

WELCOME MANUAL FOR USERS OF THE CULTURAL CENTRE LA NAU FACILITIES

1.- PURPOSE.

The purpose of the present rules is to regulate rights, obligations and use conditions of the facilities and other services of the Cultural Centre La Nau.

2.-SCOPE OF ACTION.

The present rules apply to all activities that will be realised in the spaces of the Cultural Centre La Nau of the Universitat de València.

3.- USERS.

Users are recognized as all those who access to the Cultural Centre, to use its facilities, services and programmes. They are subject to these regulations and guidelines of each one of the services and facilities in which they participate or make it use.

4.- LIABILITY INSURANCE.

The University has available a liability insurance with the aim of covering accidents that may occur by default of the facility itself.

5.- RIGHTS OF THE USERS

All users will have:

- 5.1. Right to equality. Users have the right to be accepted in the cultural activities that are carried out on an equal footing and, consequently, they shall not be discriminated against on the basis of race, sex, nationality, religion, opinion or any other personal condition or circumstance.
- 5.2. The right to attend the activity. Users have right to access and enjoy the activity for which they have paid or received a ticket, in the better possibly comfort conditions.
- 5.3. Right to adequate attendance. Right to be treated with kindness, courtesy and respect.
- 5.4. Right to information. Citizens have the right to receive information with the sufficient advance notice of the cultural offer scheduled, as well as of the dates, timetables, places and other more characteristics of the cultural activities.
- 5.5. Suggestions. Citizens will have at their disposal a suggestion box.
- 5.6. Complaint Forms. For the purposes of user guarantees and favouring the participation in the improvement of the Cultural Centres working, there will be complaint and suggestion forms at their disposal in each Centre. Anyone can make use of the forms when they observe an unusual operation of services or wish to suggest improvements in its working. The form has to fill in personal data. They will receive an answer of it.
- 5.7. Personnel identification. Users can request at any time the personnel identification or responsible of the cultural services for making the concerned claims.
- 5.8. Right to a refund of the price. In the cases of spectacles suspension, users will be entitled to a refund of the local price or delivery of a new ticket (in the case that the spectacle or performance will be postponed to

other date).

6.- USERS OBLIGATIONS

All users shall comply with the following requirements:

6.1. Using the facilities, services and equipment correctly.

Any damage caused by negligence or intent will be at the expense of the person responsible for the act.

6.2. Communicate to the staff of the Cultural Centre the defects of working, breakages, deficiencies or unfulfilment of the present regulation.

6.3. Maintain due respect to the rest of users for a good coexistence.

6.4. Satisfy punctually and in the manner established for each service the approved public rates.

6.5. Accept and obey all the rules laid down, favouring the work of the staff, respecting it and following its instructions correctly.

6.6. Material productions and/or the effects in different workshops will not have profit-making objective by users.

6.7. Users shall access to spectacles and programmed performances in sufficient time, and not having the right to access to the hall once the performance has begun, without prejudice to the fact that they may wait to be incorporated into the

breaks in the performance, whenever the management of the centre find it appropriate. In such case, they will not have right to a refund. de la localidad.

6.8. In order to keep and respect the privacy of the users, the use of cameras or video cameras is not allowed. This will require permission to determine the purpose of the images. Permission will be requested in advance.