

Főnix Arena is operated by Debreceni Sportcentrum Közhasznú Nonprofit Kft.

It is our pleasure to welcome you in Főnix Arena!

The present Facility Rules and Regulations defines the rules of conduct to be followed by persons in Főnix Arena, as well as prescribes the requirements applicable to the proper use of the facility and the protection of its general condition. It is our mutual interest to ensure that visitors can spend their time in Főnix Arena in a safe and pleasant environment. After prior warning, we initiate a procedure for minor offences or a criminal procedure against violators, and enforce our claims for damages against those causing damage.

1. Főnix Arena is equipped with CCTV cameras, and the facility as well as the events are protected by a security service.
2. Events at Főnix Arena can be attended with a valid ticket, with the exception of free events.
3. Tickets generally allow single entry, unless the organizer of the event provides otherwise. Tickets purchased for events are valid for the bleachers and the related corridors for visitors, and in some cases for the arena floor. Access to the rooms and premises reserved by the organizer of the given event is restricted to authorized persons. Access privileges are ensured and checked by way of wristbands, entry access cards, etc. distributed according to categories established by the organizers of the event.
4. Events at the facility may only be attended at the visitors' own risk.
5. Please note that at some events there may be smoke machines, laser, pyrotechnic or other devices (e.g. flashing light effects) used; these may have a negative effect on some people, for which we cannot take responsibility.
6. We ensure the physical accessibility of Főnix Arena for our visitors in wheelchairs. Mobility-impaired visitors can request tickets for wheelchair space and for their accompanying person from the primary ticket vendor for the given event. It is the responsibility of visitors in wheelchairs to provide for an accompanying person. Please note, that the number of wheelchair spaces is limited.
7. The cloakrooms in Főnix Arena are open only during the events. Neither the organizer of the event nor the operator of the facility is responsible for valuables left in the cloakroom.
8. Főnix Arena has an outdoor car park, which can currently be used free of charge, at the users' own risk, guarding the vehicles is not provided. Operators of parked vehicles are required to keep the car park clean, and are responsible for any damage caused by their vehicles. It is prohibited to drive, stop or park motor vehicles on the green areas surrounding the building. Vehicles may only park on the access road at the truck entrance of the building for the purpose of (un)loading and with a special permit.
9. Children under the age of 12 must be supervised by adults at all times while in or around the building, with particular attention to places with a high risk of accidents, such as lifts, staircases and the car park.
10. If a child present at the event disturbs visitors of concerts or other events for adults by way of his/her behaviour or loudness, our staff may ask the child and his/her accompanying person to leave the facility.
11. Visitors who disturb the event or its enjoyment by way of talking or loud behaviour may be asked to leave by staff.
12. The use of mobile phones and other devices that may disturb the event is not permitted during the events. If, despite the request of the staff, a visitor does not

stop using such devices during the event, the security service may order the visitor concerned to leave the event venue.

13. At the express request of the head of security at the given event, the staff of the security service will remove the person(s) disturbing the event and, if necessary, initiate police action.
14. Photographs, as well as audio and/or video recordings including any visitor may be made on the entire area of Főnix Arena; however, visitors may not submit any claims against Debreceni Sportcentrum Kft., the organizers, the makers or the authorized users of such photographs or recordings.
15. Visitors are forbidden to make photographs, audio and/or video recordings at the events, with the use of any device (including mobile phones). The violation of this rule may give rise to the legal consequences of the violation of copyright and related rights.
16. If, despite the request of the staff, the visitor does not stop the making of photographs, or audio and/or video recordings during the performance or event, the security staff may ask the guest concerned to leave Főnix Arena.
17. A person who is visibly severely under the influence of alcohol or drugs may not attend the events, even with a valid ticket. Security staff have the right to instruct such visitors to leave the building.
18. It is forbidden to bring any of the following into the area of Főnix Arena: animals, food, beverages, weapons or objects resembling weapons, as well as other objects or substances that are dangerous to the life, physical integrity or health of persons or to public safety, bicycles, scooters, motorcycles, roller skates or skateboards. Furthermore, it is forbidden to bring into the territory of the arena any signs, banners or flags suitable for inciting hatred towards others, or any other symbols of totalitarian regimes. The security service is entitled to check compliance with this rule – also by way of inspecting the packages and clothing of visitors – and to enforce compliance.
19. There are snack kiosks operating during events, where visitors can buy a variety of foods/beverages.
20. With the exception of the designated smoking areas, smoking is prohibited on the entire area of Főnix Arena.
21. Visitors are required to use the facilities of Főnix Arena in accordance with their purpose, to keep the environment tidy, as well as to protect and use all furnishings and equipment in the building in compliance with the relevant rules.
22. In case of any unexpected, extraordinary event (e.g. natural disaster, fire, bomb alert, etc.), visitors must strictly follow the instructions given by the staff of Főnix Arena, and act in accordance with the provisions of the evacuation plan of the building.
23. Any visitor who violates the facility rules and regulations may, after due warning, be banned from the building for a specified period of time or permanently, and may also be subjected to official proceedings. The violator of the facility rules and regulations or the person in charge of such violator will be liable for any damage arising as a result of the violation. If the violation of the facility rules and regulations also constitutes a breach of the law, the violator or the person in charge of the violator will be held liable under the law and will be subject to any legal sanctions.
24. These facility rules and regulations enter into effect on 15 May 2019, and remain in effect until revoked.

Compliance with these rules and regulations is in our common interest, for which we also ask the assistance of our visitors. Thank you in advance for your cooperation, and we look forward to welcoming you at our events!