

MUSEUM REGULATIONS

of the Art- and Exhibition Hall of the Federal Republic of Germany GmbH

We would like to welcome you to our institution and wish you a pleasant visit. At the start of your visit, we would like to acquaint you with our museum's regulations.

OPENING TIMES

The Bundeskunsthalle is open 10.00-21.00 on Tuesday and Wednesday and 10.00-19.00 from Thursday to Sunday and on all public holidays (including those falling on a Monday). On Fridays, admission for school groups begins at 9.00 – except during North Rhine-Westphalia's summer holidays, when it begins at 10.00. Tickets for the exhibitions may be purchased until 18.30 and 20.30 respectively. The roof garden will be opened or closed at the discretion of the management on the basis of current weather conditions or will depend on the ongoing work on the preparation and follow-up of exhibition projects. The Bundeskunsthalle is closed on Mondays, Christmas Eve, and New Year's Eve.

ADMISSION TO THE BUNDESKUNSTHALLE

The following types of tickets may be purchased:

- Day ticket
- Family ticket
- ArtCard and ELLAH (subject to special conditions)
- Group ticket (for groups of ten or more)
- Happy hour ticket (valid from 2 hours before the scheduled closing time)

Combined ticket including admission to the Kunstmuseum Bonn

- Day ticket
- Family ticket

Family tickets may be purchased by one or both parents/grandparents accompanying at least one child under the age of 18. ArtCards are valid for twelve months from their date of issue. Additional admission fees may be charged for events in the Forum, Lounge, Conference room as well as particular sections of the exhibition space. Prices applicable are listed in the ticketing area and can be viewed on the Internet of the homepage of the Bundeskunsthalle.

CONCESSIONS

Apprentices, school pupils, university students, members of military and volunteer services, severely disabled from a disability rating of 50 as well as holders of the "Ehrenamtskarte" issued by the federal states and holders of the "Bonn Ausweis" are eligible for concessions, if they present valid identification. The escorts of severely disabled persons may enter free of charge if the letter "B" is explicitly indicated in the disability ID of the disabled person. Children under 7 enter free of charge. Children under 10 may visit the exhibitions only if they are accompanied by an adult. School groups enter free of charge on Fridays.

REGULAR TOURS, CHILDREN AND FAMILIES INCLUDED (do not apply to offers for children and families)

Regular public tours for individual visitors (no groups) take place at the times announced by the museum's education department. A fee must be paid in order to take part in these tours for a minimum of five and a maximum of twenty-five visitors. Tickets can be purchased at the ticketing area/information desk directly or sold at BONNTICKET online (Link: www.bonnticket.de) or at the ticket agencies of BONNTICKET. If tickets are acquired through a service provider (e.g. BONNTICKET), the general terms and conditions of the service provider apply. ArtCard holders have an exclusive right to reserve tickets in advance that is one ticket for the ArtCard holder himself and one for the partner. In general, there are only up to 10 tickets available per regular tour for all ArtCard holders, exceptions are not possible.

GROUP TOURS

Registered groups have priority over privately self-guided groups upon the admission to a respective exhibition.

BUNDESKUNSTHALLE

1. Group tours

Advance notification is required for group tours. In addition to the price of admission (group concession applies to groups of ten or more), groups will be charged a fixed tour fee. Groups may not include more than 25 persons. Larger groups will be divided up and a fee will be charged for each newly formed group. In general, the fees for the tour and admission must be paid in advance in the ticketing area. Payment by invoice is possible only if agreed upon beforehand. It is possible to make one single change of the booking components at the cash desk; after that the amount of the invoice is binding. For guided tours of school and other study groups a fee will be charged that includes the entry fee. On Fridays, school groups will only be charged with a fee for the guided tour and receive free entry.

