

MUSEUM RULES

Dear Visitors,

Welcome to our museum. We wish you a pleasant visit. Please familiarize yourself with the Museum Rules at the start of your visit.

Purpose of the Museum Rules

Since these Museum Rules are intended to make your visit to the museum a pleasant experience, it is in your own interest to abide by the Museum Rules.

Property Owner's Rights

Since the management, represented by the staff of the Lutherhaus Eisenach, exercises the rights of a property owner, any instructions they issue must be followed. They are intended to keep visitors safe and to protect the cultural heritage in the possession of the Lutherhaus Eisenach. For the protection of visitors and exhibition objects, the museum's premises and exhibition galleries are monitored by video camera.

Admission and Hours

1. The Lutherhaus Eisenach's admission prices and hours are specified elsewhere and are posted at the admissions desk.
2. The museum may be closed to visitors entirely or in part in the event of overcrowding or for some other reason.

Museum Visitors

1. All visitors must abide by the Museum Rules. When you enter the museum building, you are agreeing to accept these rules as well as all others issued to maintain safety and security.
2. Generally, everyone will be admitted. Individuals who are clearly inebriated or intoxicated will be denied admission, however.
3. The museum welcomes children, young people and adults. Children younger than six may enter the exhibition galleries only when accompanied by an adult.

Conduct in the Galleries

1. Exhibition objects may not be touched. Objects that could damage exhibited objects should not be taken anywhere near them.
2. With the exception of guide dogs, animals may not be taken into the museum building. We recommend that visually impaired visitors to the museum bring a personal assistant.
3. Food and beverages may only be consumed in the vicinity of the coffee vending machines. Food and drink are not permitted in any other rooms of the museum (exhibition galleries, courtyard, stairwell and foyer). Smoking is prohibited inside the museum and in the courtyard.
4. Visitors are liable for any damage caused by their conduct. They will also be charged for expenses in the event that they negligently or intentionally activate the burglar or fire alarm. Parents, legal guardians and chaperones are liable for damage caused by children under their supervision.
5. Adults accompanying children and young people will be held accountable for any individuals under their supervision. Our insurance policy dictates that an adult must be present for the duration of a visit to the museum and provide adequate supervision.
6. Visitors are asked to refrain from anything contrary to public decency, safety or order. Wireless, cellular and video equipment, tablet computers, musical instruments or playback equipment may not be used in the exhibition galleries. Cellular phones may be used only in the event of an emergency.
7. Hallways, stairways and emergency exits must be kept clear. Emergency exits may only be used in the event of an emergency.
8. Management is entitled to search visitors upon suspicion of theft. When the burglar alarm is activated, management is entitled to close every exit except the main doors in order to search visitors there.
9. Guided tours through the museum may only be conducted by the staff of the Lutherhaus Eisenach.
10. Wheelchairs may be used in the museum. We recommend that wheelchair users bring a personal assistant.
11. Promotional activities may only be conducted and flyers, handbills and the like may only be distributed with the prior written consent of the management of the Lutherhaus Eisenach. The museum's promotional materials may only be used for the purpose of personal information.

Checking Outerwear and Large Bags

Exhibition galleries may not be entered with outerwear or bulky objects of any kind, e.g. umbrellas, backpacks and purses larger than DIN A 4 (ca. 20×30 cm), or strollers. In the event of uncertainty, the security staff

will decide. A coat check and lockers are available to store the aforementioned items as well as coats, jackets, etc. Lockers may not be used to store dangerous items. Items checked at the coat check must be picked up on the same day before the museum closes and lockers are emptied. The Lutherhaus Eisenach reserves the right to empty unemptied lockers. Items that have not been retrieved will be treated as lost items. Visitors are liable for any loss of locker keys in the full amount. Lutherhaus Eisenach is not liable for valuables checked at the coat check area.

Changing Room

A changing room is located near the wheelchair accessible bathroom.

Photography and Filming

Photography without a flash for personal use is generally permitted in the exhibition galleries. Visitors' privacy rights must be respected. The use of flashes and tripods is not permitted.

Photography for commercial and scholarly purposes or in conjunction with reporting (news media) is permitted only with the written consent of the Lutherhaus Eisenach. Films may only be made with the written consent of the Lutherhaus Eisenach.

Security Staff

Our security staff is glad to provide you information and assistance.

Our security staff has been instructed to ensure that Museum Rules are observed. They are authorized to check identification. Instructions issued by security staff must be followed. Should the Museum Rules or the security staff's instructions not be followed, museum staff will instruct the person concerned to leave the museum. Visitors that repeatedly violate Museum Rules and security staff's instruction may be banned from the museum's premises.

Admission will not be refunded to anyone instructed to leave the museum.

Our staff is not permitted to accept tips or gifts. A donation may be made to the Lutherhaus Eisenach at any time, however.

Lost Items

Please turn in any items you find in the museum at the reception desk. Lost items will be handled as the law dictates. A handling fee will be charged to forward forgotten items. The fee, based on labor and postage, will be at least € 15.

Effectiveness

The Museum Rules go into effect immediately. They are posted in the vicinity of the admissions desk. They can also be viewed on the website of the Lutherhaus Eisenach.

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The Management

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