

# BUNDESKUNSTHALLE



## VISITOR REGULATIONS

We warmly welcome you to our institution and wish you a pleasant stay where you will feel comfortable and safe. We kindly ask you to conduct yourself in a manner that does not disturb or harass others. At the beginning of your visit, we would like to familiarise you with our visitor regulations.

The Art and Exhibition Hall of the Federal Republic of Germany GmbH (in short: Bundeskunsthalle) is a place of fundamental democratic values and advocates for plurality, participation, diversity, and mutual respect as the foundation of an open and free society.

## INTERACTION AT THE BUNDESKUNSTHALLE

The Bundeskunsthalle is committed to the German Basic Law, which declares human dignity to be inviolable (Article 1 of the Basic Law). This requires us to take a firm stance against any form of discriminatory remarks, particularly concerning origin, appearance, gender, sexual orientation, age, religious beliefs, disability, etc. Any incidents that disrupt the work and operations of the Bundeskunsthalle will be immediately reported to the management. Individuals associated with extremist groups or whose behaviour contradicts the values of our mission statement may be expelled by the security staff or the respective event organisers, especially if their presence interferes operations of the institution in accordance with the mission statement or compromises the well-being of visitors and staff.

Your experience is important to us. If you have experienced any form of discrimination during your visit, please email us at: [info@bundeskunsthalle.de](mailto:info@bundeskunsthalle.de)

## OPENING TIMES

The Bundeskunsthalle is open Wednesdays from 10 am to 9 pm, Tuesdays, Thursdays to Sundays from 10 am to 6 pm and on all public holidays, including those on Mondays. The ticket desk for the exhibition area closes at 5.30 pm or 8.30 pm respectively, depending on the closing time. The opening and closing of the roof garden depends on the weather as well as on the preparation or dismantling of exhibitions on the roof; the decision is made by the management. The Bundeskunsthalle is closed on Mondays, except for public holidays. The opening hours for Christmas Eve and New Year's Eve can be found on the Bundeskunsthalle homepage and can vary annually.

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## ADMISSION

You can choose between the following admission tickets:

- Day ticket
- ArtCard, ELLAH, ArtCard KITA & SCHULE (special customer conditions apply)
- Group ticket for 10 persons or more
- Happy Hour Ticket (1 hour before closing)
- Combined tickets (also valid for the Kunstmuseum Bonn)

ArtCards are valid for twelve months from the date of issue. Additional admission may be charged for special events in the forum, the lounge, the conference room as well as in the exhibition areas or other rooms of the Bundeskunsthalle. The valid charges can be viewed at the ticket desk and online on the homepage of the Bundeskunsthalle.

## DISCOUNTS

The following persons are entitled to a discount on presenting appropriate proof:

- Pupils, students, trainees
- Young people on military or federal voluntary service
- Severely disabled persons (For severely disabled persons entitled to an accompanying person, the accompanying person receives a free ticket. On the front of the ID card, the symbol B and the sentence “The need for constant accompaniment is proven” are entered.)
- Holders of Bonn-Ausweis (or visitors from other cities and communes with a Bonn-Ausweis corresponding proof of indigence)
- Holders of volunteer cards issued by the federal states
- Social year helpers

Admission to the exhibitions is free for children and young people including 18 years of age. In order to determine the age of visitors to whom this regulation applies, appropriate IDs must be presented at the ticket desk or at admission.

Children under 10 years of age can only visit the exhibitions if accompanied by an adult.

## PUBLIC EXHIBITION TOURS, INCLUDING CHILDREN'S AND FAMILY TOURS

(does not apply to other offers for children and families)

Regular public tours are aimed exclusively at individual visitors (no groups) and take place at the times announced in the Bundeskunsthalle media. Participation in these tours is subject to a fee. The number of participants is limited to 25 people. Tour tickets can be purchased at the ticket desk or in the online shop. The general terms and conditions apply in the online shop. ArtCard owners have the exclusive opportunity to book their tour tickets in advance.

## GROUP TOURS

Registered groups generally have priority over self-guided groups when entering the exhibitions.

### 1. Group tours

Guided tours for groups are possible by appointment. In addition to the entrance fee (group rates apply to groups of 10 or more), a flat tour fee is charged for the group. If the total group is larger than 25 people, it is divided, and a fee is charged for each subgroup. As a rule, the tour fee and the admission fee are paid in advance at the ticket desk. Payment on invoice is only possible after prior agreement. A one-time change to the ticket components is possible at the ticket desk; after this, the amount determined by this change is binding.

