

VISITOR REGULATIONS OF THE OSTRAVA ARENA
FOR
“2024 IIHF ICE HOCKEY WORLD CHAMPIONSHIP”

(hereinafter referred to as "Visitor Regulations")

These Visitor Regulations of the OSTRAVA Arena for the 2024 IIHF Ice Hockey World Championship (hereinafter also referred to as the “Event” or “2024 IIHF WM”), issued pursuant to Section 7a(1) of Act No. 115/2001 Coll., on the promotion of sport, as amended, determine the binding rules of conduct for all persons entering the OSTRAVA Arena during the 2024 IIHF WM.

I.

General Provisions

- 1) These Visitor Regulations are issued by Český svaz ledního hokeje z.s., having its registered office at Českomoravská 2420/15, 190 00 Prague 9, reg. No.: 005 36 440, registered in the Register of Associations maintained by the Municipal Court in Prague, Section L, File 852 (hereinafter referred to as the “**Promoter**” or “**ČSHL**”).
- 2) The Visitor Regulations define the binding rules of conduct for all persons entering the OSTRAVA Arena during the 2024 IIHF WM held in Ostrava from 10 May 2024 to 26 May 2024.
- 3) The purpose of the Visitor Regulations is to establish rules for the protection of safety, health and property. The aim is to ensure a pleasant sports and social environment in the OSTRAVA Arena. By entering the OSTRAVA Arena, each person agrees to the terms and conditions and the content of these Visitor Regulations and the Promoter's Instructions.
- 4) The promotion and security services, or, within the scope of their legal authority, the Czech Police and the Ostrava Municipal Police are authorised to monitor the compliance with and adherence to the Visitor Regulations.

II.

Definitions

- 1) “**OSTRAVA Arena**”: The multi-purpose arena at Ruská 3077/135, 700 30 Ostrava – Zábřeh.
- 2) “**Operator**”: VÍTKOVICE ARÉNA, a.s., having its registered office at Ruská 3077/135, 700 30 Ostrava – Zábřeh, reg. No.: 259 11 368, registered in the Commercial Register maintained by the Regional Court in Ostrava, Section B, File 2600.
- 3) “**Promoter**”: Český svaz ledního hokeje z.s., having its registered office at Českomoravská 2420/15, 190 00 Prague 9, reg. No.: 005 36 440, registered in the Register of Associations maintained by the Municipal Court in Prague, Section L, File 852.
- 4) “**Promoter's Instructions**”: A document issued by the Promoter which regulates in detail the particular behaviour of Visitors in the premises and surrounding areas of the OSTRAVA Arena. The Visitors shall be provided with the Promoter's Instructions prior to entering the OSTRAVA Arena.
- 5) “**Event**”: 2024 IIHF Ice Hockey World Championship.

- 6) **“Event Occasion”**: Individual hockey games within the Event.
- 7) **“Ticket”**: A document (valuable) entitling the Ticket Holder to single entry to the Event or an individual occasion thereof, intended for one-time use.
- 8) **“Visitor”**: A person with a valid Ticket allowed to enter the OSTRAVA Arena.
- 9) **“Ticket Vendor”**: A person who, as agreed between the Operator and the Promoter, acts as the official Ticket Vendor for the Event held at the OSTRAVA Arena.
- 10) **“Authorised Person”**: A person who, as appointed by the Operator or as agreed between the Operator and the Promoter, carries out the instructions of the Operator or the Promoter in the OSTRAVA Arena and its surrounding area in connection with the Event and/or the operation of the OSTRAVA Arena and who is visibly identified (uniform, vest, accreditation); this may include the security guard, organisational and promotion service, security service, paramedics, firefighters, anti-smoking patrol, etc.

III.

