

2024



**ICE HOCKEY  
WORLD  
CHAMPIONSHIP  
CZECHIA**  
Prague - Ostrava

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

(hereinafter referred to as „Visitor Regulations”)

These Visitor Regulations of the PRAGUE 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 PRAGUE Arena during the 2024 IIHF WM and supplement the generally valid Visitor Regulations of the O2 Arena.

## 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 36440, registered in the Register of Associations maintained by the Municipal Court in Prague, Section L, File 852 (hereinafter referred to as the “Organiser” or “ČSHL”).
- 2) The Visitor Regulations define the binding rules of conduct for all persons entering the PRAGUE Arena during the 2024 IIHF WM held in Prague 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 PRAGUE Arena. By entering the PRAGUE Arena, each person agrees to the terms and conditions and the content of these Visitor Regulations and the Organiser’s instructions.
- 4) The promotion and security services, or, within the scope of their legal authority, the Czech Police and the Prague Municipal Police are authorised to monitor the compliance with and adherence to the Visitor Regulations.

## II. Definitions

- 1) “**PRAGUE Arena**”: The multi-purpose arena located at Českomoravská 2345/17a, 190 00 Prague, which is part of a larger facility in building No. 2345.
- 2) “**Operator**”: Bestsport, a.s., having its registered office at Českomoravská 2345/17a, 190 00 Prague 9 Libeň, reg. No.: 242 14795, registered in the Commercial Register maintained by the Municipal Court in Prague, Section B, File 17875.
- 3) “**Organiser**”: Český svaz ledního hokeje z.s., having its registered office at Českomoravská 2420/15, 190 00 Prague 9, reg. No.: 005 36440, registered in the Register of Associations maintained by the Municipal Court in Prague, Section L, File 852.
- 4) “**Co-Organiser**”: CZ.Hockey, s.r.o., with its registered office at Českomoravská 2420/15, 190 00 Prague 9, Company Registration No.: 197 55864, registered in the Commercial Register maintained by the Municipal Court in Prague, Section C, File 39112.
- 5) “**Organiser’s Instructions**”: A document issued by the Organiser which regulates in detail the particular behaviour of Visitors in the premises and surrounding areas of the PRAGUE Arena. The Visitors shall be provided with the Organiser’s Instructions prior to entering the PRAGUE Arena.
- 6) “**Event**”: 2024 IIHF Ice Hockey World Championship.
- 7) “**Event Occasion**”: Individual hockey games within the Event.
- 8) “**Ticket**”: A document (valuable) entitling the Ticket Holder to single entry to the Event or an individual occasion thereof, intended for one-time use.
- 9) “**Visitor**”: A person with a valid Ticket or accreditation allowed to enter the PRAGUE Arena.
- 10) “**Ticket Vendor**”: A person who, as agreed between the Operator and the Organiser, acts as the official ticket vendor for the Event held at the PRAGUE Arena.
- 11) “**Authorised Person**”: A person who, as appointed by the Operator or as agreed between the Operator and the Organiser, carries out the instructions of the Operator or the Organiser in the PRAGUE Arena and its surrounding area in connection with the Event and/or the operation of the PRAGUE 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 PRAGUE Arena

