

HOUSE RULES

Dear visitor,

We would like to thank you for your interest in our museum and wish you an enjoyable time. Before you commence your visit, we would like to draw your attention to our house rules.

OBJECTIVE AND PURPOSE OF THE HOUSE RULES

The house rules are intended to guarantee a peaceful and undisturbed atmosphere for your museum visit and to protect the exhibits and architecture from any damage. On entering the museum building, every visitor acknowledges and accepts the house rules as well as regulations regarding safety and security.

VISITORS

It is our pleasure to welcome adults, youths and children to our museum. Parents and guardians are responsible for the behaviour of children and youths. The same applies to teachers, groups leaders, etc. accompanying such individuals. Children under 14 have to be accompanied by an adult.

The museum provides level access and an elevator to the exhibition rooms. Our staff is always happy to help. We cannot accept any liability for any disadvantages or restrictions.

ADMISSION FEES AND OPENING TIMES

Opening times and admission fees of Schütz Art Museum can be obtained from the ticket office and from our website. The purchase of a ticket entitles the ticket-holder to a one-time admission to the museum. The ticket must be presented to the museum attendants on request. Schütz Art Museum reserves the right to close some or all exhibition rooms for security reasons or to make changes to existing exhibitions without this affecting the admission fee. The admission fee cannot be refunded after admission to the museum. The guided tour fee cannot be refunded if the start of a guided tour is missed.

LOCKERS

It is not allowed to enter the museum with outer wear and bulky items such as umbrellas, rucksacks, travel bags and other bulky items. All such items may be deposited at the lockers. There are lockers (free of charge) located on the ground floor. It is not possible to deposit suitcases. If the key is lost or damaged, a fee of EUR 80.00 will be charged to replace the cylinder lock. Articles of value must only be stored in the lockers. Nevertheless, any damage must be reported immediately upon retrieving possessions. Lost property can be collected at the cash desk. Property which is not collected will be handed over to the official lost property office. Bicycles, scooters or similar items must not be brought into the museum.

BEHAVIOUR IN THE EXHIBITION ROOMS

It is not allowed to touch or in any other way cause damage to exhibits. Please keep a safety distance of 50 cm (20 inches) away from the exhibits. All room must be kept clean. Our museum café offers a rich variety of food and drinks. It is forbidden to carry and consume food and beverages in any of our exhibition rooms. We kindly ask you to refrain from making phone calls or talking loudly in the exhibition rooms to avoid disturbing other visitors. Smoking is not allowed anywhere in the museum. Animals (except guide dogs) are not allowed to be taken into the museum.

Tours conducted by external guides are permitted only if they are accredited and if they have booked a time slot. Please, however, be considerate of other visitors and tours, keeping noise and times standing in front of exhibits to a minimum.

PHOTOGRAPHY

Photographing and filming in the museum is allowed for private, non-commercial purposes, without the use of flash, tripods or selfie-sticks, as long as the integrity of the exhibits is guaranteed, a minimum distance of 100 cm (3.5 ft.) is observed and consideration is given to all other visitors. Excluded from this are rooms, exhibitions or individual exhibits marked as having a ban on photography. Photographing and filming strangers, especially children and teenagers, is prohibited. You can apply for a permit to film or take photos for academic or reporting purposes from our management.

SAFETY AND SECURITY INSTRUCTIONS

In the event of a medical emergency, please contact our staff. As a security precaution, all exhibition rooms are monitored by cameras. Schütz Art Museum reserves the right to disclose this data to public authorities or courts upon request. Exits, stairs and escape routes must be kept clear of any obstructions. Emergency exits may only be used in case of an emergency. If an audible alarm sounds, instructions given by museum staff must be promptly followed. It is not permitted to use the elevator in such circumstances. The instructions of the museum staff must be followed strictly. Visitors who fail to observe the house rules may be required by our staff to leave the museum.

October 2021

Management Schütz Art Museum