

## **Visitor Guidelines**

Welcome to the Beethoven-Haus!

### **Security**

We kindly ask you to observe the rules of the guidelines and to follow the instructions of the museum staff. If they are not followed, the further visit of the Beethoven-Haus may be prohibited by the staff. If you are expelled from the museum, your admission fee will not be refunded.

### **Safety**

The museum is a historic landmarked building with low ceiling beams and railings, unusual stair spacing, and varying floor levels. For your own safety, please move through the building and exhibition with appropriate caution. As parents or adult companions, please ensure that the underage children behave appropriately and fulfil your duty of supervision.

### **Cloakroom**

Please lock bulky items, backpacks, large bags, suitcases, wet items, etc. in the cloakroom lockers. Strollers should be parked in the cloakroom area; depending on the situation, a parking space is also available in the museum hallway. Small handbags and walking aids can be taken into the exhibition. If necessary, folding museum chairs are available in the museum. In case of doubt, the supervisory staff will decide what you may take with you.

No liability is accepted for items left in the cloakroom, unless damage is the result of intent or gross negligence on the part of the Beethoven-Haus Association.

### **Medication**

A medicine bag may be taken into the exhibition.

### **Photography and filming**

Photography and filming in the exhibition rooms (with the exception of the Treasury) is permitted exclusively without flash, without additional light, without a tripod, without a selfie stick and only for private purposes. A general ban on photography and filming may apply to temporary exhibitions. Please follow the instructions on site. When taking photographs, please be considerate of other visitors.

For press and commercial purposes, filming and photography permits are required. Please contact our press and public relations department in advance: [presse@beethoven.de](mailto:presse@beethoven.de).

### **Mobile phones**

The use of mobile phones in the exhibition halls is permitted on a limited basis. In certain cases, e.g. if other guests are severely disturbed by loud phone calls, the use may be prohibited. In case of doubt, the supervisory staff will decide.

### **Smoking ban**

Smoking is generally prohibited in all indoor and outdoor areas of the museum.

### **Consumption of food and beverages**

The consumption of food or beverages is not permitted. In special cases (e.g. in particularly hot weather, for pregnant women and small children) exceptions are possible (consumption of drinks in the inner courtyard).

In certain cases (e.g. booked tours with reception) the consumption of food or beverages in the courtyard/garden is permitted.

**Animals**

Animals, with the exception of assistance dogs, may not be brought into the exhibition.

**Property protection and damage regulation**

Visitors are liable for all damages caused by their behaviour. The obligation to reimburse costs also exists in the case of negligent or intentional triggering of the alarm. The historical furniture, exhibits, display cases and explanatory panels may not be touched.

The museum is not air-conditioned and only slightly tempered; windows may only be opened by the museum staff.

Stairways and passageways must be kept clear at all times for safety reasons.

**Mediaguides**

For individual visitors, we offer the smartphone app "Beethoven-Haus Bonn" for free download from the Apple Store and Google Play (in German, English, French, Italian, Spanish, Chinese, Korean and Japanese). In German, a version for children and inclusive versions for the blind and visually impaired, in plain language and in sign language are also available.

Free loaners are available (subject to availability) in the museum store. Visitors are liable for any damage caused to the loaner equipment.

**Visitor groups**

Guided tours are available exclusively through in-house staff and are conducted in part with the aid of electronic guidance systems. Receivers and headphones are distributed at the beginning of the tour and collected again at the end. The group leader is jointly responsible for the proper use and return of the devices. If individual participants in a group leave early, they must return the devices to museum staff immediately. Group leaders are responsible for the appropriate behaviour of group members. Groups of children or teenagers must be accompanied by at least one adult. If a larger group is split up, it must be ensured that there are enough responsible contact persons.

**Opening hours**

The permanent and temporary exhibitions are open Wednesdays through Mondays from 10:00 a.m. to 6:00 p.m. Limited time slot tickets are available through [www.bonnticket.de](http://www.bonnticket.de) and on-site in the museum store.

Large groups are asked to register in advance at the museum office: [museum@beethoven.de](mailto:museum@beethoven.de).

**Feedback**

We welcome your feedback in the guestbook on display. Please feel free to send further feedback after your visit to the museum office at [museum@beethoven.de](mailto:museum@beethoven.de).

**Museum shop**

The museum shop is open Wednesdays through Mondays from 10:00 a.m. to 6:00 p.m..

For further information, please contact the museum shop at 0228/98 175 37.

Orders can also be placed by email to [shop@beethoven.de](mailto:shop@beethoven.de).

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For reasons of readability, we use the generic masculine, which we understand to be a neutral grammatical form of expression that is expressly intended to encompass all genders in principle for the purpose of equal treatment. The abbreviated form of language does not imply any valuation.