2. Registered privately led groups

Groups with their own privately organized guide (self-guided groups) are permissible only if they have requested a specific time of entry from the education department and have received written confirmation. Members of registered self-guided groups will receive a sticker – worn and visible at all times during the tour - at the ticketing area/ information desk and are charged with a reservation fee. The use of private tour systems brought in with self-guided groups is prohibited. A group guide system (for a maximum of 25 participants) can be rented for a fee. The group size for self-guided groups should not exceed 25 participants. In this case, the group must be divided. Also for this case applies the fee structure of the Bundeskunsthalle.

3. Unregistered self-guided groups

Unregistered self-guided groups will generally be permitted to visit the exhibitions under the following conditions:

- The number of visitors in the exhibition allows this.
- The group pays the privately self-guided group fee at the ticketing area before entering the exhibition and the stickers received there are worn and visible.

If an unregistered privately self-guided group conducts a tour in the exhibition area, the security staff will ask them to return to the ticketing area, pay the privately self-guided group fee, and to wear the stickers that they receive there in a visible manner.

If an unregistered privately self-guided group interferes with the exhibition hall's group tours or those of registered privately self-guided groups, security staff can demand that the group temporarily interrupt their tour, continue their tour in another area of the exhibition, or end their tour altogether.

THEME TOURS / GUIDED TOURS BY CURATORS/DIALOGUE TOURS THROUGH THE EXHIBITIONS AND COMPARABLE PROGRAMME CATEGORIES, e.g. LECTURES AND FILM SCREENINGS

These services provided are exclusively offered to individual visitors (no groups). They take place at times announced by the education department and are subject to charge. Participation in these services is limited to at least 5 and a maximum of 25 visitors.

Tickets can be purchased at the ticketing area/information desk directly or over the telephone and the customer will be provided with an invoice for payment. Should a cancellation become necessary, tickets for reimbursement are to be returned at the ticketing area/information desk within 5 work days (at the latest) before the event in question takes place and the ticket will be reimbursed. In order to have cancelled tickets reimbursed, written cancellations should include the date of the postmark, the date of sending an E-mail or a fax. Cancellation of tickets at a later time cannot be accepted, the ticket price will be charged, the customer will receive an invoice, and the tickets become invalid. For tickets purchased through an external service provider (e.g. BONNTICKET) the general terms and conditions and cancellation policy of the service provider apply.

AUDIO TOUR EQUIPMENT

The education department is responsible for assigning the use of headphones and other audio tour equipment among group tours in the exhibition space. As a rule, groups have no right to demand the use of audio tour equipment. Please note that the use, distribution, and return of the audio tour equipment (headphones) can lead to delays.

The audio tour equipment will be provided to registered groups according to availability, but not to groups of visitors aged approximately 4 to 18 (that is, groups from schools and childcare providers).

Members of visiting groups must return the receivers of the audio tour equipment before leaving the building. The use of (external) privately audio tour equipment brought along is not permitted.

CLOAKROOM AND DEPOSITING LUGGAGE

Before entering the exhibition area, bulky objects of every kind, including rain capes, umbrellas, wet clothing, all types of backpacks (including backpack handbags) and baby carriers (buggies may be borrowed in the cloakroom), bags larger than an A4 sheet of paper (approx. 20 x 30 x 15 cm) as well as cameras, video equipment, etc. are to be deposited in the cloakroom or stored in lockers for this. In case of uncertainty, the personnel will make a decision. Coats and jackets must either be deposited or worn at all times. Clothing may not be draped over one's arm while in the exhibition area. It is forbidden to deposit valuables, e.g. money, credit cards, and jewelry. If valuables are nevertheless left in the deposited articles, the company that operates the cloakroom may not be held liable. Large pieces of luggage must also be deposited in the cloakroom during events in the forum. Any storage space within pushchairs that are brought into the exhibitions is to be made as empty as possible. A fee of 50 Cents per person (including all items of clothing as well as bag/backpack/umbrella and camera) must be paid for the use of the cloakroom. A second cloakroom fees will be collected for all objects and articles of clothing that clearly belong to two or more different people.

