

## Frequently Asked Questions, Rates and Discounts

Please find our answers to frequently asked questions below. If your question is not included, please contact [turner@kunstmuseumluzern.ch](mailto:turner@kunstmuseumluzern.ch).

**Important:** Please always present the relevant identification for your discount at the museum entrance.

### ADMISSION TICKETS AND DISCOUNTS

#### Members of the Kunstgesellschaft Luzern

Members of the Kunstgesellschaft Luzern can purchase free tickets for the exhibition in both, the onsite and the online shop. If tickets are to be bought online, the code that was sent to our members earlier in 2019 must be used. For the time being, it entitles you to four free entries. If you would like to visit the exhibition more than four times, please contact [turner@kunstmuseumluzern.ch](mailto:turner@kunstmuseumluzern.ch).

Please select the full admission in the online shop. In a second step, please enter the code we sent to you. The full tariff will change to “free of charge” then and you can complete the purchase without having to pay anything. Please note that these free entries are linked to the membership of the Kunstgesellschaft Luzern. Thus, they cannot be transferred to persons who are not members of the Kunstgesellschaft Luzern.

#### Raiffeisenkarte, Schweizer und Luzerner Museumspass, Swiss Travel Card, Gästekarte Luzern

The exhibition *Turner. The Sea and the Alps* is an exceptional highlight in every respect and also financially beyond the scope of the usual. Therefore, it was agreed with our partners that the holders of the Raiffeisen card, the Swiss and Lucerne Museum Pass and also the guest card Lucerne exceptionally do not have free admission. However, the owners of the above cards and passports can enjoy this special exhibition at a preferential price of CHF 16.-.

In order to receive a reduced admission with your Raiffeisen card, you must enter the last 4 digits of your Raiffeisen card number (bottom right of the card) and then your family name (as indicated on the card) when booking online.

- **Further discounts during the exhibition *Turner. The Sea and the Alps***  
Holders of AHV, IV or military IDs and students can purchase discounted tickets in the online shop. Respective identifications will have to be presented at the entrance of the museum.
- Holders of ICOM, VMS or press IDs can request a code at [turner@kunstmuseumluzern.ch](mailto:turner@kunstmuseumluzern.ch) that entitles them to a free admission. Please select the full admission in the online shop first. As a second step, you can enter the code to get free ticket online.
- Students of HSLU D&K, owners of Kulturlegi and members of the partner institutions with which there is an admission network in place can obtain their free admission only from the museum cash desk on site.
- The discounted tariff for groups of 10 or more cannot be combined with other benefits.
- The following perks are not applicable during *Turner. The Sea and the Alps*: art card, Prozentbuch 2 für 1, Radio 3fach, Abo-Pass 2 für 1, Free Admissions Kunstmuseum Luzern (granted in the past), Free Admission Lucerne University.
- **Groups**  
Groups of 10 or more get reduced admission and can purchase their tickets directly from the online shop. Basically, the number of tickets that can be obtained in an online booking process is limited to 50 people.
- If your group includes more than 50 people or if you would also like a private guided tour, please submit your request via the online group registration form.

**Teachers with school classes**

Maximum two teachers of Central Switzerland's elementary school level and lecturers of Hochschule Luzern Design & Kunst, get free admission if they accompany their students. The number of required tickets for teachers must be stated in the registration form for schools.

**BUYING AND CHANGING TICKETS****Does every visitor have to book a time slot online or on site?**

Only a limited number of people can visit the Kunstmuseum Luzern at the same time. Thereby we guarantee that you can enjoy the art unrestrictedly and ensure your safety. To avoid long queues, each visitor must reserve a time slot either online or on site at the reception. If the time slot is not sold out, you can visit the exhibition immediately. During the busiest times (11 am – 4 pm), there may be waiting times.

**For which exhibitions does the ticket apply?**

The ticket is valid for all concurrent exhibitions taking place at Kunstmuseum Luzern. There are no tickets that entitle to visit a single exhibition only.

**What happens if I arrive before or after my booked visit time?**

Up to half an hour after your time slot has started, you will be able to access the exhibition. If you arrive more than half an hour after the scheduled time, we cannot guarantee your immediate entrance. Entries before the booked time are not possible. But we have a wonderful café that you can visit to bridge the waiting time.

**Can I change or cancel my online ticket?**

No. A ticket cancellation or re-booking is not possible. Once purchased, a ticket is not refundable.

**I already have a ticket but would like to take a companion with me.**

Check if tickets are available online at your appointed time slot. If the time slot is fully booked, no additional person can be admitted. Otherwise, you can easily book a ticket online for your companion to make sure you can enjoy the exhibition together.

**Are there any tickets left for sale on site if online all tickets are sold out?**

No, if there are no more online tickets available, the time slot is fully booked. Try a different date and time slot or try again at a later point in time. It may be that group reservations get released.

**Can I make a reservation [by phone]?**

Tickets cannot be reserved, neither by phone nor on site or online. They can only be purchased. Order tickets quickly and easily on our website. Groups wishing to be guided, schools and tour operators can sign up through the appropriate online forms and either receive their tickets immediately or by mail or be contacted as soon as possible in case of customer service queries.

