



Stadium regulations Volkswagen Arena

Section 1 – Area of application / purpose

1. The stadium regulations serve to ensure the proper usage of, and safety and orderliness in, the Volkswagen Arena and its connected outer facilities, including the safety ring provided that it is relevant and set up.
2. On the enclosed location map, which is an integral part of these stadium regulations, the area of application is indicated by a continuous red line.
3. Visitors to the Volkswagen Arena acknowledge these stadium regulations as binding with the purchase of an admission ticket and affirm this at the latest by entering the Volkswagen Arena. These stadium regulations apply to all events that take place in the Volkswagen Arena.

Section 2 – Dedicated use

1. The primary function of the Volkswagen Arena is to hold football matches. Other sports and non-sports events can also take place here.
2. The general public has no claim or entitlement to use of the Volkswagen Arena or any of its individual facilities.
3. In case of third-party use of the Volkswagen Arena, the pertinent contracts are to be concluded in compliance with German civil law.

Section 3 – Control over access to premises

1. Representatives and agents of VfL Wolfsburg-Fußball GmbH have the legal right of control over access to the premises, as do the police and the security forces (SOD) in service during events. They are entitled to issue binding instructions to visitors in accordance with these stadium regulations.

Section 4 – Stay of visit

1. Only persons bearing a valid admission ticket or other proof of admission entitlement, or who can prove their admission entitlement for the respective event with some other form of authorisation identification, may enter the Volkswagen Arena and its connected outer facilities and are authorised for a stay of visit.
2. When attending a football match, access to and presence in the **Family Sections** (Blocks 13, 15 and 16 in their entirety, as well as the respective halves of Blocks 17 and 18 on the east stand) is only permitted for adults when accompanied by at least one child. The maximum permitted combination is two adults and at least one child.



An exception applies to pensioners and senior citizens, who may also use this area without being accompanied by a child.

3. Children under the age of 14 are only permitted to enter the Volkswagen Arena accompanied by a responsible adult.
4. Each spectator must occupy the seat in the stadium that is indicated on their ticket or for which their ticket is valid. However, they may be required, if so ordered by the organiser, the SOD or the police, to move to another seat if this is necessary for an important reason (e.g. safety considerations), in which case they shall not be entitled to compensation. This applies in particular to supporters of visiting clubs who, despite holding a valid admission ticket, are not permitted to enter areas designated as home supporter sections. As the organiser is obliged to separate home and away supporters for safety reasons, the SOD is instructed to refuse access to the home supporter sections to away supporters who have purchased tickets for those areas or to remove them from those areas. There shall be no entitlement to relocation or reimbursement of the ticket price.
5. Upon leaving the Volkswagen Arena, the ticket loses its validity; this also applies to the season tickets with regard to admission on that specific match day.
6. In justified exceptional cases, visitors can be required, upon request by the SOD or police, to verify their identity by providing an official identity document.
7. The latest edition of the rules and regulations stated by VfL Wolfsburg-Fußball GmbH applies to visits to the Volkswagen Arena on event-free days.
8. Within the jurisdiction of the stadium regulations, attendance in the stadium is prohibited to persons who are clearly heavily intoxicated, carrying dangerous or prohibited items pursuant to Section 7 of the stadium regulations or who intend to compromise safety.
9. To ensure and optimise safety in the stadium for all visitors, the Volkswagen Arena and some sections of the surrounding area (max. 500 metres) are permanently monitored by video cameras, in accordance with Art. 6(1)(1)(f) General Data Protection Regulation (GDPR) in conjunction with Section 4 German Data Protection Act (BDSG). The recordings are stored securely, serve as evidence in the event of a criminal offences or a breach of the law and are provided to law enforcement and other relevant authorities. Unless any relevant activity occurs, the video recordings are erased automatically in accordance with the data protection legislation in effect in the Federal Republic of Germany. On match days and/or event days, the regulatory authorities and law enforcement also use video surveillance systems under their own responsibility to avert risk and investigate crimes in accordance with the statutory provisions applicable in the Federal Republic of Germany. The video recordings made on match days and/or event days are treated confidentially by all the authorities involved but may be used as evidence if a criminal offence (whether a misdemeanour or a more serious offence) is committed or suspected. If nothing untoward takes place during the event, the video recordings are erased automatically in accordance with the data protection legislation in effect in the



Federal Republic of Germany. Video and audio recordings made in accordance with Section 4 Subsection 10 may also be sent to courts and public authorities for law enforcement purposes.

