

HOUSE RULES

Dear visitor,

Thank you for your interest in our museum, and we wish you an enjoyable visit. Before you begin, we would like to draw your attention to our house rules.

OBJECTIVE AND PURPOSE

To ensure that visitors enjoy the museum in a quiet, undisturbed, and safe atmosphere, as well as to ensure the safety of the works of art and the landmarked building, the observance of certain rules is essential. The house rules are binding for all guests and customers. By entering the museum building, you acknowledge and accept our house rules and regulations.

MUSEUM VISITORS

- 1) It is our great pleasure to welcome children, youth, and adults.
- 2) The museum reserves the right to deny entry to individuals or to ask them to leave the premises in the following cases:
 - persons violating house rules;
 - persons showing symptoms such as fever, cough, shortness of breath and trouble breathing;
 - persons suffering from a notifiable infectious disease;
 - persons interfering with museum operations through their behavior;
 - persons under the influence of alcohol;
 - persons carrying weapons (as defined in the Weapons Act) or dangerous objects; and
 - persons not wearing clothes and/or footwear.

In such cases, no claim for the refund of entrance fees will be accepted.

- 3) Parents and adult chaperones are responsible for the behavior of accompanied minors.
- 4) Group leaders are responsible for the behavior of the persons they lead.
- 5) Children under the age of 14 are not permitted to linger by themselves in the exhibition spaces. They may only enter the museum building under the supervision of an adult chaperone.
- 6) The museum provides level access and elevators to the galleries. We support people with special needs to the best of our abilities. However, we are unable to assume any liabilities for any disadvantages.

ADMISSION FEES AND OPENING HOURS

- 7) Opening hours and admission fee info can be obtained from the ticket office and from our website. No compensation claims can be made for changes in opening hours.
- 8) Where possible, please choose to make cashless payments using a bank or credit card.
- 9) The purchase of a ticket entitles the ticket holder to a single admission to the museum. The ticket must be presented to museum attendants on request.
- 10) The number of visitors in the museum, in exhibition spaces, in individual galleries, and in the elevators, is limited. Once individual galleries, exhibitions, or the entire museum have reached maximum capacity, they may be temporarily closed.
- 11) Belvedere reserves the right to close exhibition spaces or individual galleries for reasons of security or for show changes, with no effect on the ticket fee.
- 12) The admission fee cannot be refunded after entrance to the museum.
- 13) Failure to appear on time for the start of a guided tour will result in the forfeiture of the tour fee.
- 14) Visits to the Upper Belvedere require a fixed admission time, which is noted on your ticket. Holders of an Annual Pass, Friends of the Belvedere Card, Bundesmuseen-Card, ICOM Membership Card, Vienna Pass, or Flexi Pass who present a valid ID do not need a Time-Slot-Ticket in advance.

COATROOM STORAGE

- 15) It is not permitted to enter the exhibition rooms with outerwear, objects measuring 36 x 22 x 35 cm (w x d x h) and larger, or bulky objects of any kind, such as umbrellas, non-medically-justified walking aids, backpacks, travel or sports bags, and larger (hand) bags. Such items must be left, free of charge, at the coatroom or deposited in lockers (as far as available). Belvedere reserves the right to ask for smaller bags to be deposited. Approved bags must be carried in front of the body or laterally over the shoulder.
- 16) Lockers (free of charge and if available) are located on the first basement level for use during opening hours. The storage of suitcases is not possible. In case of key loss or damage, a fee of EUR 80 will be charged for the replacement of the cylinder lock.
- 17) The museum does not accept any liability for any damage to or loss of clothing, personal items, valuables, money, etc., deposited in the coatroom. Valuable items may therefore only be stored in the lockers. Any damage, however, must be reported immediately upon collection.
- 18) Lost property may be collected at the coatroom, valuable items at the security office. Property which is not collected will be handed to the city's official lost and found office.
- 19) Bicycles, scooters, or the like are not permitted at the museum. Helium balloons and gas cylinders are likewise not permitted.

CONDUCT IN THE EXHIBITION GALLERIES

- 20) Visitors are required to use the premises, spaces, exhibits, grounds, and inventory with the greatest possible care and are asked to refrain from polluting them in any way. The museum attendants must be notified immediately of any infrastructural deficiencies or damages.
- 21) It is not permitted to touch or harm the exhibited art work in any way. A required safety distance of at least 1 meter from works of art must be maintained at all times. All galleries must be kept free of litter.
- 22) In the museum, the carrying and consumption of food and beverages is not permitted.
- 23) Please refrain from making telephone calls or chatting loudly in the galleries.
- 24) Smoking—even e-cigarettes—in the entire museum is strictly prohibited.
- 25) Animals (except certified assistance dogs) are not allowed into the museum. Visitors must show the relevant permit during their visit.
- 26) Tours conducted by external guides with groups up to a maximum of 25 people plus guide are permitted until further notice. Please be considerate of all other visitors and groups, especially with regard to speaking volume and length of stay in front of works of art. Subject to any differing regulations for special opening hours and events.

PHOTOGRAPHY

27) Photographing and filming in the museum is permitted for private, noncommercial purposes—without flash, tripod, or selfie-stick—as long as the safety of other visitors, staff members, and the art work is ensured and that a minimum distance of one meter to the works of art is observed. Locations, special exhibitions, or individual works of art marked with a ban on photography are strictly excluded. Taking pictures of strangers, in particular children and adolescents, is strictly prohibited.

28) For journalistic and academic purposes, a temporary exception may be granted by contacting the press office.

SAFETY AND SECURITY IN THE GALLERIES

29) As a security measure, all galleries are monitored by cameras. Belvedere reserves the right to disclose these recordings to public authorities or courts upon their request.

30) For security reasons all exits, stairs, and escape routes must be kept clear at all times. Emergency exits shall only be used in cases of emergency.

31) Criminal acts or reasonable suspicion thereof must be reported immediately to the museum attendants or security personnel.

32) In the event of an audible alarm being sounded, please contact the museum attendants. The use of elevators is forbidden in this situation.

33) The instructions of museum attendants must be strictly followed. Visitors who infringe on house rules or the instructions of museum attendants may be prohibited from remaining on the premises by a museum representative.

34) Belvedere reserves the right to permanently ban visitors if they repeatedly violate house rules or the directions of the museum attendants.

The museum reserves the right to change and adapt these house rules as necessary.

16 April 2022