

HCT World Championship FAQ

When does the event take place?

The event takes place from Thursday, Jan. 18 through Sunday, Jan. 21, 2018.

How can I attend the event?

You'll need to purchase one or more daily tickets or a four-day pass to attend. Tickets can be purchased here—see below for pricing.

One-day ticket (Thursday or Friday): €20

One-day ticket (Saturday or Sunday): €30

Four-day pass: €75

Please note that the matches will also be live-streamed for free at <https://go.twitch.tv/playhearthstone>

Where is the venue?

Beurs Van Berlage

Damrak 243

1012ZJ Amsterdam

The Netherlands

What are the event hours?

From Thursday to Saturday

8:00 CET – Attendees can start queuing at the entrance

8:30 CET – Doors to the venue open

Approximately 20:00 CET – Event ends. End time may vary

On Sunday

11:00 CET – Attendees can start queuing at the entrance

11:30 CET – Doors to the venue open

Approximately 20:00 CET – Event ends. End time may vary

Is there an age limits for attendees?

The event is open to everyone with a ticket ages seven and up. Anyone 16 years of age or under must be accompanied by an adult. All attendees must bring photo ID.

Can I come to the event on more than one day?

You can attend for every day you have a valid ticket for, whether that's four days on the four-day pass or more than one day on multiple one-day passes.

Can I re-enter the venue after leaving?

Although you can come and go as you please throughout the event, you will need to join the queue to re-enter.

Can I give my ticket to someone else?

No, tickets are non-transferrable.

Can I purchase tickets for my friends?

Yes, just make sure to indicate the full name of each of your friends when purchasing tickets. Tickets are non-transferrable.

I can no longer attend the event; can I cancel my ticket?

Ticket purchases made online are final. Refunds are only possible on-site in the event that the venue capacity has reached its limit and you don't wish to wait for entry later.

What should I bring with me to access the venue?

You'll need your ticket (either printed, or a digital version on your phone) and a government-issued photo ID—such as a passport or driver's license—to prove you're the valid ticket holder.

Is there a cloakroom at the venue?

Yes, the venue has cloakroom facilities.

Is the venue wheelchair-accessible?

Yes.

Will Blizzard employees be present at the event?

Several members of the Blizzard Community, Esports, and Events teams will be in attendance.

We look forward to meeting you and talking about Hearthstone!

Can I bring my own food and/or drinks to the event?

No outside food or drinks will be allowed into the venue. Food and beverage service is available on-site.

Can I bring my laptop or tablet to the show?

Yes, we encourage you to bring with you your own device (laptop, tablet, smartphone) to enjoy community activities at the event.

Can I take photos and videos?

Absolutely! We want to show the world how exciting Hearthstone is, so feel free to take photos and videos and share them on social media.

CODE OF CONDUCT

We want everyone in attendance and watching from home to feel like part of one big Blizzard family during HCT Worlds. To help make that happen, we ask that everyone at the show be respectful and courteous to their fellow attendees.

If you witness or experience any activity that puts someone's safety or enjoyment of the show at risk, please inform a security guard or Blizzard employee.

To ensure the event provides a safe, enjoyable, and welcoming environment for everyone, Blizzard reserves the right to remove from the venue any person whose conduct is deemed to be disorderly or unbecoming, or who uses vulgar or abusive language.

ITEM RESTRICTIONS AND PROHIBITIONS

Bags up to 50 cm x 25 cm (20" x 10") in size may be brought into the venue. Blizzard Entertainment reserves the right to search any bags brought in and to refuse entry if they are found to contain any prohibited items.

PROHIBITED ITEMS

Prohibited items include but are not limited to:

Electronics: desktop computers, storage devices, professional video or audio recording equipment, action sports cameras (e.g. GoPro), selfie sticks, drones

Food: Alcohol, outside food and beverages (except for water in a plastic bottle), glass bottles, cans

Weapons: firearms, fireworks, flammable liquids or aerosol products, knives, daggers, swords, clubs, maces, other crushing or edged weapons, projectiles, air guns, long bows, crossbows

Miscellaneous: large containers, large bags (exceeding 20"x 10"), strollers, skateboards, hoverboards, scooters (except for people with disabilities), pets (except for service animals)

Acceptable costume weapon props are limited to air-filled or soft plastic melee weapons (swords, daggers, maces, clubs, etc.) and wooden staves that are not shod with metal.

Blizzard reserves the right to refuse props for safety reasons. Prohibited costume props may be left in the cloakroom at the entrance.

Blizzard reserves the right to refuse entry to its events for safety reasons.