

## HOUSE RULES

1. These house rules apply to all visitors attending events held at the Melkweg or organized by the Melkweg at other locations.
2. In addition, the General Terms and Rules for Visitors of Venues and Festivals of the Dutch Association of Music Venues and Festivals (VNPF) apply.
3. Visitors must at all times comply with instructions given by Melkweg staff and observe additional public signage in and around the premises.
4. A minimum age of 6 years applies to concerts and film screenings, unless stated otherwise. We recommend that visitors under the age of 14 are accompanied by an adult aged 18 or over. For club nights, the minimum age is always stated on the relevant agenda page on our website. In general terms, a minimum age of 18 years applies to club nights. Valid identification is required at events where a minimum age applies. Entry will be denied without valid ID.
5. Each visitor is required to purchase a Melkweg membership, unless stated otherwise.
6. Melkweg does not serve alcohol to visitors under the age of 18. Valid identification is required when purchasing alcohol. Visitors are strictly prohibited from selling or providing alcoholic beverages to persons under 18. Visitors under 18 are not permitted to accept or consume alcohol. Visitors who are visibly under the influence of alcohol or drugs may be denied entry.
7. Smoking is not permitted inside the Melkweg. This smoking ban also applies to electronic cigarettes and vaping devices.
8. Melkweg is a safe space for everyone, regardless of gender identity, sexual orientation, origin, or religious belief. Sexual harassment, disruptive behaviour, aggression, racism, or discrimination will not be tolerated.
9. Visitors may be searched, and Melkweg expects full cooperation at all times. If a visitor refuses to cooperate, entry will be denied. Prohibited items may be confiscated by security staff.
10. Melkweg strictly prohibits:
  - a. The use of hard drugs;
  - b. The dealing of soft and hard drugs, as well as other goods such as tickets;
  - c. Theft or vandalism;
  - d. The unauthorized possession or use of professional cameras or recording equipment, defined as devices with interchangeable lenses and SLR cameras (consumer cameras are permitted);
  - e. The unauthorized distribution of leaflets or other promotional materials in and around the premises;
  - f. Crowd surfing and/or stage diving;
  - g. Taking glass bottles, with or without contents, outside the premises;
  - h. Clothing affiliated with sports or motorcycle clubs.
11. The following items are not permitted inside the Melkweg:
  - a. Hard drugs;
  - b. Weapons, dangerous or sharp objects, nitrous oxide (laughing gas), markers, stickers, or other objects or substances that may cause disturbance or nuisance;
  - c. Food or beverages brought from outside;
  - d. Medicines without a doctor's prescription;
  - e. Animals;
  - f. Flags;
  - g. Any other items that, in the opinion of Melkweg management or designated staff, may pose a risk to health, safety, or public order.
12. The use of lockers and the cloakroom is entirely at the visitor's own risk. Melkweg's liability is limited at all times to a maximum of €150 per deposited item (including contents) or locker, including in cases of loss, theft, or damage.
13. In the event of a lost cloakroom or locker receipt, Melkweg will make reasonable efforts to locate the relevant item after closing or at the end of the event. If the receipt cannot be presented, Melkweg accepts no liability for any resulting consequences. Replacement costs may be charged.
14. Unclaimed property is retained for up to 14 days after being handed in. After this period, Melkweg reserves the right to dispose of the items. Valuables will be handed over to the appropriate authorities.
15. Melkweg accepts liability for loss, theft, damage, or injury suffered by visitors only if such harm is the direct result of gross negligence on the part of Melkweg and/or its staff. Melkweg is not liable for harm resulting from force majeure or circumstances beyond its control.
16. Any damage caused will be recovered from the perpetrator.
17. Visitors may be exposed to sound levels exceeding 83 dB(A). Melkweg strongly recommends the use of hearing protection. Earplugs are available at the cloakroom. Visitors are solely responsible for protecting their hearing.
18. Melkweg is equipped with CCTV surveillance. By entering the premises, visitors consent to being recorded.
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In the event of a violation of these house rules—including visible intoxication, drug use, discriminatory behaviour, theft, persistent harassment of other visitors or staff, or causing nuisance in the immediate vicinity—access to the Melkweg may be denied. Additionally, a venue ban or a Collective Hospitality Ban (Collectieve Horeca Ontzegging) may be imposed. In such cases, no refund will be granted. Serious violations may result in removal by the police and/or the filing of an official report.
20. Visitors are requested to be considerate of our neighbours when entering or leaving the building and to avoid noise disturbance at all times.
21. In some cases, Melkweg records events and their visitors (both video and audio). By visiting Melkweg, visitors grant permission for such recordings to be made and distributed and waive portrait rights, without entitlement to any compensation.