

House and visitor rules

Dear visitors,

we warmly welcome you to the Cultural History Museum of Rostock and wish you a pleasant visit.

The house rules and visitor regulations are designed to make your visit as pleasant as possible. They serve to protect people and historical objects throughout the building and are mandatory for all guests.

By entering the museum, you agree to comply with our regulations and all other instructions issued to maintain operational safety.

The safety of people and the pieces of art in the building is our top priority.

The house rules and visitor regulations apply to all parts inside and outside the building.

General information

Smoking is prohibited throughout the museum and in the courtyards belonging to the museum.

We kindly request that you behave in a manner appropriate to this cultural venue and remain a appropriate volume. We kindly request that you abstain from making phone calls during your visit.

Bringing and consuming food and drinks in the exhibition rooms and in the courtyards belonging to the museum is prohibited.

The exhibition rooms and courtyards belonging to the museum are not playgrounds.

Animals (except trained assistance dogs) are not permitted in the exhibition rooms or the museums inner courtyards.

Photography and filming for private purposes only is permitted in the exhibition areas and courtyards belonging to the museum with the permission of the museum management. Permission is granted by purchasing a photography permit at the information desk/ticket office. The corresponding permit must be clearly visible on your clothing and worn throughout your whole visit. The use of flashes, spotlights and tripods is not permitted.

Photography and filming for commercial purposes and in the context of current media reporting require a permit.

Stairs, passageways and escape routes must be kept clear for safety reasons.

In the event of a fire alarm, the instructions of the museum staff must be followed without exception.

The exhibition rooms are monitored and recorded by CCTV for security reasons.

Behaviour in the exhibition rooms and securing the exhibits

Before entering the exhibition rooms, bulky items of all kinds, toys, Nordic walking poles, umbrellas, raincoats, wet clothing, bulky coats and jackets, all types of backpacks and carrying frames, as well as bags larger than DIN A4 size (approx. 20 x 30 cm) must be left at the wardrobe free of charge and locked away by the entrance area. For safety reasons, clothing may not be carried in the exhibition rooms by hanging it over the arm or shoulder. Exceptions are necessary approved walking aids. In cases of doubt, we ask you to comply with the decision of the supervisory staff.

Lost property will be stored at the information desk/ticket office. No liability is accepted for items left in the wardrobe.

Valuables, e.g. money, cheques and jewellery, must not be left in the lockers. If valuables are nevertheless left in the items stored in the lockers, no liability can be accepted.

Please behave in such a way that there is no risk of damage to the exhibits. It is not permitted to touch the exhibits. It is not permitted to climb onto pedestals or lean on display cases. Cordoned-off areas must not be entered. Exceptions are marked. Objects that could cause damage must not be handled in the immediate vicinity of the exhibits.

Visitors are liable for any damage caused by improper behaviour.

Visitors are prohibited from bringing the following items with them: racist, xenophobic, violence-glorifying, discriminatory, anti-Semitic and right-wing and/or left-wing extremist propaganda material. The same applies to clothing bearing lettering or symbols with clearly racist, xenophobic, violence-glorifying, discriminatory, right-wing and/or left-wing extremist tendencies.

Parents and other guardians must fulfil their duty of supervision throughout the entire visit. They are liable for the persons entrusted to their care. Infants and children up to the age of six must be accompanied and supervised by their guardians.

Teachers must fulfil their supervisory duties throughout the entire visit. Participation in a guided tour does not exempt them from this duty. Groups with underage pupils must be accompanied by two adults. Teachers, group leaders and guardians are responsible for ensuring that the children and young people in their care behave appropriately.

baby carriage

Baby Carriages may only be taken into the museum and exhibition rooms in exceptional cases. They pose a considerable risk, especially to low-hanging exhibits or those mounted on pedestals, not least when visitor traffic is heavy. The information desk/ticket office staff will decide on any exceptions.

wheelchair users

Lifts are available in the exhibition areas for wheelchair users. If you require assistance, please contact our staff. Self-propelled wheelchairs for outdoor use are not permitted inside the museum. In cases of doubt, the staff at the information desk/ticket office will decide. We have suitable wheelchairs available for visitors.

guided tours

Expert guided tours of the museum are conducted exclusively by museum staff. Groups led by external guides are not permitted.

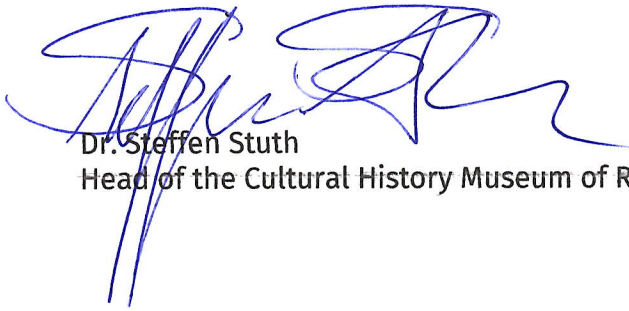
Group tours can be booked by calling +49 (0)381 381 4530 or emailing kulturhistorisches.museum@rostock.de.

An exception is made for short guided tours of the north cloister and the university church. However, the museum is under no obligation to allow such short guided tours. The house rules and visitor regulations apply in full during a short guided tour. The tour guide must remain with the group throughout their entire stay in the museum.

Liability/Supervisory staff/Ban from premises

We would like to point out that visitors are liable for any damage caused by their behaviour. The instructions of the supervisory staff must be followed without restriction. If the house and visitor rules or the instructions of the supervisory staff are not followed, the museum management or its representative may prohibit the persons concerned from remaining in the building. Visitors who repeatedly fail to comply with the visitor regulations and the instructions of the supervisory staff may be banned from the premises.

Rostock, 2 January 2024

A handwritten signature in blue ink, appearing to read 'Stuth', with a stylized, flowing script.

Dr. Steffen Stuth
Head of the Cultural History Museum of Rostock