10. During an event, images (e.g. photographs, live streams, broadcasts, and/or other visual and/or audio recordings) are made by VfL Wolfsburg and accredited third parties (e.g. journalists and freelance photographers) in order to document the event (e.g. press commentary, reporting, club history), for commercial use (e.g. image films for social media channels, flyers, posters, fan merchandise catalogues and for use in the VfL Wolfsburg sustainability report), and on the basis of a balance of interests (Art. 6(1)(f) GDPR). These purposes are in our legitimate interest. You are referred to your right to object defined in Art. 21 GDPR.
11. Visiting the Volkswagen Arena for purposes of media reporting on the event (television, radio, internet, print, photo) is permissible only with the prior consent of VfL Wolfsburg-Fußball GmbH and in the areas specially designated for media representatives. Ticket holders are therefore prohibited from making audio, photographic or video recordings, or communicating descriptions or results of the match, without the prior consent of VfL Wolfsburg-Fußball GmbH, unless this is done solely for personal, non-commercial purposes. Under no circumstances may audio, photographic or video recordings be publicly disseminated, nor may support be provided to other persons engaged in such activities, without the prior consent of VfL Wolfsburg-Fußball GmbH. This includes dissemination via the internet or by mobile phone. The media guidelines of the Deutsche Fußball-Liga GmbH (German Football Association; DFL) and the respective regulations of other pertinent football associations (e.g. DFB, UEFA, FIFA) also apply to the activities of media representatives within the scope of a football event.

Section 5 – Entry checks / checks by the SOD

1. Upon entering the Volkswagen Arena facilities and at control points within the arena, each visitor is obliged to voluntarily show his or her ticket or other authorisation pass to the SOD, and to hand it over for closer scrutiny upon request. This obligation also applies to requests by the police.
2. For discounted tickets (e.g. in the case of pensioners, students), proof of the discount justification (e.g. pensioner or student ID card) must be voluntarily presented to the SOD at access control points to the Volkswagen Arena. If proof of entitlement to the discount cannot be presented, the difference between the reduced and the regular admission price must be paid. Otherwise, the SOD is authorised to deny access to the ticket holder.
3. The SOD is entitled to search persons and the items they are carrying – this includes the use of technical equipment – to ascertain whether they pose a security risk due to alcohol or drug consumption, or because they are carrying weapons,



pyrotechnical or other dangerous items, or whether they are carrying objects that are prohibited in the stadium under these Stadium Regulations.

4. Persons who are unable to provide proof of authorised entry or pose a safety risk as per Section 5 Subsection 3 shall be denied admission and prevented from entering the Volkswagen Arena or expelled from the area of jurisdiction of the stadium regulations.
5. The same applies to persons against whom a nationwide stadium entry ban, or a stadium-specific entry ban, is in effect, and for visitors who refuse to allow a security check pursuant to Section 5 Subsection 3.
6. The SOD is entitled to verify the identity of visitors by checking their government-issued identity documents (e.g. identity card, passport, etc.). Those who refuse to consent to search or identity verification at a visitor security control check can be refused entry to the Volkswagen Arena.
7. Rejected visitors are not entitled to a refund of the admission fee.
8. VfL Wolfsburg-Fußball GmbH stands for an open-minded, tolerant football culture in a free democratic basic order and condemns xenophobic, racist, homophobic, biphobe, transphobic, sexist, ableist violent, antisemitic, left-wing and right-wing extremist behaviour, as well as other discriminatory radical views and political ideologies incl. the political associations, which e.g. reject the above-mentioned values of VfL Wolfsburg-Fußball GmbH in whole or in part through their party programme. Consequently, persons whose outward appearance gives the impression that they embrace such behaviours, views or political associations can be excluded from attending all events. The outward appearance includes visible tattoos and jewellery in particular group-typical clothing with themed graphic characters on which various number or letter combinations signify the views of the wearer, or certain clothing brands that serve to identify such an attitude (e.g. Thor Steinar, Consdaple, Erik and Sons, Ansgar Aryan, Peripetie, Isegrim, White Rex, Kampf der Nibelungen, Label 23 – Boxing Connection, Greifvogel Wear – Radical Warrior Clothing, Black Legion – "The Iron Youth Division", Pro Violence – Streetsport and Sport Frei Yakuza.)). The same applies to pins, buttons and/or patches. Furthermore, people who exhibit such behaviour, attitudes or political ideology by means of flags, patches, propaganda material, calls or statements can be excluded from all events. This includes in particular persons who belong to associations/institutions classified as anti-democratic or anti-constitutional or parts thereof and/or who have already made racist, nationalist, anti-Semitic, discriminatory, violence-glorifying, defamatory or inhumane statements in the past.