Rules for Entrance and Movement in the OSTRAVA Arena

- 1) By entering the OSTRAVA Arena, the Visitor agrees to the provisions of these Visitor Regulations and undertakes to comply with them unconditionally at all times. Visitors further agree to follow the instructions of the Promoter's staff.
- 2) The OSTRAVA arena is primarily used by the public to watch hockey games and the manner of its use shall be decided exclusively by the Promoter.
- 3) The public may enter the OSTRAVA Arena only with the consent of the Promoter, only at the times set out in these Visitor Regulations or in exceptional cases by other decisions of the Promoter and only in accordance with the conditions set out in these Visitor Regulations.
- 4) The promotion and security services, or, within the scope of their legal authority, the Czech Police and the Ostrava Municipal Police shall be authorised to monitor the compliance with and adherence to the Visitor Regulations
- 5) Only persons who present a valid Ticket for the relevant Event Occasion at the entrance or persons who are able to prove their accreditation for the Event may stay in the OSTRAVA Arena.
- 6) Every person inside the OSTRAVA Arena shall, at the request of the promotion or security service or the police, prove their right to attend with a valid Ticket or a relevant Event accreditation. Anyone who is unable to prove their right to attend shall be removed from the OSTRAVA Arena. The Ticket becomes invalid upon leaving the OSTRAVA Arena.
- 7) The OSTRAVA Arena is always open to the public, as a rule, 45 minutes before the Event starts until 15 minutes after the Event Occasion ends, unless otherwise specified by the Operator for organisational reasons. Visitors shall not be entitled to stay in the Arena after the Event Occasion has ended, even if they hold a Ticket for a subsequent Event Occasion.
- 8) Visitors shall occupy only the seats indicated on their Tickets for the Event and shall respect the organisational instructions of the promotion or security service or officers of the Czech Police or the Ostrava Municipal Police.
- 9) For safety reasons and to avert danger, Visitors shall, upon the instructions of the promotion and security service as well as the Czech Police or officers of the Ostrava Municipal Police, take seats other than those indicated on the Ticket, possibly in another sector. The same applies to Visitors who arrive after the start of the Event Occasion.

- 10) Persons who are apparently under the influence of alcohol or other addictive substances, as well as persons who endanger the safety of persons and property in the OSTRAVA Arena or otherwise harass other Visitors, may be removed from the OSTRAVA Arena at any time by the promotion or security agency, or by officers of the Czech Police or the Ostrava Municipal Police.
- 11) Each person entering the OSTRAVA Arena agrees to free but reasonable use of their image or likeness as part of any image recording, broadcast, or reproduction of the Event / Event Occasion for commercial or promotional purposes by the Event Occasion Promoter and its contractual partners (e.g., sponsors).

IV.

Disabled Persons (ZTP/P Tickets)

- 1) There are designated seats on special platforms in the OSTRAVA Arena for holders of ZTP/P Tickets who are wheelchair users and for their escorts, unless the type and nature of the Event renders this area inoperable, i.e., it is not possible to use the platforms reserved for wheelchair users or the Promoter does not allow it for a specific reason. They shall enter the OSTRAVA Arena only through the entrances designated for the ZTP/P Ticket holders.
- 2) Once the capacity of the designated seats for disabled persons is reached, the Promoter may decide to place the Ticket holder in another suitable place.

V.

Entrance Check

- 1) Each Visitor shall present their Ticket or other document entitling them to enter the OSTRAVA Arena upon entering the Arena without request and shall, upon request, provide their Ticket or other document entitling them to enter the OSTRAVA Arena for inspection by the Promoter or security service.
- 2) Every Visitor shall submit to a screening check before entering the OSTRAVA Arena, which shall be carried out using a security frame and a handheld detection device. Luggage and other permitted items shall be checked visually or by X-ray. In justified cases it shall also be possible to carry out a physical check.
- 3) A special entrance regime is provided for Visitors with pacemakers, as well as for pregnant women, persons with reduced mobility and wheelchair users. Visitors referred to in the previous sentence shall contact one of the Authorised Persons who shall provide the Visitor with all necessary information about entering the OSTRAVA Arena.
- 4) It is prohibited to bring objects into the OSTRAVA Arena premises that could in any way endanger the safety of persons present in the OSTRAVA Arena premises or endanger premises as such. Each Visitor shall, at the request of the promotion or security service, as well as the Czech Police or the Ostrava Municipal Police, allow the promotion or security service, as well as the Czech Police or the Ostrava Municipal Police, to inspect the luggage brought into the OSTRAVA Arena. The check shall be justified in particular if the purpose is to prevent the introduction of weapons or other dangerous objects, items or substances causing a fire hazard or posing other security risks. Visitors may use the paid deposit to store items that may not be brought into the Arena (see Section VIII Storage Area of these Visitor Regulations).

