

## Information for Tour groups

Welcome to the Lutherhaus. So that your visit to the Lutherhaus is as pleasant as possible, we recommend that you register your visit in advance. We have compiled all the important information you might need to plan your visit below.

### *Groups*

- A group consists of no fewer than 10 and no more than 30 individuals. Large groups have to split up and enter the museum at intervals of at least 30 minutes.

### *Delays and Cancellations*

- In the event of a delay, please inform us by calling: (+49 36 91) 29 83 0.
- In the event of a delay of no more than 20 minutes, the length of booked **education** courses will be shortened. In the event of a delay of over 20 minutes, the booked course will be canceled and the fee will be forfeited.
- If you cancel a booked **education** course, you will be charged one of the following fees:

Cancelation at least 48 hours before course start:	€ 0
Cancelation at least 24 hours before course start:	50% of the fee
Cancelation on the day of the course:	full fee

### *Parking*

- A drop off/pick up zone for registered tour groups is located next to the Lutherhaus Eisenach where visitors can easily get on and off their buses. A bus parking lot is located just 200 m away at the Bachhaus (am Frauenplan).

### *Accessibility*

- Nearly all of the Lutherhaus Eisenach is universally accessible.
- The exhibition has limited accessibility for visually-impaired visitors.

### *Guided Tours*

- The permanent exhibition “Luther and the Bible” is self-guided and designed for visitors to discover all sorts of things on their own, thus making guided tours and audio guides unnecessary. Guided tours of special exhibitions are regularly offered to the public.

### *Conduct in the Museum*

- Pictures may be taken **without any flash** or tripod in the Lutherhaus Eisenach for personal use.
- With the exception of guide dogs, pets may not be taken into the museum.
- Food and beverages may not be taken into the galleries or the courtyard.
- Smoking is prohibited inside the entire museum including the courtyard.
- Outerwear, umbrellas, backpacks and purses larger than DIN A 4 (20×30 cm) must be left at the coat check or in a locker.
- See the Museum Rules for more information.

### *Our Services*

- Vending machines with coffee and snacks are located in the lobby. Food and beverages may only be consumed in the area around the vending machines. Seating is located there as well as in the exhibition and our shop.
- Every visitor is entitled to use the WLAN in the Lutherhaus free of charge for 30 minutes.
- The museum shop offers a wide assortment of items related to Luther, the Reformation, the Bible and the church. Our richly illustrated exhibition catalog can only be purchased in museum shop.

### *Video Surveillance*

- For the protection of visitors and exhibition objects, the museum's premises are monitored by video camera.

### *Contact*

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