

GENERAL CONDITIONS, GUIDELINES AND COVID-19 MEASURES

We look forward to welcoming you to DOWN TO EARTH, the ninth edition of the International Architecture Biennale Rotterdam.

This is a biennale in times of pandemic. The safety of visitors and staff is our top priority. The following guidelines and conditions have been issued to safeguard this. Please read them carefully and observe them when visiting the Biennale to ensure a safe and stress-free visit for both yourself and our staff.

COVID-19

- To facilitate 1.5-m social distancing, all IABR exhibitions and events are open to a maximum number of visitors. The number is set per exhibition or event.
- The IABR staff will make sure that 1.5-m social distancing is observed. If necessary, they will call visitors to account.
- There is a hand-sanitizer station at the entrance of the Keilepand. Visitors must disinfect or wash their hands upon entry.
- Reservations must be made online. All tickets are for a specific timeslot (with a beginning and end time). This assures visitors of access to the exhibition while the IABR can ensure that the building and the exhibition space do not become too crowded.
- To reduce the number of contact moments, there is no cloakroom.
- There are one-way routes signposted through the Keilepand and Keilezaal. Follow them to ensure that different visitor flows remain separate.
- IABR staff will ask all visitors upon entry whether they have any Covid-19-related complaints. The IABR cannot permit visitors with symptoms to access the exhibition. Visitors that have complaints such as sneezing, coughing, a cold or fever are kindly requested to stay at home.
- Our restrooms are safe to use. Like the Keilepand as a whole, these are cleaned regularly. Disinfectants are available.



RESERVATIONS & ADMISSION

- The IABR cannot permit visitors without valid tickets to access the exhibition.
- Reservations must be made online. All tickets are for a specific date and timeslot. This way, the IABR can control the numbers and distribution of visitors in the Keilezaal. Make your reservations at tickets.iabr.nl.
- Reservation receipts are digital and issued by e-mail.
- The reservation system is hosted in collaboration with Ticketcounter B.V. Making a reservation at the IABR implies accepting Ticketcounter's ticket conditions.
- Free entrance, you only pay booking and transaction fees.
- Ticketcounter B.V. issues the reservation receipts. Visitors who pay by iDEAL will normally receive their tickets by e-mail in less than 30 minutes.
- Each reservation receipt has 2 pages, both with a unique QR code. IABR staff must be able to scan both QR codes to permit visitors access. Visitors are kindly requested to present their QR codes by phone (Wallet or PDF).
- Visitors are requested to keep to the date and timeslot specified on their reservation. The IABR cannot allow visitors who turn up early or late to access to the exhibition, unless the number of visitors already inside is unexpectedly low. The validity of the reservation cannot be extended.
- Visitors who are unable to come can change the date and timeslot specified on the ticket in advance; in that case they will receive a new ticket by e-mail. Visitors that have physical complaints such as sneezing, coughing, a cold or fever are kindly requested to stay at home; the IABR will gladly welcome them another time.
- The IABR reserves the right to refuse a reservation without reason.
- Group visits are possible, but to a limited extent. Please contact the IABR via info@iabr.nl to make arrangements for a safe and stress-free group visit.

PRIVACY ISSUES

- Ticketcounter B.V. does not keep personal details for longer than is strictly necessary to achieve the objects for which said details are collected. Ticketcounter B.V. will save said details for a maximum of one year, after which they will be anonymized.
- The IABR does not keep personal details for longer than is strictly necessary to achieve the objects for which said details are collected; the IABR will save said details for a maximum of one year, after which they will be deleted or anonymized.
- The IABR uses camera surveillance. Visitors to the IABR accept that they may be filmed.

EXHIBITION / EVENT

- The IABR reserves the right to change or cancel any exhibition or event without explanation.
- To prevent accidents and damage to exhibits, visitors are not permitted to eat or drink in the exhibition space. Smoking is not permitted anywhere in the Keilepand.
- Visitors are not permitted to touch objects on display, unless this is explicitly indicated.
- The use of (video) cameras or recording equipment is not permitted in some of the of exhibition spaces and during some of the events. This is indicated at the entrance to the Keilezaal.
- Animals are not permitted, with the exception of guide dogs for the blind.
- To facilitate 1.5-m social distancing, the exhibition texts are not only written on the walls, but also printed on leaflets that are handed out to visitors.
- The Keilezaal on the first floor is accessible via a staircase. An elevator is available to visitors who have difficulty walking. The use of the elevator is limited due to Covid-19 measures. Visitors who will want to use the elevator are requested to inform the IABR in advance via info@iabr.nl; IABR staff will be ready to assist.

DOWN



International
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HOUSE RULES

- Visitors must follow the instructions of the IABR staff at all times.
- The tickets of visitors who ignore or violate IABR conditions and house rules can be declared invalid; visitors can be refused admission to the exhibition or event.
- The Keilepand is a shared building. IABR tickets only permit access to the Keilezaal and to the public areas of the Keilepand. Visitors are not permitted to use other facilities and spaces in the building.