

HOUSE RULES

We are pleased to welcome you to the Belvedere and hope you will have an enjoyable visit. These house rules apply to visitors and external persons. By entering the buildings, you agree to abide by our house rules, the fire safety regulations, and other rules.

OBJECTIVE AND PURPOSE OF THE HOUSE RULES

To ensure the safety of people, exhibition objects, and landmarked buildings, mandatory rules apply to your visit. Belvedere staff will ensure compliance with these rules. Instructions from staff must be followed.

ADMISSION FEES, OPENING HOURS, AND ACCESS

- 1) Information about admission fees and opening hours can be found at the ticket office and on our website. No claims for compensation may be made in the event of changes to opening hours. Remaining on the premises outside opening hours is not permitted without prior written permission from the Belvedere.
- 2) The last admission to the museum is 30 minutes before closing time.
- 3) Admission tickets, written permission from the Belvedere, or (service) ID cards must be presented when requested by staff during the visit.
- 4) If a discount is claimed on an admission ticket, official photo ID and proof of eligibility must be presented upon entry.
- 5) Visits to the Upper Belvedere and/or the Lower Belvedere require a time-slot/a fixed entry time. This is specified on your admission ticket. Holders of the following cards with valid photo ID do not need to book a time-slot ticket in advance: Gold Pass, Friends of the Belvedere Card, Bundesmuseen Card, ICOM Membership Card, Vienna Pass, and Flexi Pass.
- 6) Hawking and/or selling admission tickets and/or time-slot tickets is prohibited.
- 7) Children under the age of 14 are not permitted to be in the buildings unaccompanied. They may only enter the buildings when accompanied by an adult supervisor, such as a parent or teacher. These supervisors bear, at all times, full responsibility and liability for the persons under their supervision.
- 8) The number of people permitted in the buildings, the exhibition spaces, and other areas, as well as in the elevators, is limited. Belvedere reserves the right to close individual areas, exhibition spaces, or buildings for safety reasons or during exhibition installation, without this affecting the admission fee.
- 9) The buildings have level access and/or elevators. We make every effort to support and assist people with disabilities. However, we accept no liability for any inconvenience caused. For fire safety reasons, limits are applied to the number of baby carriages and wheelchairs permitted in the buildings at the same time.
- 10) Animals (with the exception of assistance dogs as defined in Section 39a of the Austrian Federal Disability Act or an equivalent EU provision) are not permitted in the buildings. When entering the buildings, individuals must present the relevant disability card with the additional entry for an assistance dog, or equivalent EU documentation.
- 11) Visitors and external persons without a valid admission ticket are only permitted entry after prior registration by a designated Belvedere member of staff at the security office and when accompanied by Belvedere staff.
- 12) It is prohibited to bring hazardous substances, weapons as defined by the Austrian Weapons Act, dangerous objects, two-wheeled vehicles (e.g. [e-]bicycles, [e-]scooters), skateboards, inline skates, and similar items into the buildings. Two-wheeled vehicles or other vehicles must be parked outside the buildings in the areas designated for this purpose. Similarly, bringing balloons filled with helium or balloon gas, or gas cylinders, into the buildings is not permitted. Belvedere reserves the right to have staff inspect bags and containers of any size for dangerous items and/or items prohibited under the house rules and the fire safety regulations.
- 13) Belvedere reserves the right to deny entry to individuals or to ask them to leave the premises in the following cases:
 - persons violating the house rules, the fire safety regulations, other rules, or instructions from staff;
 - persons who cannot produce a valid admission ticket or who have claimed discounts to which they are not entitled;
 - persons exhibiting symptoms such as fever, cough, shortness of breath, or difficulties breathing, or who are suffering from a notifiable infectious disease;
 - persons whose behavior disrupts operations;
 - persons under the influence of alcohol;
 - persons not wearing cloths and/or shoes;
 - persons carrying large items as specified in Point 16.

In such cases, there is no entitlement to a refund of the admission fee.

