

FAQ - Event Spaces

Rental of space

- Which spaces can I rent at kHaus and how can I book a room?

You can rent the Saal, kHaus' main hall, with or without its adjacent Foyer 2, the Turmzimmer, or the Atelier. Simply fill out the [online form](#) or send an email to events@khaus.ch. For rental requests for the Plaza or the Forum, please contact programm@khaus.ch, as a different rental model applies to those spaces.

- Do I have to make a fixed booking right away, or can I reserve a space provisionally? How long is a provisional reservation valid?

You can make a provisional (non-binding) reservation for 14 days. If we don't hear back from you after sending the offer and once the deadline has passed, the reservation will be cancelled.

- Are there fees if I cancel a fixed reservation?

You can cancel a confirmed reservation free of charge up to 30 days before the event (40 days for the Saal).

- What is meant by the "degressive pricing model"?

As a cultural and community center, kHaus aims to provide accessible space for a wide range of events. Therefore, we offer a tiered pricing model where rental fees vary depending on the type of event, its purpose, and the financial resources of the organizers. For example, non-profit or non-commercial events may benefit from reduced rates, while commercial events are subject to higher fees.

- What costs should I expect when renting a space?

kHaus uses a four-tier pricing structure based on the type of organization behind the event. You can find the full pricing breakdown [here](#). If you're unsure, feel free to contact events@khaus.ch.

- Can I visit the spaces beforehand? Is there a fee for that?

Yes, you can visit the event spaces free of charge. Appointments can be arranged via events@khaus.ch or by calling +41 77 490 90 84.

- Can I rent a space by the hour or for half a day?

The Turmzimmer and the Saal are available for full-day rental. The Atelier is the only space that can be rented by the hour (e.g. for meetings).

Organizing an Event

- What happens in case of damage?

The organizers are liable for any material or personal damage caused during the use of the space. For larger events (especially in the Saal), we strongly recommend taking out event insurance. In case of any damage, kHaus must be informed immediately.

- Do I need a permit for my event?

Organizers are responsible for obtaining any necessary hospitality permits from the cantonal authorities. Please note that the number of attendees and noise restrictions cannot be altered.

- Is cleaning included in the rental? Where should I dispose of my waste?

Final cleaning (including disposal of small amounts of waste) is included in the rental fee. PET bottles and glass must generally be taken away by the organizers. For larger events, an individual waste disposal plan must be created and coordinated with kHaus.

- How long and how loud can music be played?

In the Atelier and Turmzimmer, background music up to a maximum of 86dB is allowed until 10:00 PM. In the Saal, music up to 96dB may be played until 4:00 AM on Friday and Saturday nights. On weekdays, loud music is generally not permitted during the day due to the coworking space on the third floor. After 6:00 PM, the 96dB limit applies again.

- Is food and drink allowed in the rooms?

Yes, food and beverages are permitted in all event spaces.

- How will my guests find the event space?

Guests can follow the signage clearly displayed throughout the building. You may also use our white customer stoppers to guide people to the Saal, Turmzimmer, or Atelier. These white stoppers are magnetic and can also be labeled using whiteboard markers. Additional banners or signs may be placed with prior agreement from kHaus.

- How does the technical equipment work? Do I need a lighting or sound technician for the Saal?

You will receive a technical briefing (lighting/audio/video) from our staff during the handover of the space and keys.

The AV system usually requires an HDMI connection and can also be operated using

Click&Share. Further details are available from the kHaus team or in the «Venue Specs & Technical Rider».

The equipment in the Saal is operated via a user-friendly touch panel. For larger events involving the mixing console, you will need to hire a technician.

- **Is there an emergency contact?**

Once you receive the keys and take over the space, you are responsible for your event and the room. All necessary emergency information (e.g. fire safety) will be sent to you by email beforehand and is also printed and laminated in each room.

- **Where can I park?**

kHaus does not have its own parking spaces. Parking in the Kasernenhof is permitted only for loading and unloading. There are several public parking options in the neighborhood. The closest car park is Claramatte, located on Klingentalstrasse.

Infrastructure

- **What basic technical equipment and furniture are included with room rental?**

This depends on the room. The included equipment will be detailed in the offer you receive or can be found online [here](#).

- **Is there Wi-Fi in the event spaces?**

Yes, every room is equipped with password-protected Wi-Fi.

- **Is there a toilet in every room?**

Each floor has restrooms located just a few meters from the event spaces. Wheelchair-accessible toilets are available in both stairwells, on the 2nd floor next to the Saal, and in the Plaza (basement).

Services

- **What services are included in the rental price of a room?**

Final cleaning, disposal of small amounts of waste, room inspection, and additional services depending on the category are included in the rental price.

- Will the furniture be set up for me or do I have to do it myself?

The "setup and takedown" service can be booked for CHF 60/h per person. Organizers may also handle this themselves. If you wish to book this service, please contact the kHaus Event Team to check availability.

- Does kHaus offer catering?

*Yes, we work with "[Silberrücken Catering](#)".
Several food and beverage options are also available on-site at kHaus:
www.khaus.ch/de/khaus/nutzerinnen*

- Can I bring my own caterer?

*Yes, you may hire your own caterer. Depending on your category and the rented spaces, an external catering fee may apply.
If you'd like to organize a small reception (Apéro) yourself, you may do so free of charge.*

- Does kHaus provide technical support?

*Yes, we collaborate with the technical company "[Konnex](#)".
You may bring your own light or sound technicians; however, we recommend a prior technical visit or short briefing on the available equipment.*

- Does kHaus provide security services?

Yes, we work exclusively with the security firm "[RhySecurity](#)".

- Will kHaus promote my event?

*Public events are listed in our [online event calendar](#). Upon request and depending on the type of event, we may also post on social media (without guarantee).
There is also a poster wall in the Plaza that all organizers may use for self-promotion.*

- Will a kHaus staff member be present during my event?

On-site staff support is not included in the rental fee, but can be booked as an additional service.

General Information

- I forgot my umbrella at an event. Is there a lost & found?

Forgotten items are usually taken by the event organizers, so it's best to contact them directly first.

If anything is left behind, it will be placed in the kHaus Lost & Found.

You can inquire about it via [email](#).

- **Are dogs allowed in the event spaces?**

Yes, dogs on a leash are generally allowed in the event rooms and public areas of kHaus.

If a dog causes a major mess, the owner is responsible for cleaning it up.

- **What are the opening hours of kHaus?**

Opening hours vary depending on the season and public holidays. We recommend checking [our website](#) for the most up-to-date information.

Opening times can also be adjusted for events.

- **How can I contact the kHaus Event Team?**

We are available during office hours, Tuesday to Friday from 09:00 to 17:00, by [email](#) or phone at +41 77 490 90 84.

Feel free to reach out with any questions or requests.

- **Is kHaus wheelchair accessible?**

We strive to make kHaus as accessible and barrier-free as possible for everyone.

Accessibility information can be found [here](#).