- 1) By purchasing a Ticket, the Visitor agrees to abide by the Operating Regulations, Visitor Regulations, Complaints Regulations, and the Organiser’s Instructions and undertakes to abide by them when visiting the PRAGUE Arena, as well as to comply with the conditions set out in the applicable legislation. The individual PRAGUE Arena regulations are available at all PRAGUE Arena ticket offices, at the information desk in the north lobby and at <https://www.o2arena.cz/en/for-visitors/rules-for-visitors/?lang=en>. Visitors to the PRAGUE Arena shall also respect the generally binding rules of decency and good manners during their stay in the PRAGUE Arena, i.e., in particular courtesy and consideration, and shall refrain from any expressions of interpersonal, racial, religious or political intolerance. Visitors to the PRAGUE Arena shall also follow the Organiser’s Instructions at the Event venue and the instructions of other authorised persons who are properly identified (promotion service, firefighters, paramedics and doctors, anti-smoking patrol, etc.).
- 2) In addition, Visitors shall not be allowed to:
  - a. Express, propagate or publicly display racist, defamatory, politically motivated, vulgar or immoral slogans or displays;
  - b. Enter areas not designated for Visitors;
  - c. Throw objects or liquids of any kind onto the playing field or into the Visitor areas;
  - d. Manipulate with open fire in any manner;
  - e. Destroy the facilities and equipment of the Arena;
  - f. 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;
  - g. Paint, label or deface any buildings, equipment or walkways;
  - h. Perform their physical needs outside the bathrooms or litter the Arena in any other manner, in particular by disposing of items;
  - i. Take audio or video recordings of any form, using modern technology, except for compact cameras, including mobile phones, both in the Arena and during the Event;
  - j. Cover the advertising panels placed in the Arena with banners, flags or other means;
  - k. Cover their faces in a manner that renders their identification difficult or impossible;
  - l. Engage in any advertising or other activities that are not approved by the Organiser or are otherwise parasitic on the Event;
  - m. Enter the auditorium in an uninterrupted match (Visitors shall wait for the Organiser’s instruction allowing them to enter the auditorium).

- 4) **IV.  
Damage Prevention**
  - 1) Every person entering the PRAGUE Arena shall behave in such a manner as to prevent damage to the PRAGUE Arena, its equipment or to the property or health of other persons and shall maintain cleanliness and order in the PRAGUE Arena and its surroundings. Every person noticing a flaw in the premises or facilities in PRAGUE Arena that threatens the safety of persons or a flaw that might damage property shall immediately report such flaw to the relevant Authorised Person or the Operator.

- 5) **V.  
Entrance of Persons**
  - 1) Persons under 18 years of age shall be the responsibility of their legal guardians, while persons under 15 years of age shall enter the PRAGUE Arena only when accompanied by an adult person (e.g., a legal guardian); the Authorised Person shall be entitled to request a document proving compliance with this condition by the entering person.

- 6) **VI.  
Non-Admission or Removal from the PRAGUE Arena**
  - 1) The Operator reserves the right to refuse admission or remove any person who fails to comply with the rules and regulations applicable to their stay in the PRAGUE Arena (see above) or whose behaviour is considered unacceptable (e.g., assaulting another Visitor or another person, racially motivated chanting, obstructing the view of other Visitors, unreasonable harassment of other Visitors etc.). Additionally, any person obviously under the influence of alcohol or drugs shall not be admitted to the PRAGUE Arena or shall be removed from the premises thereof without any compensation. Furthermore, any person shall be removed from the PRAGUE 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 Organiser may request assistance from the Czech Police. This is particularly the conduct by which a person:
    - a) Intentionally or recklessly causes or increases a general danger or makes it more difficult to avert or mitigate it;
    - b) Offers a narcotic or psychotropic substance to Visitors;
    - c) Encourages Visitors to abuse a substance other than alcohol;
    - d) Intentionally or recklessly causes or increases the danger of introducing or spreading a contagious human disease;
    - e) Uses violence against a group of Visitors or an individual or threatens them with physical harm;
    - f) Publicly defames a nation, language, ethnic group or race, political belief, religion, etc.;
    - g) Publicly incites hatred towards a nation, ethnic group, race, religion or class;
    - h) Publicly spreads an alarmist message (e.g., announces the placement of an explosive device or calls for help for no valid reason, etc.);
    - i) Commits gross indecency or disturbance, e.g., by disrupting the progress of the organised sports match, assaulting a visitor or group of visitors, etc.;
    - j) Intentionally or recklessly causes serious physical harm to another Visitor;
    - k) Uses violence against another Visitor with the intent to seize the person’s property;
    - l) Destroys, damages or renders useless any item in the PRAGUE Arena, thereby causing damage to another person’s property;
    - m) Repeatedly or systematically engages in conduct to impede the purpose of a restrictive measure imposed in proceedings for offences consisting in a prohibition to attend places where sporting events are held, or to impede the purpose of a restrictive measure imposed in proceedings for offences under the Addictive Substances Act, which consists of a prohibition to visit specified public places, or obstructs or substantially impedes the enforcement of a court or other public authority’s decision by visiting a place subject to prohibition of entry to sporting, cultural or other social events, or commits any other serious offence in order to impede the purpose of that penalty.

