

House Rules

Scope of application

1. These house rules apply for all public and private events at the Theater 11 Zürich, Thurgauerstrasse 7, 8050 Zürich referred to below as "Theater 11 Zürich".

Admission (unless otherwise communicated by the organiser)

2. All visitors require a valid ticket for entry.
3. Children under the age of 3 are not admitted to performances at the Theater 11 Zürich.
4. Children under the age of 14 will only be admitted to the Theater 11 Zürich when accompanied by an adult.
5. The organiser and operator will not accept any responsibility or liability resulting from infringement of these rules.

During the visit

6. In the auditoria, hallways and foyer, as well as in freely accessible areas of the theatre, all visitors must behave in such a way as to not endanger, obstruct, injure, threaten or harass anyone else.
7. Unauthorised persons are not allowed into areas inside the theatre that are reserved especially for in-house staff.
8. Emergency exit and escape routes must remain clear at all times.
9. In an emergency, designated escape routes are to be used.
10. Pyrotechnic objects, flares, sparklers, weapons and other dangerous objects are prohibited.
11. Umbrellas, rucksacks and larger items may not be taken into the auditorium and must be checked in to the cloakroom at the owner's expense.
12. The safety regulations of the respective organiser shall apply.
13. It is not permitted to sell goods and entry tickets in-house and on theatre premises without the permission of theatre management, to play music, to distribute or to conduct an advertising campaign or collection drive.
14. Writing, painting or sticking things onto structural installations, interior fittings or other hallways is strictly forbidden.
15. Theater 11 Zürich is a public building. Smoking is therefore prohibited in all areas.
16. Animals are generally not permitted in the theatre. Guide dogs and other assistance dogs are exempt from the general ban, if a proof can be presented.
17. In general it is not permitted to bring own food and drinks in the theatre.
Drinks in PET bottles and food purchased on site are allowed in the auditorium. Drinks purchased in glasses, glass bottles or cans must be emptied into cups at the entrance to the auditorium.
18. Ticket holders may be removed from the current performance if they are disrupting it or disturbing other visitors. Admittance may also be refused if anyone is suspected of the above. Moreover, any persons doing so may be banned from theatre premises by the theatre operator. In these cases, a refund will not be given for the cost of entry.

Start/admission

19. In general, the foyer and the ticket office are open 60 minutes before the start of the performance, the hall 30 minutes before. Different opening times are possible.
20. Once the performance has started, ticket holders will only be let into the auditorium at a suitable break in the performance, out of respect to the participating artists and other visitors. Audience members do not have the right to claim their reserved seat until such a break.

Sound, photo and film recording

21. For copyright reasons, it is strictly forbidden to record sound, photos or videos in the hall before, during or after a performance. In the event of a breach of these rules, theatre staff have the right to collect any recording devices, mobile phones and cameras and to keep hold of them until the end of the performance. In addition, photos and videos must be deleted irrevocable in the presence of a member of theatre staff.
22. Mobile phones must be switched off before the start of the performance.
23. Professional (video) cameras and tripods must be checked into the cloakroom.

Disturbances in the theatre

24. Significant infringement of the house rules shall always lead to a warning and, in serious cases, to a house ban. In particular, these include:
 - Bringing in and taking drugs
 - Bringing in and using weapons and other dangerous objects
 - Threatening and using physical violence
 - Theft, deliberate damage, vandalism, begging
 - Verbally abusing or threatening theatre staff, staff belonging to other companies operating at the theatre or visitors of the theatre
 - Defiling the building or the outside area

In these cases, a refund will not be given for the cost of entry.

Hygiene and distance rules

25. Government regulations as well as measures ordered by the organiser or operator of the theatre are to be followed by all visitors. In the event of infringement, the operator can expel a visitor from Theater 11 Zürich and pronounce a house ban. In these cases, a refund will not be given for the cost of entry.

Staff instructions are to be followed at all times. In the event of infringement, a house ban may be issued. Any person not leaving the building having been asked to by theatre staff can expect a complaint for trespassing.