

Dear customers,



We want to make sure that everybody enjoys their time in our shopping centre, which is why we have come up with a few rules that apply throughout the complex, including buildings, outdoor and traffic areas:

- Smoking is forbidden by law in all areas of the building as well as in the underground car park. This also includes e-cigarettes of any make or model. Designated smoking areas are marked as such.
- Alcoholic drinks may only be consumed in the restaurant areas.
- Pets are not permitted in the shopping centre for hygienic reasons.
- The emergency exits may only be used in a genuine emergency. Linger in emergency exits and along emergency access routes is not permitted.
- Instructions given by the management of the shopping centre, its representatives and the security staff must be followed at all times, in particular in emergency situations or if evacuation is required.
- Customers use our shops and other facilities at their own risk. Parents are responsible for supervising their children. Children are only permitted to use elevators, escalators and moving walkways if accompanied by an adult.
- All facilities of our shopping centre must be treated with care. Please dispose of rubbish in the containers provided.
- Selling goods and products, distributing promotional materials, affixing posters, conducting customer surveys, holding demonstrations, commercial filming, taking photographs, playing music (either live or from a recording) as well as any other kind of performance are subject to written approval on the part of the management. We reserve the right to bring cleaning expenses to account, initiating legal steps where required.
- Begging, hawking, camping and any sort of lingering are not permitted.
- Video cameras have been installed in our shopping centre for safety reasons. ATRIO Shopping Center GmbH is responsible for the video surveillance data in line with data protection regulations. Please note that no surveillance cameras are installed in the parking areas and that we assume no liability for parked vehicles and/or their content.
- Bicycles, motorcycles and scooters are not permitted in the shopping centre and must be parked in the designated areas.
- The use of bicycles, skateboards, inline skates etc. is not permitted for safety reasons. Ballgames are only permitted in the designated areas that are provided temporarily.
- Drones and other flying apparatuses are not permitted anywhere on the premises.
- Tables, chairs, benches and seating of any kind must only be used at their point of destination and must not be removed or used for a different purpose.
- Shopping trolleys must be returned to the designated drop-off points.
- Fireworks and other pyrotechnic articles must not be used in the shopping centre. Handling fire and naked flames is not permitted. Using such articles is subject to prior written approval by the management as well as the official authorities, where applicable. In case of misuse of fire alarms and extinguishers, those responsible will be charged for the cost incurred.
- We reserve the right to ban persons from our premises in case of inappropriate behaviour or behaviour that constitutes a danger to others.
- Weapons and other hazardous items are not permitted on the premises.
- In our shops, additional rules set by our shop partners may apply and must also be followed.
- In case of non-compliance with these rules, management reserves the right to ban or expel persons from the premises and to initiate legal steps where required.

We hope that you enjoy your time in our shopping centre and are looking forward to welcoming you!

Yours sincerely, the shopping centre management