- 7) **VII.  
Disabled Persons (ZTP/P Tickets)**
  - 1) There are designated seats on special platforms on the 1st floor of the PRAGUE 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 part of the floor inoperable, i.e., it is not possible to use the platforms reserved for wheelchair users or the Organiser does not allow it for a specific reason. There are seats on special platforms on the 2<sup>nd</sup> floor of the PRAGUE Arena for disabled visitors who are wheelchair users and for their escorts, if they are holders of Club Floor tickets. They shall enter the PRAGUE 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 Organiser may decide to place the Ticket holder in another suitable place.

- 8) **VIII.  
Entrance to the PRAGUE Arena**
  - 1) Each Visitor shall present a Ticket for inspection to enter the PRAGUE Arena if their stay in the premises of the PRAGUE Arena is subject to the purchase and proper presentation of a Ticket.
  - 2) Each attendee shall hold their own Ticket (including small children). The PRAGUE Arena Ticket is valid only for the day, time, Event, venue and sector, row and place indicated thereon, unless changed by the Organiser.
  - 3) The Visitor shall not be entitled to watch the Event from any other place than the place for which the Ticket has been purchased. The Ticket is valid only unaltered, undamaged and complete. The Ticket entitles the Visitor only to one admission to the PRAGUE Arena. After leaving the PRAGUE Arena, the Ticket is no longer valid.
  - 4) The Visitor shall keep the Ticket on their person at all times during their visit to the PRAGUE Arena and shall present such valid Ticket at the request of the relevant Authorised Person, otherwise they may be removed from the PRAGUE Arena without refund or re-admission.
  - 5) The Ticket check may take place in particular at the entrance to the PRAGUE Arena at the turnstiles, at the entrance to the auditorium in individual sectors, in the auditorium, etc. Entrance check is usually carried out by an automatic turnstile system (or mobile reader) or in case of a technological equipment shut down by a visual check. In the event that the inspection system marks the Ticket as invalid, the holder of such Ticket is allowed to claim the Ticket at the PRAGUE Arena’s claim point (the claim point of the relevant Ticket Vendor). Tickets may only be claimed on Tickets purchased from official PRAGUE Arena vendors and a claim report shall be drawn up after the Ticket has been presented, unless the person submitting the claim states otherwise. If the claim is deemed justified, a duplicate Ticket or a replacement Ticket shall be issued. Ticket claims are handled primarily by the Ticket Vendor and the Organiser.
  - 6) The PRAGUE 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.

- 9) **IX.  
Disposal of the Ticket**
  - 1) The Ticket is a valuable item and forgery and alteration of the Ticket is prohibited; additional alterations shall render the Ticket invalid. In the event of expiry, damage, destruction, loss or theft of the Ticket, the Ticket cannot be replaced or refunded or otherwise compensated. Any further transfer, sale or disposal of the Ticket without the written consent of the Organiser or attempted resale at a price higher than the price printed on the Ticket shall render the Ticket null and void. The holder of such Ticket may be refused entry to the Event venue or removed from the Event venue and, in the case of a printed Ticket, this shall constitute grounds for confiscation of the Ticket without refund of its face value or other compensation.

- 10) **X.  
Types of Tickets**
  - 1) Tickets may be (i) printed with a check slip (regular Ticket), (ii) printed in the form of a “hometicket/e-ticket”, i.e., paper usually in A4 format without a check slip or (iii) in the form of a QR code on a cell phone or (iv) in any other form if agreed by the Event Organiser, the Operator and the Ticket Vendor. In the case of a Ticket under (i) above, the Ticket must be complete, i.e., including the check slip and duly issued by an authorised Ticket Vendor.

In the case of Tickets under (ii) and (iv), the Ticket must comply with the conditions specified at the time of purchase of such Ticket (e.g., in the case of Ticket under (ii), it must be printed in A4 format etc.). In the case of Ticket under (iii), the QR code of the Ticket must be legible and only on a device that is allowed to enter the PRAGUE Arena (i.e., not on a tablet for example). In the case of Ticket under (iii), the Visitor shall ensure that the relevant device with the QR Ticket is in a condition where the QR code may be checked throughout the Ticket Holder’s stay at the Event venue; in the event that the device is not available or is not sufficiently functional, such Visitor may be removed from the PRAGUE Arena without refund or re-admission.

