

IMPORTANT information for your Kampnagel visit

Last update: 22.09.2020

Our hygiene concept

To protect our guests, employees and artists, we have developed a detailed hygiene concept that takes into account all current preventive measures. All our measures have been approved by the responsible authorities, and will be updated immediately to abide by any changes made to general official guidelines.

This concept includes information on ticket sales and the occupancy of the event halls, controlled entrance and exit scenarios and routing for the public. Disinfection dispensers are installed throughout the foyer. Event rooms and toilets are cleaned regularly. If there are special hygiene measures for individual events, these will be published together with the corresponding event information.

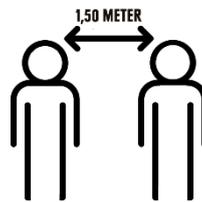
As a matter of principle: significantly reduced capacity applies in all halls, as well as maintaining a mandatory distance of 1,5m from other guests at all and the mandatory wearing of a mouth-nose guard in all public areas.

With symptoms of a cold: stay home at all costs. We reserve the right not to admit guests with a cold. We will convert your already purchased tickets into a voucher for you.

Here we have compiled answers to possible questions, which we will of course also be happy to answer by telephone on 040 270 949 49:

• How does the ticket purchase work?

- As normal, you can buy tickets in the webshop, on the phone or at the box office at Kampnagel. The opening hours can be found at kampnagel.de
- The seating plan in the online ticketing system has been set so that we can ensure the required amount of distance between guests within the halls. Tickets can be purchased either in pairs, or as single tickets.
- When booking single tickets, it is not possible to see through the online system whether you are booking one seat as part of a pair. This means that, unless you book a seat which is on the end of a row of seats, you may have bought a ticket where you will need to sit next to someone else. If we see that only one seat from a group of two has been bought, our cashier will contact the buyer to rebook them to a single seat. This is to ensure distance is kept between all guests within the halls who are not attending the event as part of the same household or social group.
- Tickets bought online or by phone will be sent to you by e-mail as print@home ticket after the purchase, if you want to get the tickets by mail or pick them up at the box office. This is still possible also.
- Guests must enter and exit the halls through different doors, and no more than 12 guests are allowed through these at the same time.
- If queues form, it may be necessary to wait outside (with the appropriate distance).



Do I have to leave my contact details?

- We are obliged to record the contact details of all guests. This is done directly via the ticket system when purchasing tickets. There is no possibility to purchase tickets without giving contact data. The data is stored and deleted for the legally required period and according to the DSGVO.
- For events with numbered seats, the contact data can be recorded for each seat. If seats are freely selectable, we work with a registration system using QR codes that are attached to the seats. All visitors receive information on how to register for a seat using a QR code or how to leave their data in writing. The slips of paper with the seat details can be handed in to the service staff or placed in four mailboxes distributed and labelled in the foyer.
- For free events without fixed seats, the contact details are recorded upon admission.
- For the QR Code collection we work together with [darfichrein.de](https://www.darfichrein.de), a subsidiary of the Anstalt für Kommunale Datenverarbeitung in Bavaria (AKDB) and the Bavarian Hotel and Restaurant Association DEHOGA. Data is stored encrypted in the German data center of the AKDB and automatically deleted after 4 weeks.
- The lawful data processing of your personal data is always carried out within the framework of the existing contractual relationship with you. Further information on data protection can be found in our data protection regulations on our website.

• How can I buy tickets if I have a disability and therefore want to take advantage of a discount or special service?

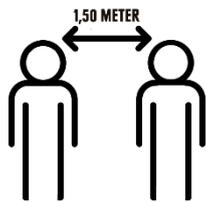
- Please contact us by phone (040 270 949 49) or e-mail (tickets@kampnagel.de) so that we can consider your individual needs.

• What happens if the show is cancelled?

- We will inform you immediately via e-mail.
- For more information about ticket refunds please visit [kampnagel.de/service](https://www.kampnagel.de/service)

• How is entrance and exit to the auditorium controlled?

- Admission to each event begins with sufficient time (up to 30 minutes) before the performance to avoid queues and doors. We therefore ask you to arrive in time.
- In order to stagger the admission for larger events in the k2 or k6, you will find on your ticket the admission time intended for you and, if necessary, also the information about which door you should use to enter the hall.
- Above the entrance doors of halls k2, k6 and k1 there are monitors on which the current admission times are also shown. In addition, the service staff in the foyer provide information about the admission to the respective events.
- In order to make the admission situation and ticket control as contactless as possible, visitors are asked to place their card on a table at the entrance where it is scanned by the evening staff.
- When entering or leaving the auditorium, we ask you to observe social distancing rules.



• What happens if I am late?

- Please contact our service personnel at the information desk in the foyer. Generally, you are not entitled to later admission to the presentation (see terms and conditions).
- If, however, a late-entry is possible, then only with a mask under the instruction of the front of house staff.

• Are the auditoriums well ventilated?

- If available, the ventilation systems in the halls left running during the rehearsals and around presentations.
- In addition, fans are placed in the doors (to the outside) when necessary to ensure a better air exchange.
- In hall k6, additional light sluices have been built onto the ceiling windows in order to leave them open during performances without strong light incidence and to generate draughts. This is supported in all halls by manually opening the entrance doors. The halls are ventilated with fresh air before and after the presentation.
- Co2 measuring devices are used to check the air condition and thus the aerosol load in the rooms in order to maintain appropriate ventilation intervals.

• May I stay in the foyer before and after the performances and is the bar open?

- The Kampnagel foyer is still the meeting point for our visitors. The program and the individual exits and entrances are organized in such a way that the foyer always offers sufficient space for all visitors. The number of available seats in the foyer has been reduced due to the rules of distance.
- You are requested to wear a mouth-and-nose mask in the foyer at all times and to maintain the specified distance from other visitors.
- Drinks are available at the Peacetanbul restaurant as well as at the temporary bar outside the restaurant.
- As an additional exit route for visitors before and after the performances, the piazza is available with a rain roof to provide weather protection outside the foyer.

• Do I have to wear a mouth-and-nose-protection?

- Inside the Kampnagel building and at the ticket desk it is compulsory to wear a mask at all times.
- Once you have taken your place in the performance and the performance begins, you can usually remove the mouth-and-nose-protection. We will inform you of any exceptions to this rule.

• Can I leave my jacket/bag/case at the checkroom?

- Unfortunately we cannot offer a checkroom service until further notice.

Many thanks for your help and understanding!