



2018
ICE HOCKEY
WORLD
CHAMPIONSHIP
DENMARK
Copenhagen - Herning

2018 IIHF ICE HOCKEY
WORLD CHAMPIONSHIP
DENMARK
04.-20. MAY

Governed by



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OFFICIAL VENUE GUIDE - COPENHAGEN

INTRODUCTION

The following guide outlines all of the important information that ticket holders will need to know when attending games at the 2018 IIHF Ice Hockey World Championship in Copenhagen.

Read about:

Please read the guidelines carefully and ensure that you are fully aware of all key information relating to game days to make sure you have safe and enjoyable days whilst enjoying the best teams in ice hockey.



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TRANSPORT AND PARKING

Public Transport

The Ørestad Metro station and the Ørestad regional train station (with direct connection to Sweden) are just a few minutes' walk from Royal Arena. Visit www.rejseplanen.dk for timetables, etc.

Car Parks

Please refer to the various companies in the immediate area with associated car parks (for example Field's). There are also public underground car parks within walking distance.

There are (a limited number) disabled parking spaces close to the arena. If you present a disabled badge and a valid handicap ticket for that day's event on the day, parking is free. There will be separate P-guard at the parking spaces.

In general, we recommend using public transport or cycling. There are cycle paths all the way to Royal Arena, where there are excellent bicycle parking facilities.

Address

Hannemanns Allé 18
2300 Copenhagen S

Bus drop off

Bus drop off is located behind the Hotel CABINN Metro at:
55°37'49.2"N 12°34'20.7"E

Taxi

TAXA 4x35 can be booked at +45 3535 3535.
Amager Øbro Taxi can be booked at +45 2727 2727. Dantaxi can be booked at +45 4848 4848 Or use the app MOOVE.



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DOORS OPENING AND SECURITY

Fanzone

Address:

***Intersection of Ove Arups Vej and
Hannemanns Allé***

***The Fanzone opens 2 hours prior to the first
game of the day:***

- ***2-Game Days: 14:15 hrs***
- ***3-Game Days: 10:15 hrs***

***The Fanzone will be open after the last game of
the day.***

Royal Arena

The doors open 1 hour before the game starts.

Entry inspection

***Before entering Royal Arena, all guests will
have to go through security and visitation. We
also reserve this right before entering the
Fanzone.***

Cameras, photography & recording

***The Copenhagen Organizing Committee
welcomes all guests to capture their
moments at all ice hockey games through
the permitted use of non-professional
photography, such as a Smartphone camera.***

***Ticket holders may record, transmit or in
any other manner distribute over any
media, any image, sound or description of
any game for personal, non-commercial use.***

***Ticket holders must not allow such activities
to be used commercially by anyone without
a written approval of the IIHF.***

Merchandising

***Merchandising shops are located in the
Fanzone, inside the arena as well as in front
of entrance A. The shops are open on each
game day.***



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ALLOWED ITEMS

Flags and banners are allowed in the arena with the following restrictions:

Size:

- *Flags and banners should be within reasonable size.*
- *They should not interfere with the view of the other spectators.*
- *If they do, the Security is entitled to seize the banner/flag.*

Pole:

- *Length up to 1,50 m (60 inches)*
- *Plastic material with blunted edges*
- *Telescopic rods are allowed*
- *No wooden or metal material*

Drums:

Drums as musical instruments are allowed into the arena and onto your seat, however, if the drum is physically in the way for other guests, you may be asked to remove it. Drums are not allowed at any time in the isles/walking areas.



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PROHIBITED ITEMS

Ticket holders should be aware that there are several restricted or prohibited items for the 2018 IIHF Ice Hockey World Championship in Copenhagen.

Please read the prohibited items list on this page carefully, so that there will be no inconvenience at the entrance inspections for anyone.

In general, no items that obstruct the view of other spectators or that can be considered an annoyance to others or a dangerous object will be allowed into the arena.



Firearms, weapons, knives & explosives



All electronic devices other than cell phones



Fireworks and pyrotechnics



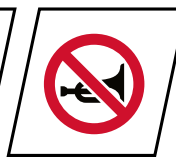
Bottles of all kinds, cups, cans & glass



Illegal substances (e.g. drugs, etc.)