Section 6 – Behaviour in the area of jurisdiction of the stadium regulations

1. Within the area of jurisdiction, each visitor must behave in such a way that no other person is harmed, endangered, or hindered or harassed to a greater extent than is unavoidable under the circumstances.



2. All visitors must unreservedly obey the instructions of the event organiser, the SOD, the police, fire brigade, rescue services and the stadium spokesperson.
3. For safety reasons and to avert risk, visitors are obliged to obey instructions issued by authorities mentioned in Section 6 Subsection 2 to take seats other than those printed on their tickets (including in other areas) or to leave the stadium and the adjacent outdoor facilities.
4. All entrances and exits, as well as escape and rescue routes, are to be kept free for their intended purpose without restriction.

Notwithstanding these stadium regulations, authorities mentioned in Section 6 Subsection 2 may issue further instructions as necessary in specific cases to avert or remove danger to life, limb or property. Orders issued pursuant to this purpose must be obeyed.

Section 7 – Prohibitions

1. It is forbidden for guest fans to be or stay in areas designated as home fan areas. The home supporter areas comprise Blocks 01–17 and 37–43 in the lower tier of the arena, and Blocks 02–18, 38–44 and 56–64 in the upper tier. The extent of the away supporter section may be expanded flexibly depending on the ticket allocation required by the visiting club. The SOD has been instructed and is authorised to expel spectators who are recognizably fans of a guest team or supporters of other professional teams who indicate this through their behaviour, even if they have a valid ticket for this area. The spectators concerned will be expelled from or refused admission to the stadium. The wearing or display of fan items or gear of the guest club or of other professional teams is strictly prohibited in the VfL fan area. (VfL Wolfsburg-Fußball GmbH reserves the right to make exceptions to this.)
2. The south-east area of the Volkswagen Arena, consisting of Lower Tier Blocks 29, 33 and 35 and Upper Tier Blocks 32–36, is generally designated as the away supporter section. A variable expansion of the guest fan viewing area in the upper tier (blocks 30 – 36) is possible, depending on the needs of the guest club. It is forbidden for any fan of the host team to stay or loiter in these areas. The SOD has been instructed and is authorised to expel spectators who are recognizably fans of a guest team or supporters of other professional teams or who indicate this through their behaviour, even if they have a valid ticket for this area. The spectators concerned will be expelled from or refused admission to the stadium. The wearing or display of fan items or gear of the home club is strictly prohibited in the visiting fan area.
3. Provoking other spectators to express hatred or violence toward referees, players or other persons is forbidden.
4. It is strictly forbidden for visitors to carry, keep available, or leave the following items in the Volkswagen Arena:



- a. Racist, xenophobic, homophobic, transphobic, biphobic, sexist, ableistic or extreme right-wing propaganda material;
- b. Advertising or commercial items, as well as political or religious items of all kinds, such as banners, signs, flyers or the like, without the express prior permission of the organiser;
- c. Weapons or dangerous objects of all kinds that could possibly cause or lead to injury;
- d. Objects that could be used as weapons or projectiles;
- e. Laser pointers;
- f. Aerosol spray cans (e.g. deodorant sprays, hairspray or pepper spray); corrosive, highly flammable, staining or otherwise harmful solid, liquid or gaseous substances or objects. Exception: medically required items.
- g. Bottles, cups, beer mugs, cans or other containers made of fragile, splintering or particularly hard material;
- h. Food and drink of any kind, especially alcoholic drinks. Visitors may bring up to 0.5 litres of non-alcoholic beverages in a Tetra Pak per child up to the age of 10. Capri-Sun pouches are generally prohibited due to their resealable packaging.
- i. Bulky items such as ladders, stools, chairs, boxes, walking frames (rollators) suitcases and bags exceeding 30cm x 30cm x 15cm (approximately gym bag size).
- j. torches, fireworks, flares, Bengal fires, signal rockets, smoke powder, smoke bombs, sparklers and other pyrotechnic articles, as well as substances or mixtures of substances with which a pyrotechnic set can be made;
- k. flag or banner poles that are longer than 1.50 meters or which can be extended to more than 1.5 meters (telescopic poles) and/or whose diameter is larger than 3 cm; as well as connectors and other material suitable for connecting poles together (e.g. adhesive tape). (VfL Wolfsburg-Fußball GmbH reserves the right to make exceptions to this.)
- l. If material is to be used as part of a choreography or is to be brought in in large quantities, VfL Wolfsburg-Fußball GmbH reserves the right to only allow flags with a stick length of up to 1.50 meters under certain conditions or to reject them completely.
- m. Alcoholic beverages of any kind;
- n. Any kind of drug, this also applies to cannabis and cannabis products.
- o. Noise-making instruments and launchers which are mechanically or pneumatically driven (VfL Wolfsburg-Fußball GmbH reserves the right to make exceptions);
- p. All moving image cameras (e.g. video cameras), all photographic cameras with interchangeable lenses (e.g. single-lens reflex (SLR) or system cameras), as well as medium or large-format cameras;
- q. Large umbrellas with a spike.



