HOUSE RULES ESNS 2027

Follow the instructions of the ESNS staff present. Questions, comments, concerns? Contact info@esns.nl or talk to our staff.

Safety
ESNS is a place where everyone should feel as comfortable and safe as possible. This is only possible if we all behave and create 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 at the venue. We will be happy to help you and find it important that you feel safe(r). If visitors behave in an unwanted, inappropriate, or disruptive manner, our staff may deny them access (immediately). We always report offences to the police.

Legitimation
We want to keep ESNS fun and safe(r) for everyone. Therefore, everyone must be able to identify themselves, and our staff may search visitors and check bags. Identification may take the form of a driver's licence, passport, or valid identification card.

Bags
Your jacket and small bag may be taken into the venue unless otherwise stated or if the security guard (or a member of staff) determines otherwise. Is your bag, luggage or object larger than A4 size? Then it cannot be taken into the venue and you can hand it in at the cloakroom at the Oosterpoort or use a locker for a fee, in the city centre there are also city cloakrooms available.

Alcohol and Drugs
Visitors under the age of 18 may not purchase and/or consume alcohol and/or tobacco. In addition, visitors aged 18 and up are not allowed to pass on alcohol and/or tobacco to visitors under the age of 18. Upon request by bar staff, security, or other authorised persons, you must be able to produce identification.
Smoking is permitted only outdoors. Smoking is not permitted inside buildings, structures, tents and/or under canopies.
Dangerous items such as weapons and drugs are not allowed in our halls. A complete 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 is possible for noise levels to exceed 85 decibels. It is therefore important that you wear good hearing protection. Don't have earplugs with you? We sell good hearing protection in the Oosterpoort or at the bar at the Grote Markt during our program. We are not responsible for any adverse effects that may occur.

Photo and Video
Taking photos and videos with your cell phone is allowed during performances, unless otherwise indicated. Please be careful not to disturb the artist or other visitors. This applies to sound as well asflashing screens. For image and sound recordings with professional equipment (any equipment other than a cell phone), permission must be obtained in advance via press@esns.nl.

During the event, photographs/video recordings will be made by the organisation and used for journalistic purposes without any compensation. Photographs may also be used for promotional purposes, but we will always be careful about what we do with them. Do you see yourself in a photo somewhere and do not want it to be used?Please contact us at info@esns.nl.

Camera Surveillance
For the safety of visitors and staff, there will be camera surveillance on and around the festival grounds.

Age Limit
Since we are expecting high traffic of people and crowded venues during Eurosonic and Noorderslag we do not allow children under the age of three. Are you planning on bringing a child, younger than three years to our Conference? Please contact info@esns.nl . Children between the ages of three and sixteen must be accompanied by a parent or guardian.

Limited Capacity
ESNS venues have a limited capacity. Want to see a show? Get there in time before the show starts. Delegates and other music professionals may have a specific wristband, this grants them access via a different row.

Lost & Found
Found something? Please hand it over to one of our staff members at the Box Office (in De Oosterpoort). Lost something? Ask the Box Office, where lost items are collected, or contact our customer service via the website or our social channels. Please note that we are not liable for lost or stolen personal belongings.

Prohibited items
A complete 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 medication, suntan lotion, deodorants, and perfume), e-cigarette refills, club-related displays, provocative (offensive or hateful imagery, symbols or language) 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, smart glasses equipped with a camera and AI, cameras, film, sound or other recording equipment and Go-Pro's or similar. Weapons, chains (except 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, canes (except medical devices), skates, bicycles, scooters, skateboards, needles. Unmanned aerial vehicles (so-called UAV or Drones) and other, in the opinion of ESNS security guards, disruptive or dangerous objects.