- 5) Persons who are apparently under the influence of alcohol or other intoxicating substances shall not be admitted to the OSTRAVA Arena.
- 6) Persons who are unable to prove their right to visit or to enter the OSTRAVA Arena or to stay in the OSTRAVA Arena shall not be allowed to enter or stay in the Arena. Refused or removed persons shall not be entitled to a refund of the admission fee.

VI.

Conduct in the OSTRAVA Arena

- 1) Each Visitor shall behave in the OSTRAVA Arena in such a manner that their actions do not endanger the safety of other persons and their property, as well as the OSTRAVA Arena facilities, and that their actions do not restrict or harass other persons beyond the level appropriate to the circumstances of the Event Occasion currently taking place in the OSTRAVA Arena.
- 2) Visitors shall comply with the orders and instructions of the promotion or security service, as well as the Czech Police, the Ostrava Municipal Police, the Fire Rescue Service of the Moravian-Silesian Region, the Medical Emergency Service of the Moravian-Silesian Region and the announcer.
- 3) Visitors to the OSTRAVA Arena shall respect the generally binding rules of decency and good manners during their stay in the OSTRAVA Arena, i.e., in particular courtesy and consideration, and shall refrain from any expressions of interpersonal, racial, religious or political intolerance. In case of violation or disregard of this provision, the Visitor committing an apparently prohibited act may be immediately removed from the OSTRAVA Arena without prior warning and without the right to a refund of the admission fee.
- 4) The Event Promoter reserves the right to refuse entrance or remove any person who fails to comply with the instructions of the promotion or security service, as well as the Czech Police, the Ostrava Municipal Police, the Fire Rescue Service of the Moravian-Silesian Region, the Medical Emergency Service of the Moravian-Silesian Region and the announcer, fails to comply with the OSTRAVA Arena Visitor Regulations or other relevant legislation, or whose behaviour is deemed unacceptable by the Authorised Person.
- 5) Furthermore, any person shall be removed from the OSTRAVA Arena whose behaviour causes suspicion of committing any of the offences listed in Act No. 40/2009 Coll., the Criminal Code, as amended (hereinafter referred to as the "Criminal Code") or an offence under Act No. 251/2016 Coll., on certain offences, in particular Section 5 – Offences against public order, and more specifically Section 5(1)(e) Public nuisance, Section 5(1)(i) Conditions for the protection of public order, Section 5(1)(j) Covered face and also Section 7 – Misdemeanours against civil coexistence and Section 8 – Misdemeanours against property, in which case the Operator or the Promoter may request assistance from the Czech Police.
- 6) Visitor's presence outside the Visitor area shall also be grounds for their removal from the OSTRAVA Arena.
- 7) If the Visitor fails to comply with the OSTRAVA Arena's smoking policy and smokes even after a request from the promotion service, they shall be removed from the OSTRAVA Arena premises.

- 8) The Visitor shall keep all entrances and exits, as well as escape routes, clear and shall not block their access.
- 9) In the event the OSTAVA Arena area is to be evacuated, each person present in the OSTRAVA Arena premises at that time shall follow the instructions of the promotion and security service, the Czech Police, the Fire Rescue Service of the Moravian-Silesian Region and the Ostrava Municipal Police.
- 10) For security reasons, OSTRAVA Arena and its surroundings are monitored by a CCTV system.
- 11) In case of loss or discovery of a third person's item, report this fact and hand over the item to the nearest Authorised Person.
- 12) In the event of noticing injury to any person, notify the nearest Authorised Person.
- 13) The Event Promoter shall not be liable for loss or damage caused to the property and health of Visitors and spectators if caused by reckless conduct of other persons present.
- 14) In the event of noticing a defect in the premises of the OSTRAVA Arena that endangers the safety of persons or a defect that threatens to damage the property of the Arena, notify the nearest Authorised Person.

VII.

