may not be re-sold.
5. Tickets are valuable; forgery and alteration of tickets is a criminal offence. A forged or altered ticket is invalid.
6. The ticket price paid shall not be refunded. Tickets cannot be exchanged. If an event is cancelled, the refund of ticket prices is the event organiser’s responsibility. Additional costs (e.g. costs of transport and hotel accommodation) shall not be refunded. The schedule of events is subject to change. The event organiser may change the date, place and time.
7. Holders shall protect their tickets against heat sources, water and light, and store it in a safe place like money or other valuables.
8. Visitors shall present a valid ticket to the organiser’s staff or the security personnel at any time during the event if requested to do so.
9. Tickets shall be scanned by an electronic scanner upon entry. In case of any problems with ticket scanning, the holder shall contact the nearest available member of the organiser’s staff or the security personnel.

## BEHAVIOUR IN THE HALL

1. Every visitor to the Hall shall behave in a way that does not endanger the safety of other persons and their property or the Hall's equipment, and that does not hinder or discomfort other persons.
2. The visitors shall respect the instructions and directions of the organiser’s staff, the security personnel the Police of the Czech Republic, the Fire Brigade of the Moravian-Silesian Region, medical rescue services and the PA announcer.
3. Visitors to Hall are obliged:
	1. to respect generally binding rules of proper conduct and good manners, i.e. shall primarily behave in a decent and considerate manner. Visitors shall refrain from any demonstrations of interpersonal, racial, religious or political intolerance. In the event of a breach of this provision, visitors engaging in such prohibited conduct may be escorted out of the Hall immediately without prior warning.
	2. to pay compensation for damage caused through their fault to the Hall's equipment or the property of other visitors.
	3. to report a lost or found item to the nearest available member of the organiser’s staff and the security personnel.
	4. to inform the nearest available member of the organiser’s staff and security or medical personnel of injuries to any person. The event organiser bears no responsibility for damage caused to the property or health of visitors and spectators if it is caused by irresponsible actions of other persons present in the Hall.
	5. to inform the nearest available member of the organiser's staff and the security personnel if they discover a problem on the premises of the Hall that endangers the safety of persons or poses a risk of damage to property.
	6. to absolutely respect the prohibition of promoting political parties and associations and to refrain from any form of commercial promotion (e.g. on flags or banners, etc.).
	7. In the event of evacuation of the hall, to respect the instructions of the organiser’s staff and the security personnel, the Police of the Czech Republic, the Fire Brigade of the Moravian-Silesian Region and the Municipal Police of Ostrava.
4. Visitors are further prohibited from:
	1. entering places prohibited to visitors (e.g. playing surfaces, indoor rooms, players’ rooms, referees’ rooms, backstage areas, etc.).
	2. throwing items or liquids of any kind onto the playing surface, stage, etc., or into the spaces for visitors.
	3. starting fires, firing or igniting fireworks, flares or other pyrotechnics.
	4. damaging the Hall's equipment and furnishings.
	5. selling tickets and any kind of goods without permission.
	6. writing on, labelling or painting structures, equipment or paths, and carrying out bodily functions in places other than toilets or contaminating the Hall in other ways, in particular, by spitting, throwing items, etc.
	7. making audio or video recordings using the modern technologies of the premises of the Hall premises and individual events, unless permitted by the specific terms and conditions of an event.
	8. covering advertising boards installed in the Hall with banners and flags, or in any other manner.
5. In their own interest, visitors, especially if they are elderly or physically disabled, must move around on smooth and uneven surfaces with caution in order to avoid injury. The organiser shall not be liable for damage resulting from an injury which a visitor causes through carelessness or by failing to observe the Rules and Regulations for Visitors.
6. Only the food and beverages purchased in the Hall may be consumed, and only in designated places. A designated place means any place where consumption is not restricted by the organiser’s personnel at a particular event.
7. Taking photographs is permitted (including the use of flash) using mobile phones, tablets or cameras without an interchangeable lens.
8. Every person enters the premises of the Hall at his/her own responsibility.
9. The Hall is a non-smoking area. Smoking outside designated areas is prohibited.

## EXPULSION FROM THE HALL

1. Event organisers reserve the right to deny entry or to escort any person from the premises if they fail to respect the instructions of the organiser’s staff and the security personnel, the Rules and Regulations for Visitors, other applicable legislation, or if their conduct is considered improper.
2. Any persons whose conduct induces the suspicion that they have committed a crime or a minor offence shall be escorted out of the Hall and handed over to the Police of the Czech Republic.
3. Other reasons for expulsion from the Hall include moving outside areas designated for visitors.
4. Should a visitor fail to respect the prohibition of smoking and smoke (outside designated places) even after being notified by the organiser’s personnel, he/she shall be escorted out of the Hall.

