FILMHUIS
DEN HAAG

VISITOR TERMS AND CONDITIONS

I. Applicability

1. These Visitor Terms and Conditions apply to this cinema, Filmhuis Den Haag (hereinafter referred to as "Filmhuis"), and shall be interpreted in the broadest sense, encompassing the entire building, its associated infrastructure, and the organisation.
2. By entering Filmhuis, every visitor, including those who are not attending a screening, acknowledges that they have read these Visitor Terms and Conditions, accepts them without reservation, and agrees to comply with them.
3. For our privacy and cookie policy, please see this link.

II. Admission

1. Every visitor presenting themselves for admission to a screening room must possess a valid ticket or a valid confirmation of an online purchase entitling them to one or more tickets. A ticket grants one-time access to the specified screening and indicates the selected film, date, time, auditorium, row, and seat number. Visitors may only occupy the seat indicated on their ticket.
It is not permitted to remain in the auditorium after the screening or to enter another screening without purchasing a valid ticket. Anyone attending a screening at Filmhuis must be able to present their ticket at all times, including during the trailers and the screening itself. Filmhuis reserves the right to charge a fixed fee of up to €25.00 to visitors who are unable to present a valid ticket.
2. Admission to the auditorium is no longer possible once the film has started. As Filmhuis does not show commercial advertisements before screenings and generally only screens trailers, late entry is not permitted in order to avoid disturbing other visitors.
If admission is refused due to late arrival, the visitor bears the risk of any associated costs, including ticket and travel expenses.
3. Every visitor is expected to behave reasonably and responsibly. Any person causing damage to individuals, property, the building, or any materials belonging to Filmhuis shall be held fully liable for all resulting damages, including consequential losses.
4. Filmhuis reserves the right to deny access to the building and/or screening rooms to persons who: (i) are clearly under the influence of alcohol, drugs, or other intoxicating substances; (ii) display behaviour indicating an intention to disturb public order or provoke others, including inciting violence, hatred, aggression, or making racist remarks; (iii) have been banned from entering Filmhuis by Filmhuis itself or by administrative or judicial authorities; or (iv) fail to comply with one or more provisions of these house rules.

Filmhuis also reserves the right to remove such individuals from the premises.
If access is denied or a visitor is removed for safety reasons, Filmhuis is not obliged to refund the ticket.

5. To minimise risks for wheelchair users in the event of an evacuation, specific measures apply. Where an auditorium is accessible to wheelchair users, they may occupy a fixed seat located at the end of a row near an aisle and exit, provided their companion ensures that the wheelchair is placed in a designated location or next to the user's seat, leaving at least 60 cm of clear space.
The wheelchair must be secured against rolling or tipping over. Wheelchair users without a companion may only occupy the specially designated wheelchair spaces.
6. The following items may not be brought into Filmhuis:

alcohol, bottles, glasses, cans, drugs, and/or stimulants;
projectiles or explosives in solid, liquid, or gaseous form;
flammable products or substances, including aerosols;
recording equipment (photographic, video, or audio);
food, beverages, and snacks not purchased at Filmhuis;
(folding) bicycles, roller skates, skateboards, inline skates, etc.;
weapons or dangerous, sharp, or blunt objects that could be used as weapons; or
any other objects that may be used to disturb public order, endanger visitors, or cause damage to persons or property.

Filmhuis, its employees, or authorised third parties may request the surrender of such items. Access will be denied to anyone refusing to comply.
Small personal items and bags may be temporarily stored in lockers. Tokens for locker use are available at the box office. Filmhuis expressly excludes any legal obligations relating to safekeeping and accepts no liability for items placed in lockers. Animals are not permitted in the cinema, with the exception of assistance dogs.

7. Filmhuis may make audio and/or visual recordings on its premises. Visitors agree not to object to the use or publication of their likeness. This also applies to photographs taken during events at Filmhuis Den Haag.

