

FAQ ARENA NOW!

What are personalized tickets?

According to the Corona Protection Ordinance, the traceability of all visitors to the event must be guaranteed. For this purpose, consent to the specification and use of personal data is necessary when purchasing the ticket.

You will receive an email from the ticket provider at the latest three days before the event asking you to provide your personal details and thus personalize your ticket. If you have purchased more than one ticket, the details of all ticket holders must be provided. Please send this information by email to the ticket provider.

Without prior personalization of the purchased tickets, access to the event is not possible.

How can tickets be transferred?

The transfer or resale of tickets to third parties is only permitted if the new personal details of the purchaser are emailed to the ticket provider prior to the event. You can change the names in the "my.ticket.io" portal up to two hours before admission. If you can no longer find the link, please send an email to sofortsupport@ticket.io.

Who is the contact person for problems with the ticket order?

In the event of incorrect bookings or other problems relating to ticket ordering, please contact the relevant ticket provider via their website.

www.ticket.io

www.koelnticket.de

Are rebookings and / or cancellations possible?

Cancellations or rebookings are not possible afterwards.

Are there places for wheelchair users / disabled people?

There are a limited number of places for the disabled and wheelchair users. The places are in the "West" area and are unlocked. A free ticket is sent for the accompanying person, and a check is made at the entrance to determine whether the accompanying person is authorized. People with disabilities who do not need a wheelchair space should contact support@ticket.io. If you should visit us with an accompanying person (not necessarily free of charge), we will of course try to provide another seat in the immediate vicinity.

Are visits from abroad possible?

The legal travel regulations apply as a basis for visitors from abroad. As long as there are no restrictions on entry requirements, the event can be visited. The visitor is obliged to check the valid travel regulations of the respective country.

What are the minimum age and youth protection requirements for attending an event?

According to the Youth Protection Act (JuSchG), children and adolescents under the age of 18 accompanied by a guardian can attend the events in the LANXESS arena without a time limit.

The following rules apply to children and adolescents under the age of 18:

From the age of 16, events can be attended until midnight without a guardian. In the event that the end of the event is planned after midnight, the adolescent needs to be accompanied by a guardian or legal guardian.

Under the age of 16, attending an event is possible until 10:00 p.m. without an attendant. Events that end after 10 p.m. must be accompanied by a guardian.

Under the age of 14, attending an event is possible until 8:00 p.m. without an attendant. A longer visit is only possible when accompanied by a parent or legal guardian.

For those with legal custody, there is the option of appointing an educational officer to attend an event in the LANXESS arena, who will accompany and supervise the minor child during and after the event.

The following points must be observed when placing the educational assignment:

The guardian must be of legal age.

The guardian must be able to cope with the responsible task of supporting the child in every situation.

When going to the event in the evening, the child's journey home must be guaranteed.

The guardian must not be under the influence of alcohol or other intoxicants while accompanying the child.

In principle, you continue to bear full responsibility for your child, even if you appoint a guardian

The form for placing an educational mandate within the meaning of Section 1 (1) No. 4 JuSchG can be downloaded [here](#). Further information on the form can be found on the website of the City of Cologne "Going out without parents".

When does admission start?

Admission begins two hours before the event.

At which entrance is the entrance?

The entrance is divided into five zones. Please only use the zone or entrance that is noted on your ticket. An entry is through other zones / entrances

Which hygiene measures and rules must be observed in the arena?

With the purchase of your ticket, you are committed to complying with the hygiene measures. The hygiene measures and all other regulations can be found here: <https://www.arena-now.de/hygienemassnahmen/>

Please stay in your assigned zone and only sit in the space that is on your ticket. Please only leave your seat if you need to go to the toilet, order a drink or want to leave the event. Please remain calm, calm and appropriate during the duration of your stay.

Are there cloakrooms in the arena?

We do not offer cloakroom service. Please take jackets and bags with you to your place and always pay attention to your valuables. We accept no liability for loss or theft.

Where are the toilet rooms located?

Each block has its own toilet room. Use of the toilet is permitted at any time during the event. Visitors are obliged to wear a nose and throat protection when leaving the cube or their seat.

What forms of payment are possible on site?

Payment can be made in cash or cashless at the event.

Can I bring food and drinks?

It is not permitted to take food and drinks with you. Exceptions apply to guests who have to carry food and drinks due to illness on presentation of a medical certificate or an appropriate ID. The catering of babies and toddlers is also excluded. Drinks and snacks are available for sale before and during the event.

Can I bring fan posters and signs?

Posters, posters and signs can be brought. Please avoid rubbish on the floor and take your posters, posters and signs home with you at the end of the event.

What items are prohibited in the arena?

Please note that the following items are prohibited for your own safety at the event and will be removed at the entrance controls:

Baseball bats, slingshots / twins, brass knuckles, CS gas, pepper spray and weapons of all kinds

Water pistols that look like real weapons

Self-made rivets or self-made jewelry (with nails, barbed wire, etc.) or anything that obviously represents an increased risk of accident or could be misused as a weapon.

Bringing and operating drones, multicopters, quadrocopters and other missiles and devices is

not permitted.

Noise-producing objects such as gas horns, megaphones, amplifiers, drums, vuvuzelas or the like (e.g. bugles on the train)

Axes, knives, carpet knives, chainsaws, spades or folding spades and other dangerous tools (mallets, carpenter's hammer, torque wrench, etc.), etc.

Fireworks, flares, explosives, ammunition, explosive materials, safety kits with pyrotechnic articles and pyrotechnic material in general

Flammable liquids and gases (including spray deodorants, hairspray) and flares

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General information:

The current Corona Protection Ordinance - "CoronaSchVO" - applies in the respective federal state.

The entrance is divided into different zones. Please only use the zone or entrance that is noted on your ticket. For security reasons, entry through other zones / entrances is not permitted.

Inside there are so-called "cubes" (plexiglass boxes). The cubes can accommodate up to eight people.

With the purchase of the ticket, you are committed to complying with the hygiene measures.

The hygiene measures and all other regulations can be found here: <https://www.arena-now.de/hygienemassnahmen/>

Please stay in your zone, sit only on the space that is shown on your ticket and behave prudently, calmly and appropriately during the stay.

Personalization:

According to the "CoronaSchVO", the traceability of all participants must be guaranteed. For this purpose, names and contact details of all people who follow the concert are recorded.

Personalization can also take place after booking in the "my.ticket.io" portal. First click on the link in the confirmation email, then on "Personalize tickets". Please enter a name for each ticket and download the ticket (s) again.

Change of names: If your accompaniment changes until the concert, you can change the names in the "my.ticket.io" portal up to two hours before admission. If you can no longer find the link, please send an email to sofortsupport@ticket.io.

Booking cubes in the infield:

The cubes can accommodate between two and eight people.

To book tickets for a cube, please click on the respective cube. Then click on "Confirm". Two tickets are placed in the shopping cart.

Booking seats in the lower tier:

Please select an area and click on the green area. To book a seat, please click on the respective seat. Then click on "Confirm". One tickets is placed in the shopping cart.