### 2. Registered self-guided groups

Tours with independently organized guides (independent tour groups) are only permitted if they have registered the date of their visit with the Visitor and Event Management of the Bundeskunsthalle, and the date has been confirmed in writing. Members of registered independent tour groups receive a sticker at the ticket desk, which must be worn visibly during the tour. A reservation fee is charged for independent tour groups. Independent tour groups must not bring their own tour guide systems. Subject to availability, a tour guide system (for up to 25 persons) can be rented at the Bundeskunsthalle for a fee. The group size for self-guided groups must not exceed 25. Should it be larger, the group must be divided. The Bundeskunsthalle fees regulation applies.

### 3. Unregistered self-guided groups

In principle, unregistered self-guided groups can be admitted to the exhibitions. The following conditions must apply:

- The density of visitors to the exhibition permits this and the tour does not obstruct other registered groups.
- The group has paid the fee for self-guided groups at the ticket desk and received the corresponding stickers, which are to be worn visibly. If a self-guided group conducts a tour of an exhibition without prior registration, it will be requested by the supervisory staff to pay the self-guided fee retrospectively at the ticket desk and to wear the stickers thus received visibly.

### **THEMATIC, CURATORIAL TOURS AND OTHER EDUCATION FORMATS**


These education formats are aimed exclusively at individual visitors (no groups) and take place at the times announced in the Bundeskunsthalle media.

Participation in these tours is subject to a fee. The number of participants for the listed tour types is limited to 25 people. Tour tickets can be purchased at the ticket desk or in the online shop. The general terms and conditions apply in the online shop.

### **TOUR GUIDE SYSTEMS**

The use of audio tour guide systems in group tours through the exhibition rooms is administrated by the Visitor and Event Management. In general, there is no entitlement to the use of a tour guide system.

Depending on availability, tour guide systems will be issued to registered groups, but not to those aged between 4 and 18 (e.g. kindergarten and school groups). The used receivers must be returned by the members of the visiting groups



before leaving the building. The use of external tour guide systems (not issued by the Bundeskunsthalle) is prohibited.

### **CLOAKROOM, LUGGAGE, DRINKS, FOOD AND WEAPONS**

Before entering the exhibition and event rooms, bulky objects of all kinds – such as umbrellas, cloaks, wet clothing, all types of backpacks including small ones, carrying frames, bags larger than DIN A4 (approx. 20x30x15 cm) as well as cameras, film equipment, etc. – must be handed in at the cloakroom or stowed in the lockers available for this purpose. In case of doubt, decisions are made by the supervisory staff. It is authorised to carry out bag and cloakroom checks (for drinks, food and weapons). Coats and jackets must be handed in or remain on the body. Clothing may not be worn over the arm in the exhibition area. Valuables, e.g. money, credit cards and jewellery, may not be handed in. Should there nevertheless be valuables contained in the items handed over for safekeeping, the company operating the cloakroom shall not be held liable. As a rule, prams are not allowed into the exhibition. In case of doubt, the supervisory staff decides. Should a pram be allowed into the exhibition, its storage space must be emptied. At the cloakroom, buggies are available for rent. For conservation, insurance and safety reasons, neither liquids nor food may be brought into the exhibition and event rooms and consumed there. Weapons (pocketknives, pepper spray, electric shock devices, etc.) may not be brought into the exhibition and event rooms, either. Storage is subject to a cloakroom fee of € 0.50 and includes all items belonging to one person: clothes, a bag or backpack, an umbrella, a camera, etc. Further respective cloakroom fees will be charged for items and clothing that can clearly be assigned to two or more different persons.


By handing over your clothing/luggage, you enter into the following agreement: The cloakroom staff takes the pieces (as listed above) into storage for the opening times of the cloakroom against the issue of a paper receipt or cloakroom ticket. The stored items shall be handed over only upon the presentation of the paper receipt or cloakroom ticket to the person presenting it, without checking that person's entitlement to receive the items. The storage period ends when the items are returned or, at the latest, when the cloakroom is closed. Any complaints must be reported to the cloakroom staff immediately after the receipt of the items. The company operating the cloakroom is liable for losses, mix-ups or damage to the items handed in and stored in accordance with the above conditions in the event of intent or gross negligence. For lost cloakroom tickets, a fee of € 5 is to be paid. When the density of visitors is high, the Bundeskunsthalle reserves the right to prohibit the carrying of any bags (including handbags of all sizes).

During the summer months and with low visitor traffic, the cloakroom is usually closed. Lockers are available in the foyer for luggage and other items.

### **WHEELCHAIRS AND BUGGIES**

Visitors can borrow wheelchairs and buggies from the cloakroom. These can be taken into the exhibition rooms. A form must be filled out when using this service. The data is compared to an official ID. The form is deposited at the





cloakroom in a locked drawer. You will receive the form back when returning the wheelchair or buggy.