## SALES AND ADVERTISEMENT IN THE HALL

Without the event organiser’s consent, it is prohibited to perform any business activities and to distribute or sell printed materials and promotional items or materials inside the Hall and in the immediate proximity during an event. Any kind of advertising activities are also prohibited. Should any of the above-mentioned activities be performed, the person who violates the above-mentioned prohibitions shall be escorted out of the Hall; if the person is a ticket holder, he/she shall not be entitled to a refund of the ticket price or compensation for any other expenses. The event organiser does not waive its right to take legal actions against such conduct.

## ORGANISER’S RIGHTS / SUPERVISION

The right to perform the functions of the event organiser also belongs to the organiser’s staff and the security personnel, as well as the Police of the Czech Republic and the Fire Brigade of the Moravian-Silesian Region.

## LIABILITY FOR DAMAGE AND MISCELLANEOUS PROVISIONS

1. Every visitor enters the Hall and moves around the premises at his/her own responsibility. The Hall's owner and the event organiser shall be liable only for harm to health and material harm caused by intentional or grossly negligent behaviour of their employees or persons working in a similar position.
2. Injuries and damage shall be immediately reported to the nearest available member of the organiser’s staff and the security personnel.
3. The event organiser is entitled to ask any person who violates the above-mentioned prohibitions and restrictions to pay compensation for damage caused as a result of the prohibited conduct and to give up any item that was used to cause the damage or to induce an undesirable situation; the person shall further be required to pay a penalty based on the severity of the violation of the established obligations and the amount of damage caused.

## INFORMATION ON PERSONAL DATA PROCESSING

1. The event organiser and the Hall manager process personal data individually in the position of personal data controller. Both the manager and the organiser are responsible for protecting personal data.
2. Personal data processing by the Hall manager:
	1. Visitors are aware that the Hall and the adjacent outdoor premises are monitored by the Hall manager’s CCTV system. The footage captured is recorded. Any time during a stay in the Hall in connection with an event, photographs, video recordings, audio recordings and audio-visual recordings of visitors can be captured. Images of persons captured by CCTV shall be performed to the extent required and for the required period of time, according to the type of event in question.
	2. If required for the protection of rights and legally protected interests, especially for the purposes of ensuring the safety visitors of an event, protecting property in the Hall and avoiding the admission to the hall to persons who have violated the rules and regulations for visitors in similar facilities or who have committed other wrongful conduct, the manager is entitled to process the personal data of such persons.
	3. The manager provides complete information about personal data processing to visitors before an event, or upon its start at the latest. The information also includes information about the visitors’ rights concerning personal data processing. The information is available in written form at the event venue and on the manager’s official website (www.arena-vitkovice.cz).
3. Personal data processing by the event organiser:
	1. By entering the Hall, visitors grant the event organiser their implied consent to personal data processing without further notice, and to free use of their image or appearance in any video recording, broadcast or reproduction of a match for commercial or promotional purposes as part of the presentation of the entire event or a part thereof by the event organiser.
	2. By entering the Hall, visitors grant their express consent to the event organiser that photographs, films or video recordings capturing their image using any technical method while they are present in the Hall can be used at the organiser’s discretion without any claim for compensation and without any time or spatial limit. Visitors agree that such photographs, films or video recordings can also be broadcast by indoor projection inside the Hall without any claim for compensation.
	3. If required for the protection of rights and legally protected interests, especially for the purposes of ensuring the safety visitors of an event, protecting property in the Hall and avoiding the admission to the ice arena to persons who have violated the rules and regulations for visitors in similar facilities or who have committed other wrongful conduct, the organiser is entitled to process the personal data of such persons.
	4. The organiser provides complete information about personal data processing to visitors before an event, or upon its start at the latest, in a way that can be accessed remotely. The information is available on the official website of the organiser in question (in the case of Extraliga ice hockey matches on the website of the organiser HC VÍTKOVICE RIDERA a.s., company registration No. 26861836, www.hc-vitkovice.cz).

## IMPORTANT INFORMATION

1. First aid
	1. The event promoter provides first aid services to visitors.
	2. Medical personnel wear uniforms with clear markings.
	3. The medical personnel have their own stations and also regularly walk around among the visitors. Should any kind of treatment be required, visitors can contact the medical personnel directly, or ask the nearest available member of the organiser’s staff and the security personnel for assistance.
	4. Visitors must carry their public health insurance card.
2. Important phone numbers
	1. Emergency services 112
	2. Police of the Czech Republic 158
	3. Ambulance 155
	4. Fire brigade 150

## EFFECTIVE AND VALIDITY DATE

These Rules and Regulations for Visitors become valid and effective on 1 September 2019.