

House Rules

Bags, backpacks, umbrellas

Bags (larger than A4 size), as well as backpacks and umbrellas, are generally not permitted in the exhibition areas. We are happy to provide you with carrier bags if you need to take urgently required smaller items into the exhibition areas.

Food and beverages

No food or beverages are permitted in the exhibition areas. Please visit our museum café or go to the ground floor lounge area to enjoy snacks and beverages that you have brought with yourself. We kindly ask visitors attending events in our multi-purpose halls to observe these rules too.

Smoking

Smoking is not permitted anywhere on the premises.

Photography

In our exhibitions, photography is permitted without flash for private use exclusively, unless otherwise indicated.

Pets

Animals, with the exception of assistance dogs, are not permitted in the museum or atrium. However, animals are permitted entry into the museum café.

Museum attendants

If you have any questions or need any help, please ask our colleagues from the museum attendant and ticket desk teams located in the exhibition halls and on the ground floor. Instructions given by the museum attendants must be followed.



Further practical information:

Cloakroom and lockers

You can place your bags and jackets in the cloakroom and lockers which are located on the ground floor opposite the ticket desk. In the event of rain, we kindly ask you to hang up your wet coats in the cloakroom and place your umbrellas in the provided stands.

The lockers are opened and emptied by museum staff every morning. Any left objects are stored for a maximum of 6 months. To collect any objects from lost & found, please ask the staff at the ticket desk.

Air conditioning

Due to air conditioning in summer, we recommend that people who are sensitive to cold bring a light jacket.

Restrooms

The restrooms with barrier-free toilets are located in the basement and on the fourth floor. There is also a special baby care room next to the cloakroom on the ground floor.

Groups

Please register groups or school classes in advance even if they do not participate in a guided tour.

Closing time

You are informed that the museum is about to close 15 minutes prior to closing time.

Baby buggies

The museum is happy to provide you with baby buggies. Please ask the staff at the ticket desk.