

Welcome!

Dear visitors,

Welcome to the Kunsthaus Zürich. We hope you enjoy your visit!

By entering the premises of the Kunsthaus Zürich you agree to abide by the general house rules and to follow all instructions given by members of visitor services staff for the maintenance of safety for persons and artworks. The general house rules are available at the cash desk and in the shop, and are published at www.kunsthhaus.ch. Visitor services staff will decide in case of doubt.

Please bear in mind the following house rules:

- Bags, rucksacks, and coats should be deposited in one of the lockers in the basement or handed in at the staffed cloakroom. Small handbags may be carried on the arm.
- If you wish to take a break during your visit, folding stools are available.
- Animals are not allowed inside the museum, except for assistance dogs.
- Food and drink may only be carried and consumed in the entrance halls on the ground floor and in the gardens.
- Photography for private purposes without the use of flash, tripods or selfie sticks is permitted (except where indicated next to the work concerned).
- Please set your mobile phone to silent to avoid disturbing other visitors.
- Smoking is permitted in the gardens.
- Independent groups and school classes must announce their visit in advance. Our visitor services staff will familiarize school classes with the rules of the Kunsthaus.
- Please supervise your children.
- Please use a firm base when painting with crayons and pencils.
- Please keep your distance from the artworks.
- In the event of serious breaches of these rules, members of staff are authorized to instruct the person concerned to leave the building, with no entitlement to reimbursement of the entrance fee.

Thank you for your attention.

GENERAL HOUSE RULES

- §1 The Kunsthaus Zürich is **smoke-free**. Smoking is permitted in the gardens.
- §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 assistance dogs, 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 in a locker. Small, indispensable personal items may be transferred into a plastic bag and taken into the galleries. Plastic bags can be obtained from staff in the entrance area. Specifically, suitcases, rucksacks, sports bags, travel bags, shopping bags, 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 §5. However, oversized 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 when the Kunsthaus is busy.
- §5 **Handbags** containing small, essential personal items such as wallets, handkerchiefs, cosmetics, medicines, ID cards, mobile telephones, 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 in front of the body where possible. Handbags in the form of small rucksacks are permitted but may not be carried on the back. As per §4, handbags may not extend by more than 20cm in length or width from the body. Only one handbag is permitted per visitor. When the Kunsthaus is busy or in exhibitions containing small or delicate works of art, visitor services staff 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 fitted with a rubber tip at the end. Other walking aids such as walking frames 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 §2 and §4. Carrying devices for children must be worn on the front of the body. Children may not be carried on the shoulders of their parents. Visitor services staff may limit the access of baby strollers or buggies if they are unwieldy or the Kunsthaus is busy. 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 Kunsthaus Zürich **declines all liability** for any items left in the unattended cloakrooms and lockers.
- §10 **Lost items** can be collected from the shop.
- §11 The **artworks** may not be touched. A distance of at least 50cm must be maintained at all times.
- §12 **Children and young people** are the responsibility of their parents or an accompanying adult.
- §13 **Independent groups and school classes** must announce their visit in advance. Group leaders, teachers and class assistants are asked to follow the supplemental instructions of visitor services staff. When the Kunsthaus is busy the simultaneous admission of groups will be restricted.
- §14 **Writing and drawing** is permitted only with graphite pencils or coloured pencils on appropriate writing or drawing boards. Cardboard boards can be borrowed from the audioguide issue point. Pens containing liquids (fountain-pens, felt pens, ballpoint pens), chalks 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 **Photography** for private purposes without the use of flash, tripods or selfie sticks is permitted in the permanent collection and temporary exhibition galleries. Exhibitions and artworks where the artists or lenders have stipulated no photography are labelled accordingly.
- §16 **Mobile telephones** must be set to silent while in the galleries.
- §17 **Audio devices** lent to visitors by the museum (audioguides, receivers and headphones of the tour system) may not be handed out to children under the age of 6. A young person's guide is available for older children with an accompanying adult and for young people. The accompanying adult must 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** that impair safety, order, cleanliness and calm in the Kunsthaus Zürich must be avoided. The directions of visitor services staff are to be followed at all times. In the event of multiple infringements of the general house rules or the directions of visitor services staff, the latter are permitted to instruct the person(s) concerned to leave the Kunsthaus Zürich. The entrance fee will not be reimbursed.