Food including fruit
Exceptional cases listed on the next page



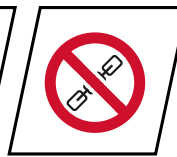
Any noisemakers such as; megaphones, gas faxes, air & electrical horns, whistles, plastic/ inflatable clap hands, etc.



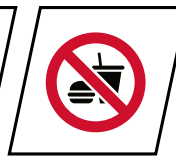
Professional photography & camera equipment (telephoto lens etc.). This includes all GoPro devices.



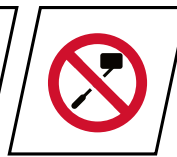
Nail files & scissors



Studded bracelets and belts



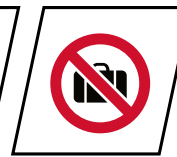
Beverages of all kinds! Exceptional cases listed on the next page



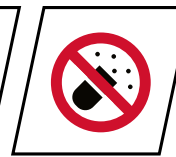
Selfie sticks and telescopes for the mobile devices



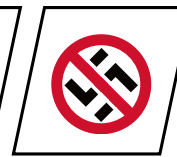
Flammable & oxidizing items/material Wall-paper rolls, paper, confetti Homemade trophies, etc.



Purses and backpacks larger than the size DIN A4 (210x297 mm). There will be no opportunity around/ in the arena to deposit bigger sized bags



Laser lights & pointers



Racist, xenophobic and radical right-wing propaganda material

If the following items are found the police will be informed immediately: Pyrotechnical devices / fireworks of any kind, Powders in plastic bags or other unusual containers, Flags or other items that are racist, homophobic, or gang related, Weapons of any kind (incl. Rambo and butterfly knives, throw-stars, etc.)

GENERAL INFORMATION

Code of Conduct

Fans are entitled to enjoy the hockey experience free from disruptive or inconsiderate behaviors or unruly actions.

Fans shall refrain from using abusive language and obscene gestures as well as slogans.

Fans may not engage in fighting, throwing objects or other similar behavior.

Fans who choose to consume alcohol must do so in a legal and responsible manner.

Intervention with an intoxicated or impaired fan will be handled in a prompt and safe manner.

Violation of the Fan Code of Conduct may result in being expelled from the venue without a ticket refund.

Arrive early at the arena

Please, arrive early at the arena. Because of the many people entering the arena, it may take up to an hour to enter the arena.

Food and Beverages

Exceptional cases for beverages and food are:

FOOD: Diabetic people are allowed to bring their needed food, after presentation of a medical certificate.

BEVERAGES: Ticket holders who need special beverages due to illness. They are allowed to carry on 0.5 l in either a PET bottle or Tetra pack, after presentation of a medical certificate.

Types of Payment

MobilePay is Royal Arena's preferred payment method (remember to turn on Bluetooth on your phone), but it is also possible to pay by VISA/Dankort, Mastercard and various other major credit cards. It will also be possible to pay by cash to a limited extent.

Danish, Swedish and Norwegian currency, US dollars, British pounds and Euros are all accepted at Royal Arena. Any change will be paid in Danish kroner. Please note that not all outlets accept cash.



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GENERAL INFORMATION

Non-Smoking Policy

Smoking (inclusive E-smoking and steam-smoking) is not permitted inside Royal Arena. However, smoking areas are available outside the arena. On Level 0 (ground floor) use the exit by entrance G, while on Level 1 use the exit by entrance A. Visitors on Level 3 wishing to smoke are requested to use the exit on Level 1.

Please note that Royal Arena has been fitted out in accordance with the latest standards and has around 2,000 indoor smoke detectors. If you are found to be smoking indoors, you will be expelled and fined.

Arena clear out

As there is more than one Ice Hockey game per game day, therefore the entire arena has to be cleared out from all spectators in between the games.

WIFI

There is free WiFi “_Royal Arena Free” in all concourses, at lockers, and in bars and restaurants.

Cloakroom

For jackets and backpacks/purses/bags larger than DIN A4 (210x297 mm). Please use the chargeable lockers or the manned cloakroom at entry A. The lockers measure 45x30x30 cm, and they are evenly distributed in the arena.

The “Royal Arena” app is available from the AppStore and GooglePlay, and in the first instance will be useful for renting lockers.

