



LorenzMesse

CLOAKROOM REGULATIONS / TERMS OF LIABILITY for items left in the cloakroom - intended for cloakroom users -

For your information only, we provide a translation of our cloakroom regulations in English below. Only our cloakroom regulations in German above are legally binding.

§ 1 Scope

When items are deposited at the cloakroom, a safekeeping agreement is concluded between the cloakroom user and the cloakroom operator. The cloakroom operator is Lorenz Projekte GmbH & Co. KG, which provides cloakroom services on behalf of the respective event organizer or NürnbergMesse.

These terms and conditions of liability apply to all items deposited at the cloakroom.

§ 2 Items in storage

(1) Only cloakroom items such as coats, jackets, capes and items attached to them such as scarves, gloves or hats, as well as umbrellas and walking sticks, will be accepted for storage.

(2) Suitcases shall be treated as separate items of clothing subject to the same conditions, provided that their deposit is permitted in connection with the event.

(3) Handbags, backpacks, and similar containers shall only be stored as a whole. There shall be no separate storage or inspection of the contents.

(4) The following items in particular are not intended for storage and are excluded from liability:

- Cash and means of payment,
- Jewelry and other valuables,
- Electronic devices (e.g., cell phones, tablets, laptops, cameras, smartwatches),
- keys, ID cards, tickets,
- business documents and certificates of all kinds.

The cloakroom user is obliged to remove such items before handing them in.

§ 3 Liability of the operator

(1) The operator is only liable for loss or damage to items handed in to the cloakroom in cases of intent or negligence on the part of the operator or its staff.

(2) Liability is limited to a total of EUR 500.00 per cloakroom ticket issued or per digitally recorded storage transaction, of which a maximum of EUR 100.00 is for the contents of bags or similar containers.

(3) The compensation is based on the current value of the item at the time the damage occurred.

(4) The above limitations of liability do not apply to damage resulting from injury to life, limb, or health.

§ 4 Exclusions of liability

In particular, no liability shall be accepted for:

- Damage resulting from the nature or condition of the items in the cloakroom,
- Normal wear and tear,
- weather conditions,
- loss or damage to items inside unlocked bags or containers,
- loss resulting from the loss of the cloakroom ticket or the card used for identification,
- indirect damage or consequential damage.

§ 5 Duration of storage

(1) Liability begins when the cloakroom staff accepts the item and ends when the item is properly returned, but no later than the official closing of the cloakroom on the day of the event.

(2) If the cloakroom items are not collected on the day of deposit, a new cloakroom fee will be charged for each additional day of storage in accordance with the currently valid price list.

(3) After the end of the entire event, cloakroom items that have not been collected will be transferred to a central storage facility. The conditions of that facility apply to further storage.

§ 6 Obligations of the cloakroom user

(1) Damage or loss must be reported to the cloakroom staff immediately after it becomes known.

(2) Damage resulting from theft must be reported immediately to the responsible police authority.

(3) Claims for compensation must be submitted in writing to the operator within seven days of the damage occurring.

§ 7 Issuance of cloakroom items

(1) Cloakroom items will generally be issued upon presentation of the cloakroom ticket.

(2) If the cloakroom ticket is issued digitally, items may be issued upon presentation of the credit card used for deposit or a comparable digital means of identification. The credit card is used exclusively for the purpose of assigning the storage transaction and will not be charged unless a separate payment has been agreed.

(3) If the cloakroom ticket is lost or there is no means of identification, items can only be returned after sufficient proof of entitlement has been provided. Any delays resulting from this do not justify a claim for damages.

§ 8 Payment of compensation

Compensation shall be paid after final examination of the claim. If items believed to be lost are found again before compensation is paid, the cloakroom user is obliged to take them back. After compensation has been paid, the operator may demand the transfer of ownership rights.