

# House rules ESNS 2023

## Follow the instructions of the ESNS staff present

### Safety

ESNS is a place where everyone should be able to feel comfortable and safe. This is only possible if we all behave and make it a nice festival together. Don't feel comfortable? Try to remove yourself from the situation and contact the staff present or our customer service via the QR code in the venue. We are happy to help you and find it important that you feel safe. If visitors behave in an unwanted, inappropriate or annoying way, our staff may deny visitors access (immediately). We always report offences to the police.

### Legitimation

We like to keep ESNS fun and safe for everyone. Therefore, everyone must be able to identify themselves, and our staff are allowed to search visitors and check bags. Identification may take the form of a driving licence, passport or identity card.

### Bags

Your jacket and small bag may be taken into the venue unless otherwise indicated or the security guard determines otherwise. Is your bag, luggage or object larger than A4 size? Then it may not be taken into the hall and you can hand it in at the cloakroom or use a locker for a fee.

### Drinks and drugs

Visitors under 18 are not allowed to buy and/or consume alcohol and/or tobacco. In addition, visitors aged 18 and over are not allowed to pass on alcohol and/or tobacco to visitors under 18. Upon request by bar staff, security or other authorised persons, you must be able to show proof of identity. Smoking is only allowed in the open air. Smoking is not allowed in buildings, structures, tents and/or under canopies.

Dangerous objects such as weapons and drugs are not allowed in our halls. A full list of prohibited items can be found at the bottom of this page.

### Noise

We adhere to the Dutch hearing covenant, which sets out rules about noise. It may happen that noise levels exceeding 85 decibels are produced. It is therefore important that you wear good hearing protection. Don't have earplugs with you? We sell good hearing protection at the merchandise desk in the Oosterpoort or at the bar in the tent of Eurosonic Air. We do not accept any liability for any adverse effects that may occur.

### Photo and video

Taking photos and videos with your phone is allowed during the performances, unless otherwise indicated. Please make sure not to disturb both the artist and other visitors. This applies to sound, but also to flashing screens. For image and sound recordings with professional equipment (all equipment other than a mobile phone), permission must be requested in advance via [press@esns.nl](mailto:press@esns.nl).

During the event, photographs/video recordings will be made by the organisation and used for journalistic purposes without any compensation. Photos may also be used for promotional purposes, we will always be careful with this. Do you see yourself in a photo somewhere and do not want this? Please contact us at [info@esns.nl](mailto:info@esns.nl).

**Camera surveillance**

For the safety of visitors and staff, camera surveillance will take place on and around the event site.

**Age**

There is no age limit at the festival. Under 14 years of age, you may only attend the festival when accompanied by a parent/guardian.

**Limited capacity**

ESNS venues have a limited capacity. Would you like to attend a show? Be there in time before the show starts.

**Lost & found**

Found something? Please hand it over to one of our staffmembers at the Box Office (in De Oosterpoort or at Forum Groningen). Lost something? Inform at the Box Office, found items are collected over there, or contact our customer service via the website or our social channels. We are not liable in case of loss of personal belongings.

A full list of prohibited items: Beverages (except water in plastic bottles of max. 0.5l without cap), water bottles or similar hard plastic bottles, food, drugs and other mind-altering substances, (laughing) gas cartridges, aerosols (except. suntan lotion, deodorants and perfume), e-cigarette refills, football shirts, club-related displays, provocative or face-covering clothing, banners, cardboard/paper signs with writing (up to a maximum size of A4 is allowed), flags or flagpoles thicker than 2cm and longer than 1.5m, umbrellas/parasols. Selfie sticks, laptops, tablets, cameras, film, sound or other recording equipment and Go-Pro's or similar (only compact cameras without detachable lens are allowed). Weapons, chains (except chains on trousers and jewellery) or other objects that could be used as weapons or disrupt order. Portophones, laser pens and other bundled beam lights, toxic, flammable or explosive materials, fireworks, flares. (Domestic) animals, walking sticks (except medical crutches), skates, bicycles, scooters, skateboards, needles. Unmanned aerial vehicles (so-called UAV or Drones) and other, in the opinion of ESNS security guards, annoying or dangerous objects.