

RULES FOR ARTISTS/PERFORMANCES/ENTERTAINMENT AT CLAUS GROUP

For Hired Third Parties, such as artists, entertainment, technicians, and facility staff, the following rules apply at Claus Group venues for the purpose of ensuring a successful collaboration and optimal performance. If a Client hires 'Third Parties' themselves, the Client must inform these parties in writing and ensure their agreement. The Client is responsible on behalf of these parties to the Contractor and/or the venue.

Venue

These include the companies under 'Claus Group'. These rules also apply at other Claus Group venues or when a Claus Group company is the contractor at a third-party venue.

Client

The individual, company, or organization that has commissioned an event at the Venue. If the Client has hired a company or intermediary for organization or designated a master of ceremonies, these parties must also adhere to these rules. The Client is responsible for this.

Contractor

The Claus Group company that carries out the assignment for the Client as Contractor.

Hired Third Parties

All employees hired by the Client or the Venue, excluding regular or part-time Venue employees. This includes artists, entertainment, speakers, technicians, facility staff, security, first aid, and drivers, as well as (organizational) agencies, master of ceremonies, and other event guides hired by the Client or the Venue.

Advance Notification

For all performances hired directly by the Client, written permission must be obtained in advance from the Venue's sales department. Failure to do so gives the Venue the right to refuse a performance. The Contractor is not liable for resulting damages to the Client. It is important to inform the Venue in advance so they can plan accordingly and accommodate third parties like artists and technicians.

Venue Management Decides

Clients and Hired Third Parties must immediately and without dispute follow instructions from Venue supervisors and other employees. This includes start and end times of performances, sound levels, music genres, parking, cleanup, etc.

Dressing Rooms and Artist Requirements

Artists typically require a dressing room. Most artists are fine with sharing, while others have specific preferences. This should be discussed in advance with the Venue's sales department. The Venue may charge the Client for dressing room costs and other amenities.

Staying at the Venue outside Show Times

During events, Hired Third Parties are not allowed in guest areas outside show times. They may stay backstage, in dressing room, or another designated area (if assigned by the Venue).

Alcohol

Hired Third Parties are not allowed to consume alcohol before or during a performance at the Venue. After the performance, one alcoholic drink per person is allowed in consultation with the Venue's responsible party.

Food

Hired Third Parties are not allowed to join guests for food unless explicitly permitted by the organizer and in consultation with the Venue. The Venue will charge the Client for catering costs for the artists.

Smoking

Smoking is not permitted for Hired Third Parties in areas where guests are present. The smoking area for Hired Third Parties must be determined in consultation with the Duty Manager.

Attire

Appropriate attire for technicians is required. Typically, this is black clothing.

Setup/Takedown

This is always done in consultation with and with permission from the Venue. A detailed schedule must be provided at least 48 hours in advance for setting up and takedown times. Additional charges apply for setup and takedown outside event times and normal operating hours.

Support and Advice for Third-Party Services and Use of Existing Equipment

The Contractor may charge for providing guidance and/or technical advice for the aforementioned third-party services. If existing equipment is used, assistance from Venue staff is also required, which may incur additional charges.

Damages

The Client is always responsible for reimbursing any damage caused to the venue by the Client or the Client's Hired Third Parties.

Stage

A stage is essential for a successful performance. Discuss in advance the required stage size, height, and associated costs.

Light/Sound

Quality sound and proper lighting for the artist(s) are crucial for a successful performance. In consultation with the Venue, the existing sound and lighting systems can be used. Artists often bring their own sound and/or additional lighting. If additional sound and/or lighting is needed, the Contractor can arrange this. Extra sound and/or lighting are only permitted through the Venue's approved suppliers.

Parking for Artists and Other Hired Third Parties

Free parking is available at the Venue during events. A spot can be reserved for artists upon consultation.

Parking for Equipment Vehicles

This must always be done in consultation with and with permission from the Venue. It must also be mentioned in the schedule. Equipment vehicles should not obstruct passage and should not be in plain view.

Power Requirements

If the Venue's capacity is insufficient, the Contractor may hire additional resources for the Client. If the Client handles this themselves, it must be approved by the Contractor and coordinated with the Venue's Technical Department.

TIPS FOR BOOKING ENTERTAINMENT YOURSELF

- Make sure you have seen a performance by the artist before booking. Consider the preferences of the guests and the event's goals, not just your own taste.
- Amateur artists can be great in a sports bar or with acquaintances, but performing at a real event in a larger venue is quite different.
- Ensure the artist knows the performance details: venue, audience size, available equipment, etc.
- Read the artist's contract carefully, ask questions, don't agree to unreasonable clauses, and negotiate where necessary. One common clause is regarding TV appearances benefiting the artist's career – negotiate this if needed.
- Don't forget to say thank you in the form of a bouquet for the artist or speaker, for example.
- Organize proper introductions and announcements for the artist.

- Check what lighting and sound equipment the artist brings. Sound is essential, but lighting is important too.
- DJs generally use the Venue's equipment unless otherwise agreed. If you lack the equipment listed in the contract, rent it from an approved rental company or contact them early to arrange rental.
- Is security needed?
- For tape acts (often 30-minute performances), sound setup usually begins 30 minutes before the performance. The setup is dismantled immediately after. In some cases, this timing might disrupt the schedule, and adjusting setup times (with an additional fee) is usually possible. This is often called wait time.