III. House Rules

1. The following are strictly prohibited within Filmhuis:

o smoking, including the use of e-cigarettes, shisha pens, and similar devices;
o taking photographs, videos, or audio recordings inside screening rooms;
o causing damage to persons, property, buildings, or equipment belonging to Filmhuis, including cinema screens;
o touching the cinema screens;
o entering non-public areas such as offices and staff facilities;
o obstructing entrances, emergency exits, stairways, foyers, or restrooms, or remaining in such areas longer than necessary;

o disturbing public order or compromising the comfort or safety of other visitors, for example by making excessive noise, using mobile phones during screenings, placing feet on seat backs, throwing food, etc. Parents and guardians remain responsible at all times for the actions of their minor children.

2. If it is discovered during a screening that photographs, video recordings, or audio recordings are being made, including via mobile phones, the visitor must immediately surrender the recording device and delete the recordings. The device will be returned upon departure after presentation of a receipt. Filmhuis will report all such incidents to the police.
3. Visitors are requested to dispose of paper waste, cups, and other rubbish in the designated bins to help keep the cinema clean.
4. Commercial activities of any kind are prohibited within Filmhuis and its associated infrastructure without prior written permission from Filmhuis.
5. Alcohol will not be sold to anyone under the age of 18. Staff may request identification if there is any doubt about a visitor's age. Without valid identification, alcohol sales will be refused.
6. Visitors arriving by bicycle are requested to use the designated bicycle parking facilities. Bicycles parked in inappropriate locations or obstructing emergency exits may be moved. Filmhuis accepts no liability for any resulting damage or theft.

IV Safety

1. For safety reasons or other comparable circumstances, Filmhuis reserves the right to:

- Interrupt or cancel a screening;
- Evacuate all or part of the building;
- Remove visitors who fail to comply with the house rules.

2. Visitors are advised to familiarise themselves with emergency exits and safety signage, including fire safety instructions, upon entering Filmhuis and the screening rooms. In the event of an evacuation, visitors must strictly follow the instructions of Filmhuis staff and authorised personnel.
3. Filmhuis cannot be held liable for damage, loss, theft, or accidents. Nor can Filmhuis be held liable for the actions, omissions, or intentional misconduct of its employees or third parties.
4. Filmhuis reserves the right to use CCTV surveillance in accordance with applicable laws and regulations. Recorded images may be stored solely for maintaining safety and security within Filmhuis.

V Sanctions

Visitors who violate these house rules may be temporarily denied access to Filmhuis, where necessary without a ticket refund.
Repeated or serious violations may result in permanent exclusion from Filmhuis. Where appropriate, the police may be involved and an official report may be filed.
Filmhuis also reserves the right to claim a fixed fee of €25.00 from anyone violating these house rules, without prejudice to its right to claim full compensation for any damages incurred.

VI Tickets and Cinema Gift Vouchers (National Cinema Gift Card and Filmhuis Gift Voucher)

1. Tickets for a specific screening cannot be exchanged for cash or a cinema voucher.
2. Cinema gift vouchers may be redeemed for a ticket to a screening of the holder's choice or for a screening specified on the voucher itself. Gift vouchers are not valid for special events.
3. The National Cinema Gift Card is only valid during its stated validity period and at participating cinemas listed on the card. Expired vouchers cannot be exchanged for cash or for vouchers with a later expiry date.
4. Ticket prices and discounts are displayed at Filmhuis and apply both at the box office and at self-service ticket machines.
5. Filmhuis reserves the right to amend the categories of visitors eligible for discounted ticket prices and will make reasonable efforts to inform visitors of such changes.
6. Filmhuis does not apply a minimum age requirement unless a film carries a Kijkwijzer classification with a minimum age rating of 12 or 16 years.
7. If tickets are purchased at the box office rather than online in advance, the best available seats will be allocated.

VII Films

1. Filmhuis provides visitors with guidance regarding the nature and genre of films through the advisory and warning classifications of Kijkwijzer.
2. Filmhuis reserves the right to amend its programme and cannot be held liable if films announced in the media and/or on the website are not screened, as all programme information is published subject to change.

VIII Miscellaneous

1. Lost and found items can be reported to and collected from the box office.
2. Visitors can contact Filmhuis via the Box Office on +31 (0)70 365 6030, available Monday to Friday between 10:30 and 12:30, or by email at tickets@filmhuisdenhaag.nl