- r. Objects that are suitable and, according to the circumstances, intended to prevent the establishment of identity (prohibition of masking)
- s. More than one power bank per person.
- t. Stickers in larger quantities and adhesive tape

VfL Wolfsburg-Fußball GmbH reserves the right to deviate from this (e.g. in the fan corners).

- 5. The carrying of medically required walking aids, such as crutches or walking sticks, is permitted only within seated areas and/or designated accessible seating areas, for safety reasons (in particular to keep escape and emergency routes clear). Walking aids fitted with metal tips are not permitted. Rollators (walking frames) are not permitted anywhere inside the stadium. The SOD is entitled to assign an appropriate location to a visitor using a walking aid, in accordance with Section 6 Subsection 3.
- 6. In addition, visitors are prohibited from the following:
 - a. Communicating racist, xenophobic, homophobic, transphobic, biphobe, sexist, ableist or radical right-wing statements, and committing extreme acts of any kind
 - b. Accessing or climbing over buildings, facilities and fixtures – in particular facades, fences, walls, playing field enclosures, barriers, lighting structures, camera stands, trees, planted areas, roofs and towers of any kind – which are not intended for general use
 - c. Entering areas where visitors are not permitted (e.g. the playing field, the inner area, function-specific rooms) without the consent of the event organiser or the police
 - d. Throwing objects or liquids of any type, in particular onto the playing field or visitor areas
 - e. Making fires, or bringing in, igniting or launching other pyrotechnic items, such as fireworks, signal ammunition, magnesium torches, smoke bombs, Bengal fire, etc.
 - f. Enabling the preparation and execution of forbidden acts described in Section 7 Subsection 6e (e.g. by concealing them with two-pole banners or flags);
 - g. Disguising themselves;
 - h. Painting, marking or gluing equipment, facilities, buildings, or pathways;
 - i. Entering the grounds of the Volkswagen Arena with vehicles, selling tickets and goods, selling or distributing printed material, brochures, etc. or collecting money, items or signatures without the permission of VfL Wolfsburg-Fußball GmbH;
 - j. Urinating or defecating outside the designated toilets, or soiling the grounds of the Volkswagen Arena in any other manner, particularly by throwing away items as well as bringing in items that are suitable for littering such as scraps of paper or stickers in larger quantities;



- k. Bringing along pets
 - l. Smoking within designated non-smoking areas (according to the stadium plan and signage in the stadium). This also applies to e-cigarettes.
 - m. Carrying or consuming cannabis or cannabis products, regardless of the quantity. This applies to the entire area of validity (domestic law area) of these stadium regulations.
- 7. Building, setting up, installing or storing objects, in particular setting up tents and caravans, as well as staying overnight within the area of jurisdiction of these stadium regulations, are not permitted at any time. Exceptions to these provisions are the prerogative of VfL Wolfsburg-Fußball GmbH.
 - 8. Throwing objects of any type, in particular onto the playing field or visitor areas

Section 8 – Sale of goods, catering, advertising activities

- 1. The offering and sale of goods of all kinds, tickets, the distribution of printed matter or the holding of collections, the erection of temporary structures, booths, stands and the like is prohibited in the entire area of domiciliary rights, unless there is a permit from the respective organizer.
- 2. Catering to visitors and other users is only permitted for authorised caterers/service providers.
- 3. Advertising measures of any kind as well as the attachment of decorations and other objects are prohibited in the domiciliary rights area if they have not been permitted by the respective organizer. The distribution of flyers, folders and magazines in the domiciliary rights area is only permitted with the consent of the respective organizer.

