

## Welcome

Dear visitors,

Welcome to the Kunsthaus Zürich! We wish you a very pleasant visit!

Please make use of the museum cloakroom or the lockers in the basement level. You can borrow a folding stool from the cloakroom on the ground floor should you want to take a break during your visit.

By entering the premises of the Kunsthaus Zürich you agree to abide by the general house rules as well as to follow all instructions given by supervising attendants for the maintenance of safety for persons and artworks. The general house rules are available at the cash desk, the shop and the cloakroom, and are published under [www.kunsthaus.ch](http://www.kunsthaus.ch). The supervising attendants will decide in case of doubts.

Please bear in mind the following when preparing for your visit:

- The Kunsthaus Zürich is smoke-free (§1).
- Food and drink are permitted only in the entrance hall (§2).
- Animals/dogs are not allowed inside the museum, except for guide dogs (§3).
- Suitcases, knapsacks, sport bags, travel bags, shopping bags, messenger bags or briefcases, musical instruments, large portfolios, rainwear, umbrellas, heavy coats or jackets, etc. need to be checked in at the cloakroom or left in a locker (§4).
- Purses with indispensable personal items may be carried if they do not protrude from the body by more than 20cm in length or width (§5).
- The art works may not be touched (§11).
- Writing and drawing with pencils or colored pencils on a writing or drawing board is permitted (§14).
- Photographing for private use without flash, without tripod and without selfie stick is permitted in the galleries of the permanent collection and in the galleries displaying temporary exhibitions (HO §15).
- Free groups and school classes must announce their visit in advance (§13).
- The directives given by supervising attendants need to be abided by at all times (§18).

Thank you for your attention.

## GENERAL HOUSE RULES

- §1 The Kunsthau Zürich is **smoke-free**. Smoking is permitted in the Miró Garden.
- §2 **Food and beverages** are not permitted in the galleries. However, they are permitted in the Café in the entrance area (this applies also to baby food and milk.)
- §3 With the exception of designated guide dogs or service dogs for the handicapped no **dogs or other animals** are allowed into the galleries. Dogs on a leash are permitted in the Café in the entrance area.
- §4 **Heavy, cumbersome, pointed or wet items** are not permitted in the galleries for reasons of conservation and security and have to be deposited at the cloakroom or in a locker. Small indispensable personal items may be transferred into a plastic bag and may be taken into the galleries. Plastic bags are available at the cloakroom. Specifically suitcases, knapsacks, sport bags, shopping bags, travel bags, messenger bags or briefcases, musical instruments and large drawing portfolios, toys with pointed corners or sharp edges, rainwear, umbrellas etc. are not permitted into the galleries. Handbags are permitted as per §6. However, oversize handbags extending by more than 20cm in length or width from the carrier's body are not permitted. Heavy coats and jackets carried over the arm are not allowed during days of heavy visitor traffic.
- §5 **Handbags** with small essential personal items such as wallets, handkerchiefs, cosmetics, medicines, ID cards, cell phones, agendas, etc. are permitted in the galleries. Handbags in the form of shoulder bags with longer straps may be carried across or on the shoulder, though as far in front of the body as possible. Handbags in the form of small knapsacks are permitted but may not be carried on the back. In principal, all other knapsacks are prohibited. As per §5 bags may not extend by more than 20cm in length or width from the body. Only one bag is permitted per visitor. During days of heavy visitor traffic or in exhibitions with small or delicate works of art, the supervising attendants may further prohibit the carrying of handbags or reduce the size limitations for safety reasons.
- §6 **Small folding umbrellas** are permitted when in a handbag or a plastic bag.
- §7 **Walking canes** are permitted when outfitted with a rubber tip at the end. Other walking aids such as walkers are permitted. Umbrellas functioning as walking canes are not permitted.
- §8 **Baby strollers or buggies** are permitted in the museum galleries if they do not contain any other items as mentioned in §3 and §5. Carrying devices for children must be worn on the front of the body. Children may not be carried on the shoulders of their parents. The supervising attendants may limit the access of baby strollers or buggies during days of heavy visitor traffic and in the case of unwieldy strollers. Museum-owned baby buggies are available from the cloakroom with a deposit. Soft children's toys without pointed corners or sharp edges are permitted (teddy bears, cloth dolls, etc.)
- §9 The Kunsthau Zürich **declines all liability** for any unattended items left in the lockers.
- §10 **Lost items** can be picked up at the cloakroom desk.
- §11 The **artworks** may not be touched. A distance of at least 50cm always has to be maintained.
- §12 **Children and young people** are under the responsibility of their parents or an accompanying adult.
- §13 **Free groups and school classes** must announce their visit in advance. Group leaders, teachers and class assistants are asked to follow the supplemental instructions of the supervising attendants. During days of heavy visitor traffic the simultaneous admission of groups will be restricted.
- §14 **Writing and drawing** is permitted only with graphite pencils or colored pencils on appropriate writing or drawing boards. Cardboard boards can be borrowed from the cloakroom staff. Pens with liquids (fountain-pens, felt pens, ballpoint pens), chinks and charcoals, brushes etc. as well as scissors and knives are prohibited. Exceptions can be made for ballpoint pens for persons over the age of 16 years if good reason is given.
- §15 **Photographing** for private purposes without flash, without tripod and without selfie stick is permitted in the galleries of the permanent collection and in the galleries with temporary exhibitions. Exhibitions and artworks where the artists or lenders have stipulated no photography are labelled accordingly.
- §16 **Mobile telephones** must be switched off during the museum visit.
- §17 The **audio appliances** lent to the visitors by the museum (Audioguide, receiver and headphones of the tour system) may not be handed out to children under the age of 6. For older children with an accompanying adult and for young people a Young Guide is available. The accompanying adult needs to be able to assure that the devices will only be used for their designated purpose and will not be damaged in any way.
- §18 **All activities** which negatively can effect safety, order, cleanliness and calm in the Kunsthau Zürich must be avoided. The directions of the supervising attendants are to be followed at all times. In the event of multiple infringements against the general house rules or the directions of the supervising attendants, the latter are permitted to bring to an end the visit at the Kunsthau Zürich. The entrance fee will not be reimbursed.

Zürich, 11 November 2015 / Director's Office of Supervising Attendants