

Dear guests of the Köln Arcaden,

In order for you to always feel comfortable with us, it is necessary that some things are regulated. The following house rules apply to the entire Köln Arcaden site, including the building and outdoor areas as well as the multi-storey car park.

1. The consumption of alcoholic beverages outside of catering establishments is prohibited. The consumption or trafficking of drugs is reported without exception.
2. Begging, peddling, or offering goods or services of any kind without authorization are not permitted.
3. Commercial filming and photography, music-making, performances and events are not permitted without the written permission of the center management.
4. The distribution of advertising material, the installation of posters, the conduct of surveys of any kind or other advertising campaigns, etc. are only permitted with the written permission of the center management.
5. The use of inline skates, scooters, skateboards, bicycles and motorcycles as well as similar means of transport is not permitted in the center. Bicycles must be parked in the parking areas provided for this purpose in the outdoor area. Playing with balls or other objects is prohibited.
6. Dogs must be kept on a leash and must be supervised at all times. Any contamination that occurs must be removed by the dog owner himself and immediately.
7. Carrying weapons and other dangerous objects is prohibited.
8. No liability is assumed for the use of all service facilities such as shoe shine machines, lockers, wheelchairs, etc.
9. Sitting is only allowed on the benches provided for this purpose, but not on the floors, stairs and in the flower gardens.
10. The use of the escape route doors is only permitted in emergencies without exception. Linger in stairwells, escape corridors and on escape routes is not permitted.
11. The use of the escalators with shopping carts, wheelchairs and strollers is prohibited for your own safety. Children are only allowed to use elevators and escalators in the presence of an accompanying adult.
12. For security reasons, the entire center is under video surveillance. Liability for parked vehicles and their contents is not under video surveillance.
13. Intentional soiling, damage or the improper use of facilities, including in common rooms, such as toilets, first-aid rooms, etc., are punished with a ban from the premises and claims for damages.
14. Continuing to linger after the request to leave the center, pronounced by the center management or its commissioned security company, can be prosecuted as trespassing.
15. Third parties must not be hindered or harassed by the behaviour of our visitors. Violations can be punished as trespassing.

16. In the entire area of the center, with the exception of the smoking areas marked in the outdoor area, there is a strict smoking ban in accordance with the NiSchG NRW in the current version. Of course, this also applies to e-cigarettes. In general, smoking and vaping are not permitted in the center. For cannabis products, this ban also applies to the entire outdoor area of the Köln Arcaden, including the parking decks.

*As of October 2024*