

House Rules – Extended Version -

Dear visitors,

We are pleased to welcome you at Stiftung Museum Schloss Moyland. These house rules are intended to experience the museum area in a pleasant atmosphere. They apply to the museum building and the outside area (park, museum shop, parking space).

These house rules are binding upon all visitors and apply to employees of companies staying at Museum Schloss Moyland due to a corresponding commission. In addition to our house rules our staff's instructions shall be followed all the time.

These house rules include general regulations. There may be exceptions on grounds of special events.

1. Entrance fees and opening hours

- 1.1 Entrance fees and opening hours of Museum Schloss Moyland are established separately by the museum management. They are displayed at the box office (or go to www.moyland.de).
- 1.2 In case of overcrowding or for special reasons the museum may be closed in full or in part.
- 1.3 The museum shall only be entered, if you hold a valid ticket. Any unauthorized entry will be reported to the police.
- 1.4 Children who haven't attained the age of 14 shall be accompanied by a person of age.

2. General regulations

In order to enjoy your visit to the museum the following should be paid attention to:

- 2.1 Please do not disturb, molest or endanger other visitors and do not damage any objects exhibited.
- 2.2 Visitors will be liable for any damage caused intentionally.
- 2.3 Persons having parental authority and group leaders are responsible for a decent behaviour of the children and youths in their company.
- 2.4 Except for assistance dogs you are not allowed to bring any animals to the museum.
- 2.5 Bicycles, skateboards, inline skates, city rollers, etc. are prohibited in the park.

- 2.6 For safety reasons stairways, passageways and signposted escape routes must be unobstructed all the time.
- 2.7 Assemblies, parades or political agitation and molesting other persons as well as begging and hawking are prohibited.
- 2.8 Carrying along weapons or dangerous objects that could be used as cutting weapon, thrusting weapon or stabbing weapon as well as aerosol cans containing substances that are dangerous to health or colouring substances are prohibited. Letting off a firework in the area of Museum Schloss Moyland is prohibited.
- 2.9 Persons who are obviously under the influence of alcohol or drugs may be expelled from the museum area.
- 2.10 Offering goods or services as well as advertising activities in the area of Museum Schloss Moyland require a prior written approval by the museum management. This also applies to visitor polls, visitor counting, collecting signatures or similar activities.
- 2.11 Staying overnight in the area of Museum Schloss Moyland is prohibited.

3. Wardrobe

- 3.1 During the museum's opening hours and during special events you may deposit your clothes in the cloakrooms at the entrance of the castle building and at the barley.
- 3.2 Bulky or wet objects, umbrellas, sticks (except for walking aids for medical reasons), selfie sticks, backpacks, shopping bags or oversized handbags shall not be brought to the exhibition rooms. They shall be deposited in the lockers and/or in the cloakroom. In case of doubt the museum staff will decide on the objects that may be carried along.
- 3.3 Any person leaving luggage unattended will face significant fees for security operations. These fees will be charged on to you by Stiftung Museum Schloss Moyland.
- 3.4 Any liability for valuables (money, shares, precious objects, etc.) deposited in the cloakroom and/or in lockers is excluded.

4. How to behave in exhibition rooms

- 4.1 Smoking, eating and drinking in the exhibition rooms is not permitted.
- 4.2 Putting clothes on the arm in the collection rooms and exhibition rooms is prohibited for conservational and safety reasons.
- 4.3 If you want to look after your baby and/or toddler, please use the baby's changing tables in the sanitary rooms.
- 4.4 Buggies and wheelchairs (both manually operated or suitable for indoor use) may be used in our rooms. During your visit wheelchairs may be provided free of charge.
- 4.5 We reserve the right to regulate buggy access for safety reasons.

- 4.6 Please respect other visitors by avoiding any noise and loud speaking. In the collection rooms and in the exhibition rooms mobile phones should be switched to silent mode.
- 4.7 Do not touch or access any exhibition objects. Keep a distance of min. 50 cm to a work of art.
- 4.8 If a work of art is damaged, the supervisory staff will be entitled to take down the perpetrator's personal data.
- 4.9 During opening hours all exhibition rooms are monitored permanently by way of electronic cameras.
- 4.10 In the exhibition rooms our folding stools may be used. They are available free of charge at the information desk in the castle building and in the exhibition hall.
- 4.11 In close vicinity to the exhibition objects no objects shall be used that could pose a risk to the exhibition objects.

5. Videos, photos or audio recordings

- 5.1 You are allowed to take photos (no flashlight) in the exhibition rooms and in the outer area for private purposes.
- 5.2 Commercial or editorial photos or video shootings require a written approval by Stiftung Museum Schloss Moyland. Please contact our Press and PR Department prior to visiting us. Any commercial use of videos, photos or other recordings or the use of additional light sources (flashlight, video lamps) and tripods require a corresponding approval.
- 5.3 Please respect other visitors when taking photos or when shooting videos.
- 5.4 In particular, you are required to comply with all provisions of the copyright law.
- 5.5 Taking photos or shooting videos using a so-called camera drone or carrying along such equipment in the area of the museum is prohibited.

6. Supervisory staff

- 6.1 The supervisory staff is required to ensure that the house rules are complied with. For this reason the staff's instructions shall be followed all the time.
- 6.2 If you fail to comply with the house rules or don't follow the supervisory staff's instructions you may be expelled from the house. This also applies to persons molesting other visitors, entering facilities without permission, failing to follow the supervisory staff's instructions or prohibition signs or mandatory signs or who are otherwise annoying.
- 6.3 Visitors repeatedly failing to comply with the house rules or follow the supervisory staff's instructions may get barred.

7. Lost property

Objects found in the buildings or in the outer area shall be given to the supervisory staff or to the box office staff.

8. North Tower viewing platform

It is expressly pointed out that physical fitness is required to climb the 104 mostly irregularly shaped stairs to get to the tower's viewing platform. The platform's floor is made of grids. Wearing sturdy shoes is, therefore, recommended.

Special attention must be paid upon descending.

Persons suffering from vertigo or health problems making it difficult to ascend should not visit the viewing platform.

9. Limitation of liability

9.1 Using the facilities of Museum Schloss Moyland shall be at your own risk. Instructions by the supervisory staff shall be followed all the time. This also applies to prohibition signs or mandatory signs.

9.2 Stiftung Museum Schloss Moyland shall only be liable for any damage attributable to intent or gross negligence. This limitation shall not apply to any injury to life, body or health.

10. General provisions

10.1 These house rules apply with immediate effect. An extract from these house rules is displayed at the box office of Stiftung Museum Schloss Moyland.

10.2 If individual provisions of these house rules are ineffective, this shall not affect the validity of the remaining provisions.

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