**Each ticket has the same name. Is this a problem?**

No problem. The name of the person who purchased the tickets is on the documents. Each ticket has a unique QR code, which is scanned at the entrance.

**Do I have to print the ticket?**

Print @ home tickets must be printed out and presented upon entry. In the web shop, you can also select a mobile ticket which must be shown on your smartphone. If you have purchased a ticket with discount, you must also present the corresponding identification at the museum entrance.

## PROBLEMS WHEN ORDERING ONLINE TICKETS

The money was debited from my account, but I did not receive a ticket. There can be different reasons for this:

- Please check your spam folder or the folder with unwanted e-mails respectively.
- The e-mail address has a typo. We can correct it and resend the tickets to you. Please contact us: [ticketing@starticket.ch](mailto:ticketing@starticket.ch).
- Server issues may cause a delay. Check your e-mail inbox after a while.

### **I cannot buy a ticket online.**

There are several reasons why you might not be able to close an online purchase. Check the internet connection and refresh the website. It may work with another browser or after restarting the computer. Sometimes, it might be useful to delete your cache memory.

### **The payment does not work.**

There can be different reasons for a process that cannot be continued or a payment that cannot be made:

- You will only be taken to the next page if all data has been entered correctly. Check that there are no spelling errors. Remember to enter the CVC code when paying with a credit card. For a bank transfer, the bank details must be entered correctly.
- Avoid double payments! First check if the payment has been triggered before trying again.
- Sometimes it helps to use a different browser.
- Is your credit insufficient or does the payment get rejected by the credit card company? Try again, if possible with another card.

### **Delivery of tickets**

After payment, you will receive an e-mail with your ticket as a PDF file. If you have chosen postal delivery, the ticket will be sent to you within a few days.

## SERVICES

### **Can I store my luggage at the Kunstmuseum Luzern?**

There is no possibility to store luggage at the Kunstmuseum Luzern. Please leave it at the train station just opposite the museum. The size of our lockers is only suitable for handbags. Bags up to a size of DIN A4 (20 x 30 x 10 cm) may be taken to the exhibition. For security reasons, that rule must be strictly adhered to.

### **Wardrobe**

There is a guarded cloakroom with limited capacity which should only be used for particularly valuable clothing and bags. For all other wardrobe, our free lockers and an unguarded clothes rack with numerous hanging possibilities should be used. The museum cannot be held liable for unguarded wardrobe.

### **In which language is the audio guide available and what does it cost?**

The audio guide is included in the admission fee. It is available in four languages: German, English, French and Italian.

### **What are the opening hours of the Kunstmuseum Luzern?**

During *Turner. The Sea and the Alps*, Kunstmuseum Luzern opening hours are from Tuesday to Sunday from 10am – 7pm. The reception staff is there for you from 9:45 am.

**I am disabled. Can I buy a ticket online? Does my companion also need a ticket?**

If you need an escort to move around the Kunstmuseum Luzern, the escort's admission is free of charge without pre-ordering a ticket online. Contact the receptionist as soon as you arrive at the Kunstmuseum Luzern.

**Guidelines for the museum visit**

Our [visiting guidelines](#) can be found on our website [www.kunstmuseumluzern.ch](http://www.kunstmuseumluzern.ch).

**PRIVATE GUIDED TOURS / GROUPS****Guided tours by external persons**

We have well-trained art mediators. Therefore, internal tours have priority. External guides are tolerated if there is no disturbance to the other museum visitors, especially in terms of acoustics. Our technical equipment cannot be provided.

Guided tours by third parties need to be registered by e-mail to [turner@kunstmuseumluzern.ch](mailto:turner@kunstmuseumluzern.ch) or by phone to 041 226 7800 and will only be accepted if not in parallel with guided tours by Kunstmuseum Luzern.

**Schools**

Teachers are welcome to accompany their class. A maximum of two teachers per class (depending on the school level and origin of the school) will receive free admission. See Admission tickets and discounts.

**Private tours / tour operators**

Registration for private tours can be requested in the online ticket shop via a form. For the appointment and booking we will contact you personally. For details, please contact [ticketing@starticket.ch](mailto:ticketing@starticket.ch). The team will also inform you about conditions for travel agencies.

**Guided tours with the curator**

Guided tours with our director and curator of the exhibition Fanni Fetzner or the co-curator Beat Wismer can be requested via [turner@kunstmuseumluzern.ch](mailto:turner@kunstmuseumluzern.ch) or directly via the form in our online ticket shop. For the appointment and booking we will contact you personally.

**Public tours**

Public tours during the exhibition *Turner. The Sea and the Alps* will take place daily from Tuesday to Saturday at 5 pm. On Sundays, the public tours are at 11 am. The maximum group size is 25 people. The guided tours are free, only a valid admission ticket must be presented. No reservations can be made for the public tours.

**Do you have further questions about admission tickets, guided tours or group entries?**

Then please liaise with [ticketing@starticket.ch](mailto:ticketing@starticket.ch) or call +41 20 570 59 33 (CHF 1.19 / min.).

**Do you have questions about the exhibition?**

Please contact us by e-mail: [turner@kunstmuseumluzern.ch](mailto:turner@kunstmuseumluzern.ch). We answer your inquiries from Monday to Friday 9 am – 5 pm.