

Safety at the Palast



The safety and well-being of guests and employees is a top priority for the Palast. We'd like to share the following information on our safety precautions:

- Fixed bollards prevent vehicles from accessing the main Palast entrance. The steps leading up to the main entrance provide further protection against uncontrolled access.
- It isn't possible to access the foyer (and therefore also the theatre hall) without a valid ticket, as service staff are stationed at all entrances and check all tickets (also during performances and in the interval).
- Cloakroom items and/or luggage may not be taken into the theatre hall. Coats, jackets, backpacks, suitcases and bags of more than 45x40x20 cm in size must be stored in the cloakroom (free of charge). We highly recommend that you always keep personal items such as keys and wallets on your person.



- The Palast reserves the right to have the backpacks and bags of individual or all guests checked by trained service staff in guests' presence.
- There are two security gates at the main entrance. All guests must pass through these – and re-enter through them again if they leave the building (e.g. to smoke during the interval). These state-of-the-art security detectors are also safe for guests with a pacemaker. However, if you have a pacemaker and are unsure about passing through our security gate, please show your pacemaker pass and you will be admitted without having to pass through it.
- The security staff also have handheld devices to check bags and other places indicated by the security gate.
- Three trained fire safety officers are present during each performance.
- Before every performance, the foyer staff do a walk-through of the stalls and high stalls to check that no items have been left behind.



- Remaining alert is the best prevention! Do not hesitate to dial 110 for the emergency services should you notice anything untoward. This is the best number to call. Based on the concrete information you provide, the operator will know what to do. If possible, please then also inform our service staff.
- Personnel and technical building measures have been implemented at the Palast in close cooperation with the State Office for Crime Prevention, the responsible police authorities and the Palast's security technician. Moreover, processes have been adapted to ensure professional security and protection for the theatre building from all sides.
- Safety assessments of the conditions and processes are carried out regularly by an external safety technician. Evacuation plans are available for emergencies in which the Palast staff (of which 39 are trained first aiders) receive regular training.
- Please do not hesitate to contact us in case of questions and/or suggestions. We can be reached via email (feedback@palast.berlin) or our telephone hotline (+49-30-2326 2327; daily from 9 a.m. to 7 p.m.).

(Last updated: March 2023)