

Guidelines for your Museum Visit

Dear Visitors,

We are delighted that you are visiting our museum and we wish you a pleasant stay.

By entering the museum you acknowledge the rules and other arrangements made towards maintaining operational safety. These are binding for all visitors. Our Visitor Service team bears responsibility for the safety of the works of artworks on exhibition and is grateful for your support.

Instructions	The instructions of the museum staff are to be obeyed. If the guidelines for visiting the Kunstmuseum Luzern or the instructions of the staff are offended against, it is possible for the respective person(s) to be barred from visiting the museum again.
Audio guides	The audio guides and/or group guide systems may not be taken out of the museum building.
Visitor numbers	In the case of a rush of visitors, or for other special reasons, the museum can be closed for visitors, also temporarily, in full or in part.
Food, drink	It is prohibited to eat or drink in the museum and in the reception area.
Photographs and films	Photographing or filming for private purposes with mobile telephones and digital compact cameras is permitted. If, by exception, a work of art may not be photographed, a respective notice will be attached. Flashlights, tripods and selfie sticks are not permitted. Photographing and filming on a professional basis must be registered and approved in advance. In case of doubt, the decision is made by the museum staff.
Guide tours	Guide tours by third parties are not allowed in the museum.
Lost property	Lot and found items will be deposited at the ticket office.
Luggage, bulky items	For conservational and safety reasons, it is not permitted to take bulky, wet or spiky items, such as umbrellas, large bags and luggage, into the museum. Back packs, bags, etc., must be handed in at the cloakroom or placed in a locker. Large pieces of luggage and suitcases are to be stored in the lockers at the local railway station. Handbags up to the size DIN Y 1 (c. 20 x 30 x 10 cm) may be taken into the exhibition. Walkers and walking sticks (with a rubber tip) are permitted in the museum. In doubtful cases, the staff of the Kunstmuseum decides.
Liability	Visitors enter the Kunstmuseum Luzern at their own risk and are liable for any damage they cause.
Children	Children up to 12 years of age are only permitted to enter in the company of adults. Accompanying adults are bound by their duty of supervision for the duration of the museum visit.
Prams, mobility aids	The museum rooms are not suitable for large electric mobility aids. Our staff will gladly provide a wheelchair. Large prams are also not suitable for the exhibition rooms. Babies can only be carried on your front. In case of doubt, the staff decide.

Clothing	Coats and jackets must either be worn or left at the cloakroom
Artworks	It is not permitted to touch the artworks. Please ensure that you keep a safe distance of at least 1 metre from the artworks.
Mobile phones	Out of consideration for other visitors, please refrain from using mobile telephones in the exhibition rooms.
Emergency exits	The emergency exits are alarmed and may not be opened.
Personal rights	In the framework of our exhibition openings and events, photographs and films are made that may be publicised, among others, on the website and social media channels of the Kunstmuseum Luzern, as well as on the media of third parties. By taking part in these openings and events as well as by entering the museum, the people present give their permission for these to be publicised free of charge and without the need for the affected persons to explicitly declare this.
Smoking	Smoking is prohibited throughout the whole museum.
Writing, drawing	Writing and drawing in the museum may only be done using a pencil. Please use a suitable support base. Ball point pens, coloured or felt pens, brushes, scissors etc. may not be used.
Schools	Group heads, teachers, school class chaperons: please pay attention to the statements in the “Guidelines for Museum Visits for School Classes” on our website which has additional information for groups and school classes.
Ticket	Your ticket entitles you to admission to the exhibition over the duration of the exhibition, but it can also be restricted to admission on the date printed on it or during a specific time period on a certain day.
Animals	Animals are not permitted in the museum area with the exception of guide dogs for the blind and assistance dogs.