

HEIDI HORTEN COLLECTION

HOUSE RULES

Dear visitors,

The Heidi Horten Collection at Palais Goëss-Horten has in its care unique artworks that are to be preserved for future generations. We want you to have an enjoyable visit, and therefore kindly ask you to observe certain rules. Our museum attendants are responsible for ensuring that visitors follow these rules. Please comply with their instructions.

If you have any questions, please contact our team:

E info@hortencollection.com

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- The museum reserves the right to refuse admission to the following individuals and to require a person already admitted to leave:
 - individuals who violate the House Rules;
 - individuals displaying symptoms like fever, coughing, shortness of breath and difficulty breathing;
 - individuals with a notifiable communicable disease;
 - individuals whose conduct impedes the operation of the museum;
 - individuals under the influence of alcohol;
 - individuals with weapons or any dangerous objects;
 - individuals without clothes or not wearing suitable clothes and/or without shoes or displaying poor hygiene.

In these cases, individuals are not entitled to a refund of the entry fee.

The Heidi Horten Collection reserves the right to permanently ban visitors who repeatedly violate the House Rules or do not follow the instructions of museum attendants.

- Information about opening hours and entry fees can be found at the ticket desk or on our website.
No claims for compensation can be made due to any changes in opening hours.
- The purchase of a ticket entitles the holder to entry to the museum on a single occasion. The ticket must be presented during the visit upon request from a museum attendant.
- The entry fee cannot be refunded after entering the museum.
- Fees for guided tours cannot be refunded if the beginning of the tour has been missed.
- Group tours by external guides with max. 20 persons plus guide are permitted until further notice.
Please show consideration to other visitors and groups, especially with regard to hygiene rules, noise levels and the amount of time spent by the artworks.
- Limits apply to the number of visitors allowed in the museum, in individual rooms or in the lifts.
- There may be temporary room closures. We will try to give earliest possible notification of any closures. Thank you for your understanding.

- For the safety of the artworks, a closed circuit television system (CCTV) is in operation both inside and outside the museum. The Heidi Horten Collection may pass on these recordings to the authorities or courts if they receive a request to do so.
- We welcome your interest in the artworks on display. However, in order to protect the works, you must keep a safe distance of about one arm's length from all exhibits.
- Backpacks and bags with a length of more than 30 centimetres can pose a risk to the art works as they are unwieldy. Please store them in the lockers situated in the atrium. Please do not carry umbrellas, sticks or similar objects in the exhibition rooms. Mobility aids may of course be used. Wet clothes affect the controlled environment in the exhibition spaces. Please leave these in the lockers. The Heidi Horten Collection does not accept any liability for the loss of, or damage to, any items left in the lockers.
- Feel free to share your memories of the Heidi Horten Collection with others or keep them for yourself. It is permitted to take photographs for private purposes without a flash and without aids such as tripods or selfie sticks. However, in certain signposted areas, photography may be permanently or temporarily prohibited. Please note that publication on the internet or social media sites does not constitute private use and in certain circumstances may be an infringement of copyright. The taking of photographs and filming for professional and commercial purposes requires prior permission from the Heidi Horten Collection.
- We ask you to turn your mobile phones to silent in the museum building and not to make phone calls to maintain a relaxed atmosphere for all visitors to the museum.
- Animals, with the exception of assistance dogs, are not permitted in the museum rooms. Dogs must be kept on a lead outside.
- We would be delighted if you visited the museum with your children! You may of course take a pushchair or pram into the exhibition, provided the space is not too crowded. Alternatively, there is space to leave your pushchair or pram in the cloakroom.
- We have made it our mission to provide an engaging experience of art for our youngest visitors. However, as children are generally not familiar with a museum's safety regulations, please do not leave children under the age of 12 unsupervised.
- The entire building is accessible with a level-access entrance and lifts in the museum. We make every effort to support people with special needs. However, we can accept no liability for any disadvantages.
- Please do not bring food or drink into the exhibition rooms.
- Smoking is prohibited throughout the museum.
- Writing and drawing are permitted in the exhibition rooms, but only using a pencil or coloured pencil.
- Bicycles, scooters and other portable modes of transport are prohibited in the museum. Balloons filled with helium or balloon gas and gas canisters are not permitted in the museum.
- Visitors must treat the building, rooms and exhibits, the entire premises and all facilities with the greatest possible care and avoid leaving any litter or dirt. If you notice any defects or damage, please report this to the museum attendants immediately.
- For safety reasons, exits, stairs and escape routes must be kept clear at all times. Emergency exits are to be used only in an emergency.

The museum reserves the right to change and adapt these House Rules without prior notice.
Last updated June 2022