

House Rules

Welcome to Hamburger Kunsthalle.

Certain rules are essential in order to show consideration to visitors and their interests and to ensure the safety of exhibits. These House Rules are binding for all visitors. You accept the following House Rules by entering the museum building.

Miscellaneous

Hamburger Kunsthalle is a foundation under public law. The museum sees itself as a public institution. According to the ICOM definition, Hamburger Kunsthalle sees itself as a non-profit, permanent institution in the service of society that researches, collects, preserves, interprets and exhibits tangible and intangible heritage. Open to the public, accessible and inclusive, Hamburger Kunsthalle embraces diversity and sustainability.

Individual provisions

1. Visitors

- Anyone is welcome to visit Hamburger Kunsthalle in principle.
- Children under the age of 6 are only admitted to Hamburger Kunsthalle if accompanied and supervised by an adult. This accompanying person is responsible for supervision. Teachers or persons accompanying school classes, youth and children's groups are obliged to be present during the museum visit and to supervise the group until it leaves the institution.
- Persons who are recognisably under the influence of alcohol or drugs will not be admitted.
- Staff members exercise domiciliary rights. Instructions issued by staff members must be complied with.

2. Opening hours

- Tuesday to Sunday, 10 am to 6 pm. Thursday, 10 am to 9 pm. Closed on Monday.
- The Department of Prints and Drawings is open for the exhibit of drawings, prints and illustrated books from 2 to 5 pm on Tuesdays, Thursdays and Fridays.
- The Library is open from 11 am to 5 pm on Tuesdays, Wednesdays and Fridays and from 11 am to 8 pm on Thursdays. Unfortunately, no books can be borrowed from 1 to 2 pm.
- Separate opening hours may apply on certain public holidays. They will be announced in a suitable form in advance and on the website.
- Individual exhibition rooms may be closed temporarily if necessary. This will also be announced in a suitable form.

3. Price of admission

- The admission prices are governed by the schedule of charges. The main provisions of the schedule of charges are available for inspection in the box office area and on the website.
- It is prohibited to resell validated tickets.

4. Storage

- For security reasons, all bags larger than DIN A4 must be handed in at the cloakroom or placed in one of the lockers.
- Visitors are not allowed to carry rucksacks on their backs.
- Umbrellas, photo tripods, sticks (unless they are required as walking aids), skateboards, inline skates etc. must be handed in at the cloakroom.
- Pushchairs may be taken into Hamburger Kunsthalle, but without large bags on or in the pushchair.
- Bags must be presented to the supervisory staff when entering or leaving the museum if there are justified reasons.
- Liquids of any kind are prohibited in the collection rooms.
- Perishable or foul-smelling objects or objects that present a fire hazard, flammable or corrosive liquids and e-bike batteries must not be handed in for storage or brought into the museum. This also applies to weapons of all kinds and to objects that might injure persons or damage property.
- Visitors who lose their locker keys will be charged €30 to replace the cylinder.

5. Conduct at Hamburger Kunsthalle

- Visitors must act considerately towards others. All facilities must be treated with care.
- It is not permitted
 - to carry larger items of clothing over your arm. They must either be worn or handed in at the cloakroom.
 - to bring animals into the Kunsthalle (except therapy/guide dogs)
 - to touch works of art unless they have been explicitly approved for this purpose
 - to smoke at Hamburger Kunsthalle
 - to eat or drink, except in the rooms provided for this purpose
- Insults, discrimination and defamation of persons based on gender, sexual orientation, origin, religion, disability, age or income, as well as anti-democratic and extreme political statements, will not be tolerated.
- Any form of verbal or physical harassment, threats or injury to others is prohibited.

6. Suggestions, complaints, lost property

- All staff members at Hamburger Kunsthalle and Visitor Services are happy to receive suggestions and complaints. They can also be communicated to Visitor Services.
- Please hand in lost property at the cloakroom or box office.

7. Photography and filming

- Photography and filming within the museum are permitted for personal use only. Tripods, flashes or lamps must not be used. Photography or filming for personal purposes may also be prohibited in certain cases.
- Photography or filming for non-personal purposes may be permitted under certain circumstances upon written request and payment of a fee as stated in the schedule of charges as amended.
- The person taking photographs or filming is responsible for observing copyright and ownership rights.
- Photographs, films and audio recordings of museum staff are only permitted with their explicit consent.

8. Liability

Visitors are liable for any damage they cause to museum objects in accordance with the provisions of the German Civil Code (BGB). Persons responsible for the supervision of minors are liable for any damage caused by them.

9. Deviations from the House Rules

Deviations from these House Rules that arise from the respective requirements of the museum shall be regulated in consultation with the Board of Directors.

10. Violations of the House Rules

Persons who violate the House Rules may be expelled from the museum. The admission charge will not be refunded in this case. Repeat violations of the House Rules may be sanctioned with exclusion from visiting Hamburger Kunsthalle for an extended period or even permanently.

11. Entry into force

These House Rules enter into force on 19 February 2025. They replace the previous visitor rules.

Hamburger Kunsthalle
The Board of Directors