

## House rules

*Welcome to the Hamburger Kunsthalle, in order to best serve visitors and their interests while also ensuring the safety and integrity of the exhibited works it is necessary to observe certain general rules. The house rules are binding for all visitors. On entering the museum building you automatically agree to adhere to the following rules.*

### GENERAL

The Hamburger Kunsthalle is a foundation under public law. It is open to the general public as well as serving the purposes of education, research, collecting and art-historical conservation.

### SPECIFIC REGULATIONS

#### 1 Visitors

- In principle, the Hamburger Kunsthalle is open to anyone to visit.
- Children under the age of 6 are allowed to visit the Hamburger Kunsthalle only when accompanied by an adult. The accompanying adult is responsible for the child's supervision.
- Teachers or adults accompanying visiting school classes and groups of children or young people are requested to remain present throughout the museum visit and to supervise their group until they have left the museum. In particular, accompanying adults should take care that other museum visitors are not unduly disturbed by their group's conduct.
- Anyone in an inebriated condition is not permitted to visit the museum.
- The museum's supervisory staff are authorised to enforce the house rules. Please follow the instructions of the supervisory staff.

#### 2 Opening hours

- Tuesday to Sunday, from 10 am to 6 pm; Thursday, from 10 am to 9 pm. Closed on Monday.
- The Department of Prints, Drawings and Photography is open to view drawings, prints and illustrated books on Tuesday, Thursday and Friday, from 2 pm to 5 pm.
- The Library is open on Tuesday, Wednesday and Friday, from 11 am to 5 pm, and on Thursday, from 11 am to 8 pm. Please note: books cannot be borrowed between 1 pm and 2 pm.
- Opening times may differ on public holidays. These will be announced in advance on the website of the Hamburger Kunsthalle.
- Certain exhibition rooms might, where required, be temporarily closed. This too will be announced in an appropriate manner.

#### 3 Price of admission

- The price of admission is regulated by the museum's price policy. The key provisions of the price structure can be found at the admission desk(s) and on the museum website.

## **4 Bag storage/cloakroom**

- For security reasons, all bags larger than DIN A4 must be handed in at the cloakroom or stored in one of the bag lockers.
- Visitors are asked not to wear rucksacks on their backs.
- Umbrellas, camera tripods, sticks (if not essential walking aids), skateboards, inline skates etc. must be left at the cloakroom.
- Prams and strollers may be taken into the museum, but only without larger bags attached to or inside them.
- If circumstances require, on entering or leaving the museum please open your bags for inspection if requested by supervisory staff.
- Fluids of any kind may not be taken inside the collection rooms of the Hamburger Kunsthalle.
- Perishable, inflammable or foul-smelling goods as well as incendiary or corrosive liquids may not be left in the cloakroom or brought into the museum. The same applies to weapons of all kinds and for objects that might cause harm to people or objects.

## **5 Conduct inside the Hamburger Kunsthalle**

- Visitors are requested to behave in such a way that will not disturb other visitors. Please treat all furnishings and facilities with care. Please follow instructions given by the supervisory staff.
- It is not permitted:
  - to carry large articles of clothing over your arm. They must either be worn or left in the cloakroom.
  - to bring animals into the Hamburger Kunsthalle.
  - to touch artworks and exhibits, unless expressly permitted to do so.
  - to smoke or vape inside the Hamburger Kunsthalle.
  - to eat or drink, except in specifically designated spaces.

## **6 Violations of the house rules**

- Anyone violating the house rules may be expelled from the museum. In such cases the admission price will not be refunded. On repeated violation of house rules the museum has the right to impose a longer-term or even permanent ban on the person's admission into the Hamburger Kunsthalle

## **7 Suggestions, complaints, lost property**

- Suggestions or complaints can be addressed to any member of staff at the Hamburger Kunsthalle. Alternatively, they can be registered in the Visitors' Desk ("Besucherbüro") in the foyer. Please hand in lost luggage at the cloakroom.

## **8 Photography and film recording**

- You may take photographs or video films inside the museum for private use only. However, the use of tripods, flash bulbs or lamps is not allowed. In certain instances, the Hamburger Kunsthalle may also refuse permission to take photographs or video films for private purposes.
- Under certain circumstances, permission to take photographs or to film for non-private or commercial purposes might be granted on written request and against a fee set in accordance with customary charges.
- Observance of prevailing copyright, property and individual personality rights lies entirely in the responsibility of the person taking photographs or filming.

## **9 Liability**

- Visitors are liable for any damages they cause to objects or facilities of the museum according to the statutes of the German Civil Code. Liability for damages caused by minors is borne by the person responsible for their supervision.

## **10 Exceptions to these rules**

Exceptions to the museum's house rules arising from particular circumstances are made in consultation with the management board.

## **11 Commencement**

The house rules will come into effect on 30 April 2016. They will replace the previous regulations for visitors.

**Hamburger Kunsthalle  
Management Board**