

# House rules

- 1 These house rules serve to maintain order, cleanliness and safety across IKEA sites and in IKEA stores. They are binding for all customers. By entering the store, customers acknowledge that they recognise these house rules.
- 2 Smoking and open flames are prohibited in-store and in the car park. This also applies to all types of e-cigarettes. There are specially designated smoking areas available outside the store.
- 3 Service animals may be taken into the store if on a lead and accompanied by official identification. Any related waste must be removed by the owner themselves.  
More information on bringing dogs into stores can be found here:  
<https://www.ikea.com/ch/en/stores/rothenburg/>
- 4 The use of any sports equipment such as roller skates, skateboards, kickboards, etc. is prohibited in-store.  
  
Motorised mobile aids that contain battery units or drives are also not permitted in stores. Motorised mobile aids may only be parked in the designated area outside the store.  
  
Mobile aids such as wheelchairs or walking frames are permitted.
- 5 For safety reasons, children may only be transported in the shopping trolley if in the child seats provided for this purpose (where available).
- 6 Use of IKEA's on-site facilities and equipment, such as playgrounds and play equipment, will be at your own risk. Any liability on the part of IKEA will be excluded. Parents shall be liable for their own children.
- 7 Lockers are available free of charge. Overnight use is not permitted. All lockers are emptied on a daily basis after the store closes.
- 8 Eating and drinking is permitted only in the Bistro and Restaurant areas.
- 9 IKEA goods that have already been paid for may not be taken into the store. Exceptions apply for goods to be returned or exchanged with customer service.
- 10 Following the checkout process, customers' receipts and personal bags/backpacks may be checked. Customers must comply with this if a relevant request is made.
- 11 Shopping trolleys may not be removed from the IKEA site.
- 12 Any photo and video recordings, performances and events require prior written authorisation from IKEA.
- 13 Any soliciting, advertising or sales activities, customer surveys, political activities, displaying of posters, distribution of advertising material, loud music or other disturbances are prohibited across the entire IKEA site.
- 14 IKEA will not be held liable for any lost items, money, or payment cards.
- 15 In the event of personal injury or damage to property, IKEA staff must be informed immediately. A damage or incident report will then be drawn up by IKEA staff.
- 16 Cars must be parked in the designated areas. Use of the car parks is permitted only during the store's opening hours or for the purpose of using the Click & Collect boxes. Disabled and family parking spaces may be occupied only by persons authorised to do so. Overnight parking is prohibited.

- 17 The car parks are not monitored. IKEA will not be held liable for damage to parked vehicles or for theft.
- 18 The Swiss Federal Road Traffic Act (StVG) and the corresponding ordinances apply to driveways and car parks.
- 19 Internal announcements must be observed. Instructions by the staff must be followed at all times.
- 20 Escape and emergency routes must be kept clear at all times.
- 21 Damage to property, acts of vandalism, misuse or malicious soiling of facilities, theft or attempted theft will be reported to the authorities without exception. An administrative fee of CHF 200 will be charged in any case.
- 22 These house rules apply across the entire area of the IKEA store. Persons who violate these house rules or refuse to comply with a request to desist may be removed and/or banned from the premises. Illegally parked vehicles or vehicles that hinder business operations or obstruct emergency vehicles will be towed at the owner's expense. IKEA reserves the right to take civil and/or criminal sanctions.

IKEA AG

Rothenburg, 4 February 2025