- 11) **XI.  
Marketing use of Events, Tickets or the PRAGUE Arena**
  - 1) The Ticket may not be used by the buyer or holder of the Ticket in connection with any promotion (including competitions and consumer lotteries) of the buyer or holder of the Ticket or any other person or any products or services for any commercial or other purpose, including any substantial part thereof, without the express written consent of the Operator and the Organiser. Organising and participating in the organisation of any marketing and promotional activities in the PRAGUE Arena is prohibited without the prior consent of the Operator. Purchasing a Ticket does not entitle any person to use the Event for marketing purposes in any manner without the Organiser’s consent.

- 12) **XII.  
Change and Cancellation of the Event**
  - 1) The paid admission fee is non-refundable and the Ticket is non-exchangeable. In the case the Event is cancelled, the Event Organiser shall be responsible for refunding the entry fee. In the case the Event is cancelled, the Ticket holder shall be entitled to a refund of the entry fee as specified by the Organiser. Service fees are non-refundable. Reimbursement of special expenses (e.g., hotel, travel expenses) is not provided. The programme is subject to change. The date and time of the Event are subject to change without notice, except for posting at least on the Event website. The Ticket holder is encouraged to check the current valid conditions for entry to the PRAGUE Arena, including any other relevant operational information (opening hours, etc.) on the Event website at [o2arena.cz](https://www.o2arena.cz) prior to the Event. In the case the Event date is changed, upon information from the Organiser, this fact shall be posted at least on the Event website at [www.o2arena.cz](https://www.o2arena.cz).

- 13) **XIII.  
Claims**
  - 1) In the event that the Visitor intends to submit a claim for a service provided on the basis of a Ticket, they may do so during the Event at the North Infostand, and shall submit the claim immediately after the circumstances of the claim for defective performance have arisen. A claim submitted after attending the Event may not be considered as “immediate”. Restriction of the view of other Visitors due to e.g., dancing, singing, expressions of support at a sports match, passing through the line, etc., as well as restriction of the view due to safety components of the PRAGUE Arena based on the building approval or legal norms of the Czech Republic (e.g., height of the railings on the stands etc., and partial restriction of the view due to the Event set-up or the design of the stage itself) shall not be considered as grounds for a claim. Other conditions of claims shall be governed by the Claims Procedure if the claim is submitted against the Operator.

- 14) **XIV.  
Liability for Damages**
  - 1) In the event of injury to any person, anyone who becomes aware of such injury shall notify the Authorised Person or the Operator. The Operator shall not be liable for any loss or damage to the property or health of Visitors if caused by third parties or force majeure. Visitors shall be liable for any damage they cause and such damage shall be recovered from them in accordance with the applicable and effective law.

- 15) **XV.  
Security Check on Entrance**
  - 1) Each person entering the PRAGUE Arena agrees to a personal security check of their person and their belongings, including the use of technology, in order to ensure the safety of other persons in the PRAGUE Arena. Refusing the search shall be grounds for denying entrance to the PRAGUE Arena.