Temperature

The temperature will be between 15-18 degrees in the arena.

Resale

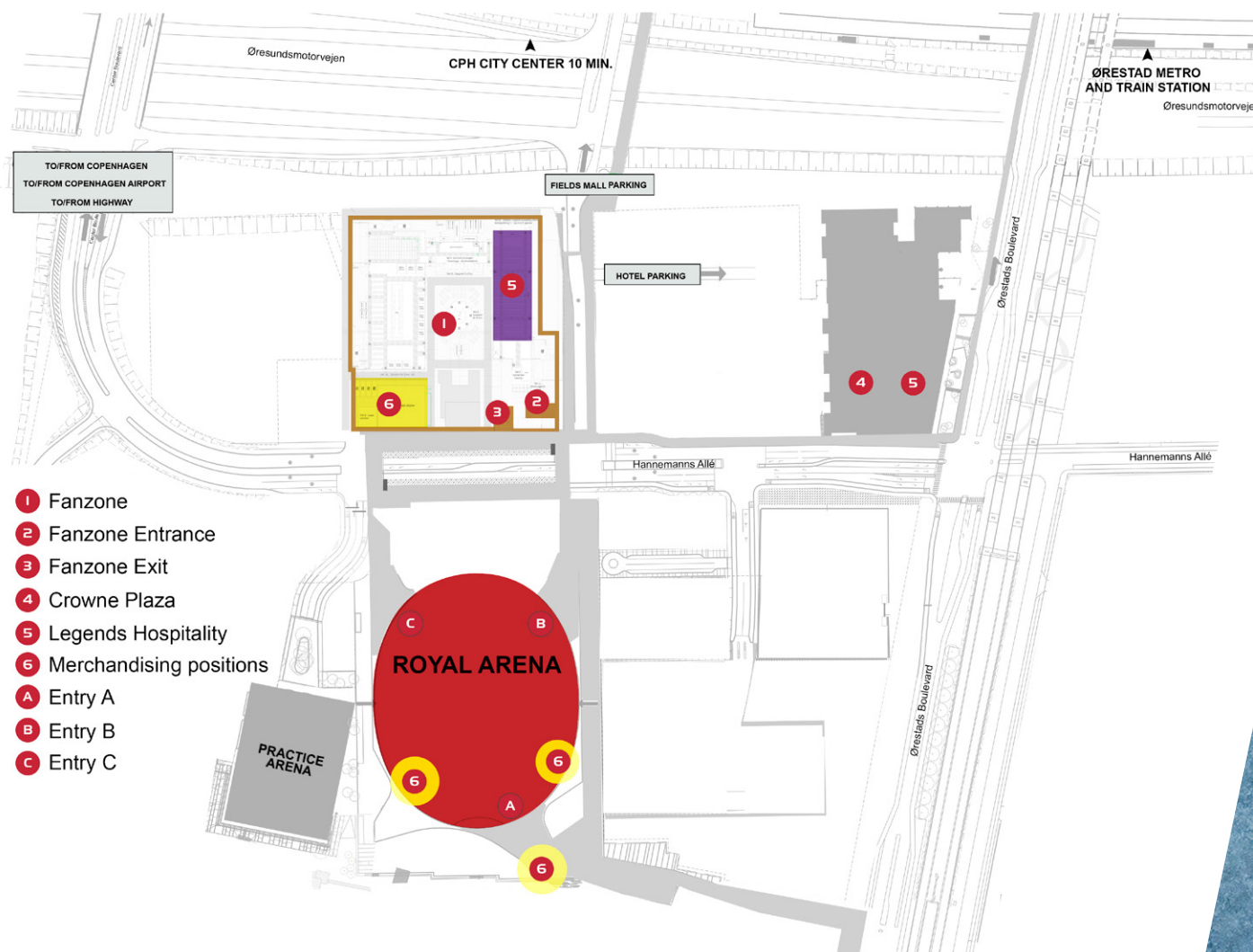
Resale of tickets above face value is illegal in Denmark. However, it is possible to transfer your ticket to another fan.

All you have to do is contact Ticketmaster’s Customer Service at: +45 7015 6565 and then our employees will aid you in transferring tickets and refunding your purchase.



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OVERVIEW MAP



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PICTURE



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