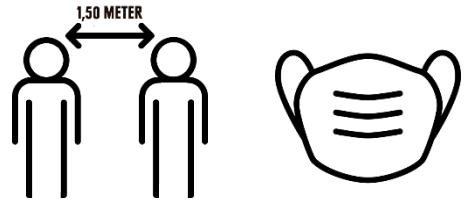


[k] KAMPNAGEL



IMPORTANT Information for your Kampnagel Visit

State: 20.08.20

Our Hygiene Concept

In the first place is the health of our guests, our employees and our artists. For this purpose, we have developed a differentiated hygiene concept that takes into account all current preventive measures and is immediately adapted in the event of changes. All of our measures have been submitted to the relevant authorities.

Part of this is, among other things, detailed regulated inlet and outlet scenarios, a new routing of our guests, sufficient disinfectant dispensers, the placement of the audience in compliance with the distance rules and regular cleaning and disinfection of all rooms.

Here we now have answers to your (possible) questions, which we will of course also be happy to answer by telephone (040 270 949 49):

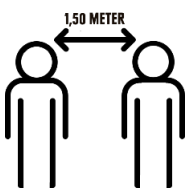
- **How does the ticket purchase work?**
 - As usual, tickets for the International Summer Festival are available in different price categories.
 - What is new is that you cannot select fixed locations in the web shop, but can select areas.
 - A few days before the respective event, we will send you fixed seats within the area you have selected as a print@home ticket by e-mail. If you do not have a mail account, please call our colleagues* at the box office (040 270 949 49).
 - We are taking this intermediate step in order to be able to react flexibly should the requirements of the authorities change and also to enable groups of up to ten people to sit together if they want to.
 - ATTENTION: If you buy two, or up to ten, tickets in one order, we assume that you want to sit next to each other. In doing so, we trust that you will handle the Corona Guidelines responsibly.
 - If you do NOT want to sit next to each other, we ask you to carry out an appropriate number of individual sales transactions.

- **Can I also reserve my tickets?**
 - This is of course still possible.
 - To do this, call our colleagues from the ticket office (040 / 270 949 49), we will be happy to reserve your places for a maximum of one week.

- **How can I buy tickets if I have a disability?**
 - Please call our colleagues at the box office.

- **Can I also buy my tickets at the day or evening box office?**

- You can buy your tickets at the box office from Monday to Friday between 12 and 6 pm.
 - By telephone you can reach the cash desk from 10am to 6pm.
 - During the festival you can buy remaining tickets at the box office as usual. The box office opens one hour before the performance begins.
- **What happens if the performance is cancelled?**
 - We will inform you immediately by e-mail.
 - You can also find further information on our homepage.
- **How is the entrance in the audience room regulated?**
 - Please make sure to arrive at the Kampnagel site earlier than usual. The admissions will take more time. Please be sure to arrive in time to ensure a smooth process!
 - In order to be able to maintain the valid distance rules on admission, we divide our guests into several groups.
With the dispatch of your seat tickets, you will receive an admission time and the information through which of our numerous doors it will go into the hall. All entrances are correspondingly signposted and provided with a screen for the admission times.
- **What happens when I am late?**
 - Please contact our service personnel at the information desk in the foyer. Due to the current regulations, it will probably not be possible to let visitors in late this year.
- **Do I have to leave my contact details?**
 - We are obliged to obtain the contact details of all our guests.
 - If you have purchased tickets in our webshop, your data is stored via our ticket system.
 - If you have purchased additional tickets for other people, please contact the information desk and fill out a contact information form.
The lawful processing of your personal data is carried out within the framework of the contractual relationship with you. Further information on data protection can be found in our data protection regulations on our website.
- **How is the outlet regulated?**
 - After the performance you will leave the theatre hall section by section. Please follow the instructions of the service personnel.
- **Will there be a festival garden again?**
 - Yes, this year the Festival Avant-Garten will be even bigger and more beautiful than usual! Many events will take place this year in the open air on various stages around the Kampnagel grounds.
 - As the capacity for visitors to the garden is also limited and we are also obliged to record the contact details of our visitors, admission to the garden will have to be checked this year.
 - With a ticket for an event, you can of course enter the garden on the same day free of charge, for all other visitors we take a symbolic entrance fee of 3 EURO.





- **Do I have to wear a mouth and nose protector?**
 - It is obligatory to wear a mask during entry and exit and when visiting the WC.
 - When you have taken your seat and the performance begins, you can usually remove the mouth and nose protector. We will inform you of any exceptions.
- **Can I leave my jacket/bag/case at the cloakroom?**
 - Unfortunately we cannot offer a cloakroom service at present.

Many thanks for your help and understanding!