

House rules

Dear visitors,

We would like to welcome you to our museum and hope you will have a pleasant stay. At the beginning of your visit, we would like to familiarise you with the house rules. These rules are binding for all visitors and personnel. By entering the museum building, you accept our rules and all other instructions issued to maintain operational safety. It is our top priority to ensure the protection of both people and museum objects in the museum.

Supervisory personnel

The supervisory personnel ensure that the house rules are observed. Therefore, we kindly ask you to follow their instructions. If the house rules or the instructions of the supervisory personnel are not followed, the persons concerned may have to leave the museum and be banned from future visits. Visitors who repeatedly fail to comply with the house rules and the instructions of the supervisory personnel may be banned from the premises. The entrance fee will not be refunded if such a ban is issued.

Admission prices and opening hours

1. The museum's directors set the museum's admission prices and opening hours. Information on the current prices is available at the ticket office and on the museum's website (https://landesmuseum-bonn.lvr.de/de/ihr_besuch/besuch_planen/besuch_planen.html/).
2. Access may be restricted in the event of high visitor numbers or on special occasions.
3. The museum management reserves the right to change the admission prices for individual exhibitions and event formats.
4. Tickets for special exhibitions and events can be purchased online in the ticket shop (tickets.lmb.lvr.de).

Feedback

You are welcome to leave us your feedback: for example, in the guest book, which you will find near the entrance on the ground floor. If you have any more feedback or questions after your visit, please contact the museum: info.landesmuseum-bonn@lvr.de.

INFO

Taking photographs and filming

1. Taking photographs and filming in the exhibition rooms is only permitted for private purposes and without the use of flash units or tripods. The museum reserves the right to exclude individual special exhibitions from this. Additional information on the permission to take photographs and film is available at the ticket desk.
2. Taking photographs and filming for commercial purposes and in the context of current reporting (press) is only permitted with the written authorisation of the directors of the LVR-LandesMuseum Bonn or the person responsible for press and public relations.
3. If you require written authorisation, please contact the image archive or the museum's press office on 0228-2070244 / 0228-2070230 or send an email to presse.landmuseum-bonn@lvr.de.

Guided tours and workshops

1. Guided tours and workshops for groups are possible by prior arrangement.
2. Groups with self-organised guided tours must announce their visit to the exhibition at the KIR booking office (Kulturinfo Rheinland telephone: 02234-9921555). Self-guided tours are possible in special exhibitions from Tuesday to Friday from 1 pm. A fee of €15 must be paid in advance at the ticket office. The tour fee and admission price can be paid at the ticket office, or by invoice via Kulturinfo Rheinland.
3. There is a maximum limit to the number of participants per group of 25 people for guided tours, with the exception of school classes. If the total group is larger, the group will be split and a fee will be charged for each subgroup. The maximum limit varies for workshops.
4. In the case of school classes, kindergarten groups, children's groups, youth groups and open all-day schools, the supervisors of the class will be allowed to enter free of charge.
5. Groups with a booked guided tour take priority over self-guided groups.
6. If there is a high volume of bookings, group tours are organised with the aid of electronic tour systems. Receivers and headphones are distributed at the beginning of the tour and collected again at the end of the tour.

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Lost property

If you find lost items in the museum, please hand them in to the supervisory personnel or at the ticket desk on the ground floor. Lost property will be disposed of in accordance with legal regulations.

Cloakroom and luggage

1. Before entering the exhibition rooms, larger items such as umbrellas, walking sticks, coats, jackets, rucksacks, and bags (larger than a DIN A 4 sheet of paper) should be deposited in the cloakroom area, where a number of differently-sized lockers are available. The cloakroom area is unguarded and the LVR-LandesMuseum Bonn does not accept any liability for items stored there.
2. In case of doubt, the supervisory personnel will decide whether a bag is too large to be taken into the exhibition rooms.

Folding stools

Folding stools are available without having to pay any deposit in the foyer.

Mediaguide

A media guide is available to visitors free of charge. It can be accessed via the following URL on your own smartphone: rebrand.ly/LMB_Mediaguide.