CLOAKROOM

- 14) It is not permitted to enter the exhibition spaces with outerwear such as jackets or coats, or items measuring 36 x 22 x 35 cm (w x d x h) or larger, such as umbrellas, non-medically-justified walking aids, backpacks, travel or sports bags, and larger (hand)bags, tripods, selfie sticks, as well as items such as containers holding liquids or empty glass bottles. Belvedere reserves the right to prohibit the carrying of smaller bags or other items, as necessary. Permitted bags must be carried in front of the body or sideways over the shoulder.
- 15) Free lockers with coin-operated locks are available in the museums, and the Upper Belvedere and the Lower Belvedere also provide free cloakrooms. These may be used during opening hours and only for the duration of the visit to the respective building. A 1- or 2-euro coin is required to use the lockers. In case of key loss or damage, a fee of €80 will be charged for the replacement of the cylinder lock.
- 16) Items up to a size of 60 x 45 x 30 cm and clothing may be handed in at the cloakroom or stored in the lockers free of charge, subject to availability. There is no right to storage. Larger items cannot be stored due to capacity constraints.
- 17) Leaving items and outerwear unattended is not permitted.
- 18) Belvedere does not accept liability for any damage to or loss of clothing, items, valuables, money, etc. left in the cloakroom. Valuable items must be stored exclusively in the lockers. Regardless of this, any damage must be reported immediately to Belvedere staff.
- 19) Lost property is taken to a central collection point and may be collected from members of the Visitor Service department during regular opening hours upon presentation of proof of ownership. Unclaimed items are handed over to the city's official lost and found office at regular intervals.

CONDUCT AT THE BELVEDERE

- 20) At the Belvedere, a tolerant and positive attitude toward all people is expected—regardless of their ethnic origin, skin color, nationality, religion, sexual orientation, disability, age, or gender.
- 21) Unwanted, disruptive, threatening, or intimidating behavior by individuals or groups will not be tolerated. This includes, amongst other things, harassment, verbal abuse, or physical altercations.
- 22) Property, buildings, rooms, fixtures and furnishings must be treated with the utmost care. Any damage to or soiling of museum property is prohibited. Furnishings must not be moved from their designated locations. The affixing of posters, leaflets, and other promotional material is not permitted anywhere inside or outside the buildings.
- 23) Carrying and consuming food and beverages is only permitted in the designated areas and under no circumstances in the exhibition spaces. Waste must be sorted correctly and disposed of in the appropriate bins.
- 24) Making (video) calls and/or any form of loud communication is not permitted in the exhibition spaces.
- 25) Exhibits must not be touched or otherwise interfered with. A safety distance of at least one meter must be maintained.
- 26) Tours conducted by external guides with groups up to a maximum of 20 people, including the guide, are permitted until further notice. Consideration must be given to other visitors and groups, particularly with regard to noise levels and the length of time spent near exhibits. A passageway must be kept clear for other visitors. The last guided tour must finish 15 minutes before closing time. This is subject to any differing regulations for special opening hours and events. Guides are responsible for ensuring that the persons under their supervision behave appropriately.
- 27) Photo, film, and audio recordings are permitted in the exhibition spaces solely for private, non-commercial purposes and without flash, tripod, selfie-stick, or drone, provided that the safety of persons and the security of the exhibits are ensured and a safe distance of one meter to the exhibits is maintained. Rooms, exhibitions, or individual exhibits marked with a "no photography" sign are expressly excluded. Photo, film, and audio recordings of security measures, other persons—in particular children and young people—and conversations are expressly prohibited. For academic or journalistic purposes, special permissions for photo, film, and audio recordings may be applied for from the press office.
- 28) For safety reasons, exits, staircases, corridors, and escape and rescue routes must be kept clear at all times. Emergency exits shall only be used in cases of emergency. Climbing over barriers is prohibited.
- 29) Smoking—including e-cigarettes—is prohibited inside the buildings and on all balconies and roof areas. Charging rechargeable batteries or battery-powered devices is not permitted.
- 30) In the event of a fire alarm sounding, the buildings must be evacuated via the shortest route. The use of elevators is prohibited in such cases. People who are unable to evacuate via the stairs unaided, such as wheelchair users, should proceed to the stairs, where they will be assisted by staff and/or emergency services.
- 31) For security reasons, the Belvedere operates a CCTV system. Recordings will be handed over to the authorities or courts upon their request. Information on data protection, your rights, and our contact details may be found at www.belvedere.at/datenschutz.
- 32) Any structural defects or damage must be reported to Belvedere staff immediately.
- 33) Criminal offences or reasonable suspicion thereof must be reported to the staff immediately.
- 34) Breaches of the house rules, the fire safety regulations, other rules, or staff instructions may result in claims for damages (including cleaning charges) and/or criminal prosecution. You are liable for any damage or consequential damage to the exhibits, the building, and to fixed and movable property caused by you.
- 35) Belvedere reserves the right to impose a permanent ban on individuals who repeatedly breach the house rules, the fire safety regulations, other rules, or instructions given by staff.

Belvedere reserves the right to amend and/or adapt these house rules and the fire safety regulations as necessary.
These rules apply subject to any differing regulations for special opening hours and events.