

## **Visitor Regulations** **Berlinische Galerie**

A very warm welcome to our museum! Before the start of your visit, please familiarize yourself with our visitor regulations.

### **Hygiene code**

Please enter the building in twos at most – unless you belong to the same household. Please keep at least 1.5 metres away from other people at all times, and avoid direct physical contact. Please wash your hands regularly with soap for at least 20 seconds, and kindly make use of the disinfectant dispensers in the foyer. Please cough or sneeze into your elbow, not your hand. Our staff are wearing masks for their benefit and for yours. We kindly ask you, if you can, to wear a mask too. If you have the choice, please pay for your tickets and other products by card.

### **Conduct in the exhibition rooms and library**

Touching the exhibits is strictly prohibited. Any exceptions will be clearly marked. There are free-standing installations and sculptures in the exhibition rooms. Please move about with corresponding care. Parents are liable for their children. Please do not allow your child to push its own push chair. Group leaders, teachers, parents and guardians are obliged to ensure that children and young people behave suitably, and to accompany and supervise them all the time. Drinks and food are not permitted in any of the exhibition areas or in the library. Animals may not be taken into or through the exhibition rooms, with the exception of guide dogs for the disabled.

The use of telephones in the exhibition rooms is prohibited.

### **Taking photographs and filming**

Taking photographs and filming for private purposes is permitted in the exhibition rooms. Exceptions are possible especially during special exhibitions. However, flash and tripods may not be used. A special permit may be obtained for exceptions to this rule. May we point out that under certain conditions publication in any form of media (including

social media channels such as Facebook, Youtube etc.) may affect copyright laws; in this case, it is your own responsibility to acquire the necessary rights. Taking photographs and filming for commercial purposes and in the context of current reporting (press) is permitted only with an advance permit, to be obtained in writing from the museum management.

### **General information**

Always follow instructions given by our staff. Any persons refusing to comply with the visitor regulations or instructions from staff may be banned from the museum premises by the management or its representatives. Smoking is not permitted in any part of the building.

The Berlinische Galerie is entitled to check visitors personally in case of theft alarm. Visitors are liable for any damage they may cause.

### **Cloakroom regulations**

Larger items must be handed in at the cloakroom or stored in lockers, as they could cause unintended damage to exhibits.

Such items include e.g.: bulky objects of all kinds, umbrellas, sticks (except walking aids), carrying frames for children, wet items of clothing, and film and photographic equipment.

Rucksacks, handbags and other bags should not exceed 30 cm x 30 cm x 20 cm. It is prohibited to carry mini-rucksacks on the owner's back or items of clothing over one's arm within the exhibition areas. Prams and pushchairs may only be taken into the exhibition rooms to transport small children. If in doubt, staff decisions are final.

Cloakroom storage is free of charge. Liability for items in the cloakroom extends to their cash value only. No liability can be accepted for items of great value, cash or other means of payment, business papers, documents, identity cards of all kinds, and keys. Storage of such items is undertaken on the responsibility of the visitor alone.

Stored items will be returned on presentation of the cloakroom chip; no check will be made to ensure correct ownership. Cloakroom items can only be returned without a cloakroom chip if the visitor is able to prove convincingly that he/she is the correct recipient. Storage

ends with the return of any item; when the cloakroom closes at the latest. Uncollected items are kept and can be fetched during the museum opening times upon presentation of the cloakroom chip. A fee will be charged.

Lockers are also available for the storage of your possessions.

After the exhibition closes each day, or at the end of events, unemptied lockers will be opened and any remaining items will be confiscated. They can be collected during museum opening times by presenting the locker key. A fee will be charged.

Mixed-up, damaged or missing cloakroom items, as well as the loss of a cloakroom chip should be reported to the cloakroom staff immediately. Visitors are obliged to pay the cost of replacing a lost cloakroom chip or locker key.

### **Loan of wheelchair and foldaway chairs**

One wheelchair and foldaway chairs are available on free loan from the cloakroom.

### **Complaints and suggestions**

If you have any complaints or suggestions, please contact information (at the tills) or contact us directly by email: [bg@berlinischegalerie.de](mailto:bg@berlinischegalerie.de)

The Berlinische Galerie reserves the right to alter these regulations for any justified reason.

By entering the Berlinische Galerie you are declaring your agreement with the visitor regulations (displayed at the tills).

We hope that you will enjoy your visit to the Berlinische Galerie.

### **Dr. Thomas Köhler**

President of the public-law foundation Berlinische Galerie