



## European Film Academy House Rules

The European Film Academy welcomes you to its venues and events across Europe. We are dedicated to promoting, protecting and celebrating European cinema while ensuring all our guests experience a safe, comfortable, and inclusive environment. These house rules have been established to enhance everyone's experience at our venues and events.

### Our Commitment to You

The European Film Academy is committed to fostering an environment where cinema, art, and respectful dialogue can flourish. These rules apply uniformly across all European Film Academy venues and events throughout Europe. We strive to maintain spaces where diverse perspectives can be shared while ensuring the comfort and safety of all participants.

### Admission and Access

Entry to our venues requires a valid ticket, accreditation or registration. Children under the age of 12 must always be accompanied by an adult. Teachers and group leaders assume responsibility for the conduct of their groups while at our venues. We may need to refuse entry if venue capacity is reached or if safety concerns arise.

## **Security Measures**

To ensure everyone's safety, our security staff may conduct bag checks at entry points. We require all large bags and luggage to be stored in our designated storage areas. You may bring smaller bags, approximately A4 size, into the venues. Our security staff will provide clear guidance on which items are permitted inside the venues.

## **Storage Facilities**

At some of our events, we provide free cloakroom service for your coats and larger items. While we take the utmost care with stored items, we cannot assume liability for valuables left in the cloakroom. If you lose a locker key or cloakroom number, a replacement fee might be charged to cover security costs.

## **Venue Environment**

To maintain a pleasant environment for all guests, smoking of any kind, including e-cigarettes and vapes, is not permitted inside our venues. Food and beverages may only be consumed in designated areas. We ask that you keep your mobile phone silent during the Awards ceremony, screenings and other events. Quiet conversation is welcome in lobby areas, but we ask you to remain mindful of volume levels during screenings, public speeches and presentations.

## **Photography and Recording**

You are welcome to take photographs for personal use in public areas. Taking selfies with VIP guests at Academy events are prohibited. If you wish to take photographs for commercial purposes, you must obtain written permission from the European Film Academy Press Office in advance. Recording of screenings or presentations is not permitted under any circumstances. Members of the press must obtain prior accreditation for photography.

## **Accessibility**

We welcome service animals (e.g. guide dogs for blind people) when accompanied by appropriate documentation. All mobility devices are permitted in accessible areas of our venues. Our staff is ready to assist if you require any additional support. Baby strollers are welcome in areas where space permits.

## **Creating an Inclusive Environment**

The European Film Academy celebrates diverse perspectives and a peaceful expression of opinion. We ask all guests to respect the dignity and safety of fellow attendees, staff, and artists. Political expression and discourse are welcome when expressed without harassment or threats to others. We do not permit materials that promote hatred, violence, or discrimination against any group.

## **Prohibited Items and Conduct**

For everyone's safety, the following items are not permitted in our venues: weapons of any kind, illegal substances, pyrotechnical items, or any objects that may endanger public safety. Behaviour that disrupts others' enjoyment of events will not be tolerated.

## **Working with Our Staff**

Our staff members are here to ensure your safety and comfort. We ask that you follow their instructions regarding venue operations and safety procedures. If you have any questions or concerns, please do not hesitate to approach any staff member for assistance.

## **Emergency Situations**

In the event of an emergency, it is essential to follow staff instructions immediately. We recommend familiarising yourself with emergency exits upon arrival. If evacuation becomes necessary, please proceed calmly to the nearest exit. You will find clearly marked meeting points outside our venues.

## Special Events

Please note that additional rules may apply during specific events or festivals the European Film Academy might collaborate with. Festival accreditation may carry separate terms and conditions. Certain areas may require special credentials for access.

## Consequences

The European Film Academy reserves the right to deny entry or request the departure of individuals who do not respect these guidelines. In cases where removal is necessary, ticket fees will not be refunded. Serious violations may result in restricted access to future events.

## Your Feedback Matters

We value your input in helping us improve our services. If you wish to submit a formal complaint, please do so in writing to our main office:

[contact@europeanfilmacademy.org](mailto:contact@europeanfilmacademy.org)

## Legal Framework

These rules operate within applicable European and local laws. Youth protection laws of the host country apply to all our events. We respect data protection and privacy rights in accordance with GDPR regulations.

The European Film Academy thanks you for your cooperation in maintaining these standards. Together, we can ensure our venues remain vibrant spaces for creative expression, cultural exchange, and cinematic celebration.