Behaviour on the premises

1. We very much welcome visits from children, young people and adults. During your visit, we ask you to behave appropriately and considerately towards other visitors and visitor groups, and that you keep the volume down during guided tours and conversations.
2. Children under the age of 14 years are only permitted to visit the museum when they are accompanied by an adult. Children aged 8 years and over who visit the museum as part of an event, e.g. a guided tour for children or a workshop, may do so unaccompanied, but the child must be registered, and the contact details of the parent or guardian must be on file.
3. We refer to the duty of supervision according to § 1631 of the German Civil Code (BGB): All legal guardians (e.g. parents or persons accompanying groups) are responsible for the appropriate behaviour of the children and young people under their supervision and are liable for any misconduct. Those responsible for supervision must not leave their group and must also fulfil their responsibilities in the museum catering area or in the museum hostel.

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4. If children and young people under the age of 18 visit the museum as part of a class, day-care centre group, etc., the duty of supervision is transferred to the accompanying teachers or day-care centre staff. An exception is possible if pupils visit the LVR Museum for educational purposes outside the class group, e.g. for research as part of a project. Proof of this must be provided at the museum ticket desk.

Opening times

1. The museum is open Tuesday to Sunday from 11 am to 6 pm. Last admission is one hour before the museum closes.
2. The museum is closed on Mondays.
3. If a public holiday falls on a Monday, the museum is open from 11 am to 6 pm.
4. The museum is closed on Fat Thursday (Thursday before Shrove Tuesday), Rose Monday (Shrove Monday), Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day.
5. The museum reserves the right to make special arrangements for justified reasons. Up-to-date information can be found on the website.

Lockers

1. The LVR-LandesMuseum Bonn has coin-operated lockers where the money is returned available to visitors.
2. The lockers are used to store coats and jackets, bags, umbrellas, and similar items. Perishable food or substances hazardous to health may not be stored in the lockers. In consultation with the museum administration, the supervisory personnel are authorised to open and check lockers in the event of suspected misuse.
3. The lockers intended for cloakrooms and bags may only be used for one day at a time and must be cleared by the time the museum closes in the evening. Use includes the consent that the locker can be opened and cleared by the museum administration if it has not been emptied by the time the museum closes. In this case, the deposit is forfeited. Any items found during the forced clearing of the locker will be treated as lost property, with the exception of food, which will be destroyed immediately.
4. The ticket desk personnel must be informed if the locking mechanism malfunctions. The user is liable for any damage caused by unauthorised tampering.
5. The loss of a key must be reported to the ticket desk personnel immediately. If the key is lost, a replacement of €10.00 must be paid.
6. The LVR is not liable for the loss of or damage to items placed in the lockers, unless the loss or damage is due to a grossly negligent or wilful breach of duty by the LVR.

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Behaviour

1. The objects on display in the museum must not be touched. The exhibits where touching is permitted are labelled accordingly.
2. Objects that are likely to cause damage to the exhibits may not be used in the immediate vicinity of the exhibits.
3. Clothing may not be worn over the arm in the exhibition rooms.
4. Animals may not be taken into the museum. One exception is an assistance dog.
5. The museum is authorised to close all exits in the event of a theft alarm being triggered and to keep only the main passage open for visitors to leave, subject to checks by the supervisory personnel.
6. Eating, drinking and smoking are prohibited in the museum. The "DelikArt" restaurant offers a wide range of food and drinks. The general catering rules apply here. Snacks or small meals can be taken in the outer foyer or in the cloakroom area during breaks. The restaurant tables are excluded from this.
7. There is a nappy-changing room in the basement of the entrance area. It is not permitted to change nappies in the exhibition.
8. We ask you to refrain from any behaviour that is detrimental to safety and order in the museum. You are liable for any damage caused by your behaviour.

**We thank you for your understanding and wish you
an interesting visit to our museum.**

Entry into force

The house rules enter into force on 7/12/2023.

Bonn, 7 December 2023

Prof Dr Thorsten Valk
Director
LVR-LandesMuseum Bonn

Elke Röser
Head of Operations and Process Management
LVR-Museumsverbund (Museum Association)

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