- 16) **XVI.  
Prohibited Items**
  - 1) It is prohibited to bring any alcohol, umbrellas (except foldable ones in case of rain), food and beverages (except for documented medical reasons), bottles, pressurised items, containers of any kind (glass or plastic bottles, cans, jars etc.), unworn clothing, political and advertising materials (advertising materials may be brought in with the prior consent of the Operator), glass or glass objects, drugs, toxic and narcotic substances, oversized luggage (larger than 30x20x15 cm), weapons (side arms, firearms, etc.), bars (e.g., selfie stick, handles, flag pole, etc.), objects with laser beams, drones, scissors, laptops, tablets and similar devices (the prohibition of bringing laptops, tablets and similar devices shall not apply to visitors of the VIP floors - 2<sup>nd</sup> and 3<sup>rd</sup> floor of the PRAGUE Arena), any kind of recording devices, data, video and audio, except personal cell phones, unless otherwise specified by the Organiser (incl. any explosive substances (detonative explosives and explosive combustibles), flammable substances, any pyrotechnics, binoculars (except for pocket binoculars and theatre eyepieces up to 15 cm in length), perfumes – over 100 ml (the holder must apply the perfume on themselves at the request of the Authorised Person at the time of entrance check), lacquers or spray deodorants – over 100 ml (the holder must apply the lacquer or spray deodorant on themselves at the request of the Authorised Person at the time of entrance check), baby carriages (including the so-called “golf club” type), bicycles, scooters (and other means of transport or sports equipment and tools), mechanically driven instruments causing noise, VUVUZELA pipes, paper or other clapping devices and other dangerous objects that could cause loss or damage to health or property, both to the PRAGUE Arena and the Event Organiser and Visitors.
  - 2) It is prohibited to bring into the PRAGUE Arena any 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.
  - 3) The Operator or the Organiser shall be entitled to assess the risk of individual items. Prohibited items that are not permitted to be brought into the PRAGUE Arena and that are not deposited by the Visitor shall be discarded.

- 17) **XVII.  
Special Prohibited Items**
  - 1) The Organiser may, in agreement with the Operator, specify additional specific items that may not be brought into the PRAHA Arena for a particular event, usually by specifying them in the Organiser’s Instructions.

- 18) **XVIII.  
Storage Facilities**
  - 1) Visitors may use paid outdoor storage facilities for storing items that may not be brought into the PRAGUE 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 Organiser and the Visitor shall be informed of their location prior to entering the PRAGUE Arena. The conditions of use shall be set out by the Organiser in the Storage Facility Operating Regulations available on the Organiser’s website.

## XIX. Food Consumption in the PRAGUE Arena

- 1) Only food and beverages purchased in the PRAGUE Arena are allowed to be consumed in the PRAGUE Arena, and only in the designated areas. The areas designated for the consumption of food and beverages are food stands in the PRAGUE Arena or a place in the auditorium for which the Visitor has purchased a valid Ticket.

- 19) **XX.  
No Throwing of Objects**
  - 1) Throwing objects of any kind onto the ice surface and into the auditorium is strictly prohibited in the PRAGUE Arena.

- 20) **XXI.  
Assistance Animals**
  - 1) Visitors are not allowed to enter the PRAGUE Arena with animals, except for assistance and service dogs (upon request of the Authorised Person, proof of training of the assistance/service dog must be presented at the entrance check).

## XXII. No Use of Open Fires

- 1) Using open fires is forbidden in the PRAGUE Arena.

## XXIII. Recording Equipment

- 1) Persons with any type of recording devices (except for compact cameras incl. cell phones), namely data, image and sound recording devices, shall be denied entrance to the PRAGUE Arena unless otherwise specified by the Organiser in the Organiser’s Instructions or unless it is a personal cell phone. Broadcasting the Event and assisting therein, taking images and reproducing the Event by any means, including the internet and cell phones, is prohibited. Taking photographs and recording images and sounds during the Event, including during breaks, is prohibited. Any visual and audio recordings taken in, or at the PRAGUE Arena may not be used for commercial purposes without the consent of the Operator and the Organiser. Unauthorised use, transfer or reproduction of the PRAGUE Arena logo or protected trademark is prohibited.

## XXIV. Use of Visitor Recordings

- 1) Each person entering the PRAGUE 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 match for commercial or promotional purposes within the presentation of the Event or its part in connection with the PRAGUE Arena, the Event Organiser 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.o2arena.cz/en/for-visitors/privacy-policy/>.

## XXV. Lost Items

- 1) It is the duty of every person entering the PRAGUE Arena to hand over any items found in the PRAGUE Arena to the Operator, Authorised Person, Organiser or the Czech Police.

## XXVI. Abandoned Items

- 1) The Operator and the Organiser shall not be liable in any manner for abandoned items, loss of items or their theft by other persons, except for those items that have been taken into custody by the Operator or the Organiser in premises specially reserved for this purpose (e.g., changing rooms or the storage area).