The following terms are agreed upon with the deposit of your items: The proprietor of the cloakroom takes the items (as mentioned above) into his or her care for the opening hours of the cloakroom and provides a ticket or token in return. The items will be returned only upon the presentation of a ticket or token and without a further examination that the bearer is the rightful owner of the items. The safe-keeping of the items ends upon their return or, at the latest, upon the closing of the cloakroom or the end of the personnel's work day. Complaints are to be indicated to the proprietor or the cloakroom personnel of the proprietor immediately after the return of the items. The proprietor of the cloakroom is liable for the loss, confusion, or damaging of items deposited according to the above conditions, if there is a case of willful misconduct or gross negligence. A replacement fee of EUR 5.00 is to be paid for lost cloakroom tokens. The Bundeskunsthalle reserves the right to prohibit visitors from carrying any bag (including handbags of all sizes) into the exhibition space if it is particularly crowded.

WHEELCHAIRS AND BUGGIES

Wheelchairs and buggies for use in the exhibition space are available to visitors and can be borrowed from the cloakroom. A copy of the personal identification card and a money deposit must be left as a deposit.

CONDUCT IN THE EXHIBITION ROOMS, THE FORUM, THE LOBBY, AND THE RESTAURANT

Teachers, leaders of groups, and parents/guardians are responsible for the appropriate conduct of children and youths and must continually accompany and monitor them. Small children are to hold hands with the adult accompanying them. If a stroller is used for small children, any storage space in it is to be made as empty as possible before entering the exhibition.

It is strictly forbidden to eat or drink in the exhibition rooms or in the Forum. The carrying along of food and beverages is also not permitted (other rules may apply such as bringing drinks and snacks to film presentations or events in the Forum). Visitors are liable for all damages resulting from their conduct. A ban of smoking applies to the entirety of the building of the Bundeskunsthalle.

SECURITY PERSONNEL / LIABILITY / DENIAL OF ACCESS

The instructions of the security personnel are to be followed without exception. If the museum regulations or the instructions of security personnel are not followed, the management of the Bundeskunsthalle or their representatives may expel the offenders from the building. Visitors who repeatedly fail to comply with the museum regulations and the instructions of security personnel may be forbidden from re-entering the building for a longer period of time.

SECURITY OF THE OBJECTS EXHIBITED

It is not permitted to touch exhibited objects; exceptions are clearly identified. Anything capable of damaging the exhibited objects may not be held in their immediate vicinity. Clothing may not be draped over one's arm in the exhibition space. With the exception of trained guide dogs, animals may not be brought into the exhibition space, the forum, or onto the roof garden. In the case of a security alarm related to theft, the Bundeskunsthalle reserves the right to close all exits and allow visitors to leave only through the main entrance, where they will be subject to search.

PHOTOGRAPHY AND FILMING

Photography and filming is not permitted in the exhibition area and in the forum. Photography and filming for commercial use or in the context of press reports is allowed only with written permission of the communications department (UB1) of the Bundeskunsthalle.

USE OF THE LIBRARY AND ARCHIVES

Separate regulations apply to the use of the library and archives. Access to the archives is to be arranged individually.

BABY CHANGING ROOM AND FIRST AID ROOM

In the lower level, there is a fully equipped changing and nursing room for parents with babies and small children. Buggies may be borrowed from among those made available in the cloakroom. Moreover, we can provide a first aid room. More detailed information is available at the ticketing area/information desk.

WHEELCHAIR ACCESS

The exhibition area and the forum have been made wheelchair accessible by means of lifts and ramps. Disabled visitors may request at the ticketing area/information desk or in advance over the phone that they be accompanied to the entrance of the exhibition – not throughout the exhibition - by museum staff. Wheelchairs may also be borrowed from the cloakroom. More detailed information is available at the ticketing area/information desk.

TEMPORARY REGULATIONS

The Bundeskunsthalle reserves the right to alter or add to the above regulations in order to reasonably address special circumstances.

VALIDITY

These museum regulations take effect in January 2016.

Bonn, January 2016

The Directors/Geschäftsführer of
Kunst- und Ausstellungshalle der
Bundesrepublik Deutschland