**GROUND LEVEL**

1. **Main Entrance**
   Central access for all visitors. Visitors can pass through the turnstiles using either a concert or Plaza ticket.

2. **Info Point / Plaza Ticket Machine**
   Tickets for a spontaneous visit to the Plaza can be purchased here.

3. **Elbphilharmonie Ticket Shop**
   Concert tickets can be bought and reserved tickets collected here. Open daily from 11:00 to 20:00. The box office opens 90 minutes before the start of events.

4. **Tube**
   Escalator leading to the Plaza and the »Störtebeker« Restaurant.

5. **Plaza Lifts**
   Lead visitors from the ground floor directly to the Plaza on the 8th floor.

6. **Multistorey Car Park**
   From the car park, visitors take one of the lifts to the ground floor and then the Tube escalator or the Plaza lifts up to access the Plaza on the 8th floor.

7. **Elbphilharmonie Visitor Center**
   Meeting point for guided tours. Tickets for the Plaza and selected souvenirs are also available here.

8. **Hotel Entrance**

9. **Visitor Toilets**
   Wheelchair accessible. Other toilets can be reached using stairs or one of the lifts.

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**PLAZA LEVEL**

7. **»Störtebeker« Restaurant**
   The restaurant on the 5th floor and the beer-tasting area on the 6th floor can be reached using the Tube.

8. **Elbphilharmonie Shop**
   Elbphilharmonie souvenirs, CDs and books.

9. **»Deck & Deli« Bistro**

10. **Smart Table**
    Immerse yourself in the Elbphilharmonie and its music programme virtually.

11. **Access to Outer Plaza**

12. **»The Westin Hamburg« Hotel Lobby**

13. **Access to Grand Hall**
    Stairway leading to the Grand Hall foyer

14. **Access to Recital Hall**
    Stairway leading to the Recital Hall foyer

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**CITY SIDE**

- **Concert Lifts**
  Connect the Plaza with the foyer levels of the Grand Hall and the Recital Hall.