## XXVII. CCTV

- 1) The Visitors acknowledge that the entire PRAGUE Arena building and surrounding areas are monitored by CCTV cameras with recording and by entering the PRAGUE Arena or the area surrounding the PRAGUE Arena, the Visitors consent to such monitoring and recording. Information on what data is processed, for how long and for what purpose is available at: <https://www.o2arena.cz/en/for-visitors/privacy-policy/?lang=en>.

## XXVIII. Evacuation

- 1) In the event the PRAGUE Arena building is to be evacuated, each person staying in the building at the time shall follow the rules in accordance with the Fire Alarm Directive, the wording of which is posted on each floor of the PRAGUE Arena in visible and permanently accessible places in the required quantity and shall also follow the instructions of the Authorised Persons in charge of the evacuation. A graphic representation of the escape route directions is posted in the PRAGUE Arena premises along with the Fire Alarm Directive.

## XXIX. No Promotion of Political Parties and Movements

- 1) Every person entering the PRAGUE Arena or its surroundings shall observe the prohibition of promoting political parties, movements and associations in the PRAGUE Arena and its surroundings, unless otherwise agreed with the Operator.

## XXX. Limited availability of Products

- 1) In accordance with Act No. 65/2017 Coll., on the protection of health against the harmful effects of addictive substances, as amended (hereinafter referred to as the “HPA”), the availability of tobacco products and alcoholic beverages is restricted in the premises of the PRAGUE Arena.
- 2) Selling any tobacco products (including electronic cigarettes or herbal smoking products) is prohibited in the PRAGUE Arena.
- 3) The PRAGUE Arena is a cultural facility as well as a catering facility operated on the basis of catering activities, and therefore the sale and serving of alcoholic beverages is permitted on the premises of PRAGUE Arena. However, it is always prohibited to sell alcoholic beverages to persons under 18 years of age and to persons apparently under the influence of alcohol or other addictive substances on the premises of the PRAGUE Arena. The sale of alcoholic beverages, with the exception of wine and alcohol containing no more than 4.3% of ethanol, is also prohibited in the PRAGUE Arena during public sporting events.
- 4) Public sporting events are usually considered to be events that take place within the framework of any official sporting event held by a sports association registered in the Czech Republic, where the sporting results are objectively measured during the sporting event.

## XXXI. No Smoking

- 1) Smoking, including electronic cigarettes and similar devices, is prohibited in the entire indoor area of the PRAGUE Arena in accordance with applicable law.

## XXXII. Obligation of Visitors to Obey an Instruction

- 1) Visitors shall obey an instruction by the Organiser, Operator, Authorised Person or any other entitled person to refrain from engaging in conduct contrary to the HPA, in particular pursuant to Sections 8 to 10 of the HPA and Section 18(1) of the HPA, or they shall obey a call to leave the PRAGUE Arena if they smoke, are apparently under the influence of alcohol or engage in other activities contrary to the HPA. If a Visitor in the PRAGUE Arena fails to obey the legitimate instructions within the meaning of this section, the Operator shall be entitled (in particular through the Authorised Person) to remove without compensation the Visitor from the premises of the PRAGUE Arena who has violated the HPA and who has not obeyed the relevant instructions of the Authorised Person or any of the PRAGUE Arena staff, or to request the municipal police, the Customs Administration of the Czech Republic or the Czech Police to remove the Visitor from the PRAGUE Arena.

## XXXIII. Application of the Visiting Regulations to Other Persons

- 1) These Visitor Regulations shall also apply accordingly to such spectators or Visitors of the PRAGUE Arena who enter the PRAGUE Arena as spectators on the basis of a document other than a Ticket (e.g., on the basis of a relevant accreditation), unless the Organiser and the Operator agree otherwise.

## XXXIV. Relation of the Visitor Regulations to the Organiser's Instructions

- 1) The Organiser’s Instructions supplement the Visitor Regulations.

## XXXV. Important Information

- 1) First aid
  - a) The Organiser provides first aid for the Visitors. In case of need, the Visitors shall call a paramedic through the promotion or security service.
  - b) Paramedics are visibly marked and dressed in uniform. Paramedics have their own stations. The locations of their stations are shown in the PRAGUE Arena information plan. In case of need, the Visitors shall call a paramedic through the promotion or security service.
  - 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

## XXXVI. Final Provisions

- 1) These PRAGUE 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.