Prohibitions

- 1) Visitors shall not bring into the OSTRAVA Arena any objects that could in any way endanger the safety and adequate environment of persons staying in the OSTRAVA Arena. The promotion and security services or the Czech Police shall be entitled to determine whether individual items are to be brought into the premises of the Arena. In particular, it is prohibited to bring in the following items (or items of similar nature or purpose):
 - a. Racist, defamatory, vulgar or propaganda material contradicting good manners;
 - b. Weapons of any kind, as well as items that may be used as cutting, striking or stabbing weapons;
 - c. Sprays, corrosive, flammable, flammable and dye substances or other containers with substances affecting health;
 - d. Items made of brittle, shattering or exceptionally hard material;
 - e. Unfolded items, baby carriages, baby carriers, drums exceeding the permitted size (permitted size is max. 60x40 cm), flags or banners exceeding the permitted size (permitted size is max. 300X200 cm);
 - f. Any pyrotechnics (including, but not limited to, fireworks, firecrackers, flares, smoke bombs, confetti and other pyrotechnic items including the corresponding launchers);
 - g. Bars, including telescopic poles, for flags or banners;
 - h. Mechanically driven sound-producing instruments;
 - i. Any own beverages or refreshments purchased outside the OSTRAVA Arena and the premises permitted by the Promoter, including alcoholic beverages and drugs of any kind;
 - j. Animals;
 - k. Laser pointers and other items emitting sharp laser light;

- l. Laptops and other computer equipment (except in cases where the prior consent of the Operator has been expressly granted);
 - m. Drones;
 - n. Perfumes and deodorants in excess of the permitted amount (permitted amount is max. 100 ml);
 - o. Suitcases, large bags, bulky backpacks and purses over 30x20x15 cm;
 - p. Cameras, camcorders and other devices for the purpose of professional sound or image recording (except in cases where the prior consent of the OSTRAVA Arena Operator has been expressly granted);
 - q. VUVUZELA pipes or other sound tubes, paper or other clapping devices, pressure blowers;
 - r. Bicycles, scooters, segways, mono segways and any other similar or other riding devices, except for wheelchairs used for transporting Event Occasion Visitors with a valid Event Ticket;
 - s. Items bearing marketing, advertising or other similar messages, or the name or logo of a company that is not authorised for this purpose during the **2024 IIHF Ice Hockey World Championship** on the basis of a contractual relationship with Český svaz ledního hokeje, z.s., Infront Sports & Media AG or the IIHF International Ice Hockey Federation or PRO – HOCKEY Cz., s.r.o.
- 2) In addition, Visitors shall not be allowed to:
- a. Express, propagate or publicly display racist, defamatory, vulgar or immoral slogans or displays;
 - b. Show sympathy for a movement aimed at suppressing human rights and freedoms;
 - c. Enter areas not designated for Visitors;
 - d. Throw objects or liquids of any kind onto the playing field or into the Visitor areas;
 - e. Manipulate with open fires or any other source of ignition in any manner;
 - f. Destroy the facilities and equipment of the OSTRAVA Arena;
 - g. Sell Tickets and any merchandise that is promotional or parasitic to the reputation of the **2024 IIHF Ice Hockey World Championship** without prior permission of the Operator;
 - h. Paint, label or deface any buildings, equipment or walkways related to the Event;
 - i. Perform their physical needs outside the bathrooms or litter the OSTRAVA Arena in any other manner, in particular by disposing of items;
 - j. Take audio or video recordings of any form, using modern technology, except for compact cameras, including mobile phones, both in the OSTRAVA Arena and during the Event;
 - k. Cover the advertising panels placed in the OSTRAVA Arena with banners, flags or other means;
 - l. Cover their faces in a manner that renders their identification difficult or impossible;
 - m. Engage in any advertising or other activities that are not approved by the Promoter or are otherwise parasitic on the Event;
 - n. Enter the auditorium during the game (Visitors shall wait for the Promoter's Instruction allowing them to enter the auditorium in a break).

