

Guidelines for your Museum Visit

Dear Visitors,

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

The Kunstmuseum Luzern is a place where people with different backgrounds, interests and convictions come together. And together with you, we would like to cultivate a culture of mutual respect and create an atmosphere of acceptance.

For the protection of the exhibited works and of our visitors, special rules of behaviour apply. These are binding for all visitors. By entering the museum, you acknowledge these rules and the arrangements made towards maintaining operational safety. Our Visitor Service team has responsibility for the safety of the works of art on show and will be happy to provide you with information in unclear cases. In case of doubt, the museum staff decides.

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| Animals | Animals are not permitted in the museum area with the exception of assistance dogs. |
| 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. Please do not lean against the walls. |
| Children | Children up to 12 years of age are only permitted entrance in the company of adults. Accompanying adults are requested to fulfil their duty of supervision for the duration of the museum visit. Please carry small children not on your back, but in front of your chest, or else take the stroller into the exhibition with you. Please be careful around pedestals and works of art. |
| Clothing | Coats and jackets must be left at the cloakroom or in a locker. |
| Emergency exits | The emergency exits are alarmed and may not be opened. |
| Food, drink | Please do not eat or drink in the museum or in the reception area. |
| Guided tours, events, workshops | Our employees appreciate respectful behaviour also among participants in an event. Guided tours by third parties are not allowed. |
| Instructions | This rule and instructions given by the museum staff are binding. |
| Liability | Visitors enter the Kunstmuseum Luzern at their own risk and are liable for any damage they cause. |
| Lost property | All items found are deposited at the ticket office. |
| Luggage, bulky items | For conservational and safety reasons, it is not permitted to take bulky, wet or spiky items (umbrellas, large bags and luggage) into the museum. Backpacks and bags must be handed in at the cloakroom or placed in a locker (free of charge). Large pieces of luggage and suitcases can be stored in lockers at the nearby Lucerne railway station. Handbags up to DIN A4 size (c. 20 × 30 × 10 cm) |

may be taken into the exhibition rooms. Walkers and walking sticks (with a rubber tip) are permitted in the museum.

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| Mobile phones | Out of consideration for other visitors, please refrain from using telephones in the exhibition rooms. |
| Mobility aids | The museum has a wheelchair available for loan. Please be careful with large electric mobility aids around pedestals and works of art. |
| Multimedia-Guides | The museum's group guide systems may not be taken out of the building. |
| Personal rights | During our exhibition openings and events, photographs and films may be made for social media channels or for the museum's website. By taking part in these openings and events, the people present give their permission for these to be publicised free of charge without the need for the affected persons to explicitly consent to this. |
| 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. If photographing or filming on a professional basis, please obtain permission from us in advance. |
| Schools | Group heads, teachers, school-class chaperons: please note the statements in the " Guidelines for Museum Visits by School Classes " on our website, which also has additional information for groups and school classes. |
| Seating options | Folding chairs can be taken on the tour. There are benches in individual rooms. Please carry the folding chair over your shoulder or hold it by the handle. |
| Smoking | Smoking is prohibited throughout the whole building. |
| 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. |
| Visitor numbers | When there is a rush of visitors, or for other special reasons, the whole or part of the museum can be closed to visitors temporarily. |
| Writing, drawing | Writing and drawing in the museum may only be done using a pencil. Please use a suitable support base. Ballpoint pens, coloured or felt pens, brushes, scissors, etc. may not be used. |