

Our Safety Guidelines and Plan: Key Considerations for Your Visit

Ticketing & Ticket Office

Tickets may be purchased in advance online via the LUCERNE FESTIVAL website, by writing to ticketbox@lucernefestival.ch, or by telephoning +41 (0)41 226 44 80. When you purchase a ticket, we record your personal data (last name, first name, telephone number, e-mail, and place of residence) for the contact tracing that is required by the authorities. The data will be kept for 14 days for purposes of contact tracing and will then be deleted. When purchasing tickets, you expressly confirm that you understand selling or giving away purchased tickets is not permitted. Ticket purchasers must be present on site and, if necessary, be able to provide the contact details of the users of all other tickets that they have purchased. On admission, appropriate checks can be carried out by the KKL Luzern. Visitors attend concerts at their own risk.

Admission

During admission to the concert, a minimum distance of 1.5 meters (c. 6 feet) must be maintained in the outer area, and large gatherings of people must be avoided. Ticket inspection will be carried out at the entrance to the KKL Luzern and repeated at the Concert Hall entry. Disinfectant dispensers are available at each entrance. Admission begins 45 minutes before the start of the concert; there will be no late admission. Please use the entrances that have been specified and take your seats in a timely fashion.

Cloakroom

There is a cloakroom requirement. Baggage items will be accepted free of charge until further notice.

Face Masks

It is mandatory for the protection of all concert guests to wear a face mask from the time of entry into the building, in the foyers, and until you have taken your final seat, as well as when you leave the seat until you exit the building. Masks will be distributed free of charge on site if required. All employees in the building will also wear masks.

Intermissions & Concert Bar

The concerts will take place without intermissions. A concert bar in the indoor area is currently not being operated. You are cordially invited to enjoy the culinary offerings of the KKL Luzern's restaurants before and after the concert.

Important Note

This overview does not comprise the complete KKL safety guidelines and plan.