Section 9 – Stadium WiFi

WiFi access is provided (through "hotspots") free of charge in the arena. This is a voluntary service offered by VfL Wolfsburg-Fußball GmbH that can be restricted or discontinued at any time. Visitors therefore have no right to demand access to the hotspot, to be able to use certain services over the hotspot, or to enjoy unlimited, disturbance-free and uninterrupted access to the internet. A prerequisite for use of the hotspot is personal registration and approval of the terms and conditions of use and of the privacy policy, which can be viewed during the hotspot login process.

Section 10 – Use of car park

Users of all designated car parking areas are obliged to comply with the following provisions:

- 1. Any soiling by oil, petrol, battery acid or other substances is to be avoided and reported to VfL Wolfsburg-Fußball GmbH if it does occur. The person responsible bears the costs of any necessary removal.



2. Users of car parking areas must always take the greatest care.
3. Only registered, roadworthy and notified vehicles may be parked.
4. The organiser accepts no liability for damage caused by other visitors or third parties. This applies particularly to damage to vehicles, theft of valuables from the car (e.g. car radio, telephone, personal valuables, computer, photographic equipment, sports equipment etc.) or articles attached on or to the car, to the extent that the organiser is not culpable within the meaning of Section 10 of these stadium regulations, which also applies.

Section 11 – Liability

1. Visitors enter and use the Volkswagen Arena at their own risk.
2. Accidents or damage must be reported immediately to VfL Wolfsburg-Fußball GmbH. VfL Wolfsburg-Fußball GmbH, its legal representatives and/or vicarious agents shall only be liable for damages, regardless of the legal basis, in the event of intent or gross negligence or – in this case limited to the damage foreseeable at the time of entering into the contract and typical for this type of contract – in the event of a breach of material contractual obligations. The above limitations of liability do not apply to claims for damages due to injury to life, limb or health that is based on a negligent or intentional breach of duty by the organizer or a legal representative or vicarious agent and on the basis of the Product Liability Act.
3. VfL Wolfsburg-Fußball GmbH is not liable for personal injury or property damage caused by third parties.
4. VfL Wolfsburg-Fußball GmbH is not liable for the loss of items, unless this is due to culpable conduct on the part of the staff.
5. Fans and/or visitors are liable in accordance with the applicable legal provisions. Parents are liable for their children.

Section 12 – Violations

1. Whoever violates the provisions of this usage regulation can, without prejudice to the other rights of the VfL Wolfsburg-Fußball GmbH, be expelled from the Volkswagen Arena without compensation and without a refund of the admission fee. This applies also to persons who are intoxicated or under the influence of other mind-altering substances that impair functional ability.
2. A stadium ban can be imposed against persons who, through their behaviour inside or outside of the Volkswagen Arena in conjunction with a football match, hinder or endanger the safety and orderly conduct of the event. This entry ban may be limited to the arena itself or, in accordance with the guidelines issued by the DFB, be expanded to be effective nationwide.
Stadium bans can also be issued by the police or SOD against groups of persons if violations cannot be specifically attributed to individuals, but behaviour can be attributed to members of the group as a whole.



3. If there is suspicion that persons have committed a criminal offence or a misdemeanour, charges can be filed.
4. If the organiser is enjoined to redress claims for damages and/or pay fines stemming from a third party due to prohibited and/or disorderly conduct, the organiser shall seek recourse by asserting these claims against the perpetrator. The same applies to property damage for which the perpetrator is liable. If multiple parties are responsible, these are jointly liable within the meaning of Section 421 German Civil Code (BGB).
5. Prohibited items that are carried or conveyed will be confiscated and, insofar as they are not required for a criminal investigation, shall be returned upon request following cessation of the premise for their confiscation or, beyond a period of four weeks after the event, destroyed at the expense of the visitor. VfL Wolfsburg-Fußball GmbH and/or the organiser will not be held liable for any loss or damage of confiscated items. Excepted from return are items that have been confiscated in accordance with Section 7 Subsection (3) (a, c, i and l).
6. The rights of VfL Wolfsburg-Fußball GmbH as the owner of property rights remain unaffected.

Wolfsburg, July 2026

VfL Wolfsburg-Fußball GmbH
Management Board