- o. Climb or jump over structures and equipment not intended for general use, in particular fencing of the playing field, barriers, lighting equipment, camera stands, poles of any kind;
 - p. Enter areas not permitted to visitors (e.g., playing field, indoor areas, players' rooms, referees' rooms etc.);
 - q. Start fires, ignite or use fireworks;
 - r. Disable the installed fire safety devices or fire protection equipment in any manner, as well as misuse the installed fire safety devices or fire protection equipment.
- 3) Smoking is strictly prohibited in the OSTRAVA Arena, which also applies to electronic cigarettes.
 - 4) Entrance to the OSTRAVA Arena is prohibited for persons under the influence of alcohol or other addictive substances, persons visibly suffering from feverish conditions and persons under quarantine.
 - 5) Children under 15 years of age may enter the OSTRAVA Arena only if accompanied by their legal guardian or other adult.
 - 6) Persons who pose a security risk within the meaning of these Visitor Regulations shall not be allowed to enter the OSTRAVA Arena. The same applies to persons prohibited from entering the Event in the Czech Republic due to their improper conduct at similar events.
 - 7) The Event Promoter shall be entitled to require the Visitor, in case of suspicious or inappropriate conduct, to prove their identity to the staff of the promotion or security service before entering the OSTRAVA Arena. If the Visitor fails to comply with the request of the promotion or security agency, the Visitor shall not be admitted to the OSTRAVA Arena.
 - 8) The Promoter shall be entitled to claim compensation for damages caused as a consequence of the prohibited conduct from anyone who violates the above prohibitions and restrictions.

VIII.

Storage Area

- 1) Visitors may use paid outdoor storage facilities for storing items that may not be brought into the OSTRAVA Arena during their visit, provided that they are not items that cannot be stored in the storage facility. The location of the storage facilities shall be specified by the Promoter and the Visitor shall be informed of their location prior to entering the OSTRAVA Arena. The conditions of use shall be set out by the Promoter in the Storage Facility Operating Regulations available on the Promoter's website.

IX.

Use of Visitor Recordings

- 1) Each person entering the OSTRAVA Arena consents, without further notice, to free but reasonable use of their image or likeness as part of any visual recording, broadcast, or reproduction of the Event / sports game for commercial or promotional purposes within the presentation of the Event or its part in connection with the OSTRAVA Arena, the Event Promoter and its contractual partners (e.g., sponsors). However, even in this case, such person shall have rights arising from applicable legislation, in particular Act No. 89/2012 Coll., as amended, and the rights of data subjects in relation to the protection of

personal data are set out for the Operator in the Privacy Policy at <https://www.arena-vitkovice.cz/storage/app/media/uploaded-files/Informace%20GDPR%20-%20návštěvníci.pdf>.

X.

Liability for Damages

- 1) Each Visitor shall enter and use the OSTRAVA Arena at his own responsibility and risk. The Operator and the Promoter shall only be liable for loss or damage to health and property caused by the wilful or grossly negligent conduct of their employees or persons in a similar employment relationship.
- 2) Every Visitor shall immediately report injuries and damages to the nearest promotion or security service staff.
- 3) The Event Promoter shall be entitled to require anyone who violates the above prohibitions and restrictions to compensate for any damage caused as a result of the prohibited conduct, as well as to require the surrender of the item that caused the damage or caused the defect.

XI.

Conduct Contrary to Law, Good Morals and Public Order

- 1) Persons who violate the provisions of the Visitor Regulations may be removed from the OSTRAVA Arena without compensation and prohibited from entering the OSTRAVA Arena. The same applies to persons who are apparently under the influence of alcohol or other addictive substances and if there is a suspicion of a criminal act or misdemeanour or violation of the Visitor Regulations.
- 2) The measures pursuant to Section 1 exclude claims (e.g., refund of admission fees) against the Event Promoter.
- 3) The Promoter's rights to impose other obligations or to issue instructions remain unaffected.

XII.

Important Information

- 1) First aid
 - a) The Promoter provides first aid for the Visitors. In case of need, the Visitors shall call the paramedics through the promotion or security service.
 - b) Paramedics are visibly marked and dressed in uniform. Paramedics have their own stations, but they regularly pass among the spectators as well. The locations of their stations are shown in the OSTRAVA Arena information plan.
 - c) Visitors are required to carry a health insurance card.
 - d) Important phone numbers:
 - i. Emergency number 112
 - ii. Czech Police 158
 - iii. Emergency medical service 155
 - iv. Fire department 150

XIII.

Final Provisions

- 1) These OSTRAVA Arena Visitor Regulations for the 2024 IIHF WM event come into force on 1 October 2023, become effective on 10 May 2024 and expire on 26 May 2024.

For and on behalf of the Promoter:

For and on behalf of the Operator:

Jan Černý
Secretary General

Mgr. Petr Handl
Chairman of the Board of Directors

Ing. Jaroslav Vlk
Vice-Chairman of the Board of Directors