#### **BEHAVIOUR IN THE EXHIBITION ROOMS, THE FORUM, THE FOYER AND THE RESTAURANT**

Teachers, group guides and legal guardians are responsible for the appropriate behaviour of children and young people. They must accompany and supervise them constantly. The use of roller skates, inline skates, skateboards and rollers is prohibited in all areas of the Bundeskunsthalle for reasons of safety. It is generally forbidden to eat and drink in the exhibition rooms and to carry food or drinks into the forum (some events in the forum may have alternative regulations permitting the bringing in of drinks and snacks). Visitors are liable for all damages caused by their behaviour. The entire building of the Bundeskunsthalle is subject to the Non-Smokers Protection Act of North Rhine-Westphalia. E-cigarettes are also not permitted.

#### **SUPERVISORY STAFF, LIABILITY, PREMISES BAN**

The instructions of the supervisory staff must be followed without restriction. If the visitor regulations or the instructions of the supervisory staff are not followed, the management of the Bundeskunsthalle or its representatives may prohibit the persons concerned from continuing their stay in the building. Visitors who repeatedly fail to comply with the regulations and the instructions of the supervisory staff may be permanently banned from the premises.

#### **SECURITY OF THE EXHIBITS**

Visitors are not permitted to touch the exhibits; exceptions are marked. In the immediate vicinity of the exhibits, objects likely to cause damage to them must not be handled. Clothing may not be worn over the arm in the exhibition rooms. In the event of a theft alarm, the Bundeskunsthalle may close all exits except the main entrance and check the visitors.


#### **ASSISTANCE DOGS**

Animals, except for assistance dogs, may not be taken into the exhibition and event rooms or the roof garden.

#### **PHOTOGRAPHY AND FILMING**

Photographing and filming in exhibition rooms and the forum is generally permitted for private purposes (without flash). In some cases, lenders may not allow the filming and photographing of appropriately labelled exhibits in exhibitions. Please inform yourself in this regard before or during your visit. Photographing and filming for commercial and journalistic/media purposes is only allowed with the written permission of the Bundeskunsthalle press officer.

We would like to point out that you might be filmed or photographed during your visit to exhibitions and events in the Bundeskunsthalle that have been designated as open to such recording. The resulting material will be used for non-commercial purposes according to the goals and objectives of the Bundeskunsthalle and posted via dedicated online media and video platforms



used by the Bundeskunsthalle for an unlimited period with all sharing functions offered by the respective video hosting provider.

You can find information on data protection under [www.bundeskunsthalle.de](http://www.bundeskunsthalle.de) > Data privacy or at the ticket desk.

#### **VIDEO SURVEILLANCE**

The public spaces and rooms of the Bundeskunsthalle are monitored by CCTV. In the process, data is processed on the basis of Art. 6 para. 1 f GDPR / § 4 BDSG (Federal Data Protection Act, 2018) for the following goals and interests:

- Exercising domiciliary rights
- Protecting property and third-party property
- Preventing and solving of crimes (in particular, theft and vandalism)
- Protection of life, limb and freedom of the visitors and employees in the publicly accessible areas

In case of a recording, the data is stored for a maximum period of 7 days. A longer storage duration only applies if it is necessary for the assertion of legal claims or the prosecution of crimes in that specific individual case.

A transfer of recorded data to third parties (e.g. the police) only takes place if this is necessary for the solving of crimes.

You can find detailed information on your rights as an affected person under [www.bundeskunsthalle.de](http://www.bundeskunsthalle.de) > Data privacy or review them at the ticket desk.

#### **USE OF THE LIBRARY AND ARCHIVE**

There are separate user regulations for the library and the archive. Access to the archive is by appointment.

#### **BABY CHANGING ROOM AND FIRST AID ROOM**

An equipped diapering and breastfeeding room is available to visitors with babies and toddlers. Buggies can be rented at the cloakroom. In addition, a first aid room is available if required. For further information, please contact the ticket desk.

#### **WHEELCHAIR USERS AND PEOPLE WITH LIMITED MOBILITY**

The exhibition area and the forum are accessible to wheelchair users via lifts or a ramp. Visitors with disabilities can be accompanied on request (at the ticket desk or by telephone in advance), but not during a guided tour. Rental wheelchairs are available at the cloakroom.

#### **SPECIAL REGULATIONS**

The Bundeskunsthalle reserves the right to complement the above with special regulations for well-founded reasons.

#### **ENTRY INTO FORCE**

January 2025, Bonn

The management of the Art and Exhibition Hall of the Federal Republic of Germany GmbH