

HOUSE RULES

1. These house rules apply to all visitors of events held in the Melkweg or by the Melkweg at other locations. The house rules are available for inspection at the Melkweg box office or at www.melkweg.nl.
2. In addition, the General Terms and Rules for Visitors of Venues and Festivals which are a member of the Dutch Association of Music Venues and Festivals (VNPF) apply. These terms and rules can be consulted online at www.melkweg.nl or at the Melkweg box office.
3. Visitors must comply at all times to instructions given by Melkweg staff and also take notice of additional public signs in and around the premises.
4. Identification is required at all events where minimum age applies. Entry is not granted without valid ID.
5. Each visitor is required to purchase a membership, unless stated otherwise.
6. Melkweg doesn't serve alcohol to visitors under 18. Valid identification is required when buying alcohol. Visitors are strictly forbidden to sell on or pass on alcoholic beverages to persons under 18. Visitors under 18 are not permitted to accept alcoholic beverages and/or consume them.
7. Smoking is not permitted in the Melkweg. When business conditions and visitor volume/traffic permit, it is possible to smoke only in the designated smoking zone(s) situated outside of the building. In this case, visitors who wish to make use of this facility, must follow the instructions of the Melkweg staff. The general smoking ban also applies to all electronic cigarette and vaping devices.
8. Melkweg does not tolerate sexual harassment, disruptive behaviour, aggression, racism and discrimination.
9. Crowd surfing and/or stage diving is not permitted.
10. Visitors may be searched and Melkweg expects full cooperation of visitors in doing so. Prohibited items may be confiscated by security.
11. Melkweg prohibits:
 - a. Possession or use of hard drugs,
 - b. Dealing in both soft and hard drugs, and other goods such as tickets,
 - c. Possession of weapons, dangerous/sharp objects, laughing gas or other objects or substances deemed to cause a disturbance and/or nuisance,
 - d. Possession of markers or stickers
 - e. Committing theft or vandalism
 - f. Unauthorized use of professional cameras or recording equipment,
 - g. Unauthorized distribution of leaflets or other promotional materials in and around the premises,
 - h. Taking glass bottles, with or without content, off the premises,
 - i. Bringing own consumptions,
 - j. Bringing medicines without a doctor's prescription
 - k. Animals on the premises.
12. The use of lockers and the cloak room is at the risk of the user. Liability of the Melkweg is at all times limited to €150 per deposited item (including contents).
13. In the event of losing a cloakroom receipt or locker key, the Melkweg will make effort to find the item in question after closing or at the end of the event. If the cloakroom receipt or locker key cannot be presented, the Melkweg is in no way liable for any consequences that could arise. The Melkweg is authorized to charge visitors for any incurred replacement costs.
14. Unclaimed property is kept in the Melkweg up to 14 days after being handed in. After this period, the Melkweg reserves the right to dispose of the found items. Valuables are handed over to the police.
15. Melkweg only accepts liability for harm suffered by visitors (incl loss and theft) or injury inflicted upon visitors which is a direct result of gross negligence on behalf of the Melkweg and/or its staff. Nor does Melkweg accept liability for harm suffered by visitors due to reasons beyond its control (force majeure).
16. Any damages incurred are recovered from the perpetrator.
17. Visitors may be exposed to volumes above the 83dBA level. Melkweg strongly recommends visitors to wear ear protection. Ear plugs are available at the cloakroom. Visitors carry full responsibility for the protection of their ears.
18. Melkweg is equipped with camera surveillance. Visitors agree to being recorded on film.
19. Visitors in violation of our house rules will be denied entry for a certain period of time by means of a local ban. Visitors are not entitled to restitution of the admission fee. Any visitors found in severe breach of the rules will be turned over to the police and prosecuted.
20. Additional provisions because of COVID-19:
 - a. In order to open the Melkweg safely and responsibly to the public, the guidelines from the 'Protocol for reopening pop music, improvisation and jazz venues' of the trade association VNPF (Association of Dutch Music Venues and Festivals) and the guidelines from the 'Voorbeeld-protocol voor veilig en verantwoord museumbezoek' of the Museums Association are followed until further notice. All additional measures regarding a visit to the Melkweg can be found at melkweg.nl. The protocols can be read at: vnpf.nl/dossiers/covid-19-protocol and museumvereniging.nl/protocol-voor-heropening-musea.
 - b. Until further notice, it's mandatory to wear a face mask in the Melkweg, during all walking movements. As soon as you are seated on a chair, the face mask may be removed.