

GENERAL HOUSE RULES

- §1 All indoor areas of the Kunsthaus Zürich are **smoke-free**.
- §2 **Food and beverages** are not permitted in the galleries. However, they are permitted in the entrance halls and gardens (this applies also to baby food and milk).
- §3 With the exception of assistance dogs, no **dogs or other animals** are allowed into the galleries. Dogs on a leash are permitted in the entrance halls and gardens.
- §4 **Heavy, cumbersome, pointed or wet items** are not permitted in the galleries for reasons of conservation and security and have to be deposited in a locker. Small, indispensable personal items may be transferred into a plastic bag and taken into the galleries. Plastic bags can be obtained from staff in the entrance area. Specifically, suitcases, rucksacks, sports bags, travel bags, shopping bags, briefcases, musical instruments and large drawing portfolios, toys with pointed corners or sharp edges, rainwear, umbrellas etc. are not permitted into the galleries. Small Handbags are permitted as per §5. However, larger handbags and other bags and backpacks are not permitted. Heavy coats and jackets carried over the arm are not allowed.
- §5 **Small Handbags** (maximum size DIN A4 / l 30 x h 21 x w 20 cm) are permitted in the galleries. When the Kunsthaus is busy or in exhibitions containing small or delicate works of art, visitor services staff may further prohibit the carrying of handbags.
- §6 **Umbrellas (including small folding umbrellas)** are not permitted.
- §7 **Walking canes** are permitted when fitted with a rubber tip at the end. Other walking aids such as walking frames are permitted. Umbrellas functioning as walking canes are not permitted.
- §8 **Baby strollers or buggies** are permitted in the museum galleries if they do not contain any other items as mentioned in §2 and §4. Carrying devices for children must be worn on the front of the body. Children may not be carried on the shoulders of their parents. Visitor services staff may limit the access of baby strollers or buggies if they are unwieldy or the Kunsthaus is busy. Museum-owned baby buggies are available from the cloakroom with a deposit. Soft children's toys without pointed corners or sharp edges are permitted (teddy bears, cloth dolls, etc.).
- §9 The Kunsthaus Zürich **declines all liability** for the loss of personal items.
- §10 **Lost items** can be collected from the information desk.
- §11 The **artworks** may not be touched. A distance of at least 50cm must be maintained.
- §12 **Children and young people** are the responsibility of their parents or an accompanying adult.
- §13 **Independent groups and school classes** must announce their visit in advance. Group leaders, teachers and class assistants are asked to follow the supplemental instructions of visitor services staff. When the Kunsthaus is busy the simultaneous admission of groups will be restricted.
- §14 **Writing and drawing** is permitted only with graphite pencils or coloured pencils on appropriate writing or drawing boards. Cardboard boards can be borrowed from the audioguide issue point. Pens containing liquids (fountain-pens, felt pens, ballpoint pens), chalks and charcoals, brushes etc. as well as scissors and knives are prohibited. Exceptions can be made for ballpoint pens for persons over the age of 16 years if good reason is given.
- §15 **Filming and photography** for private purposes without the use of flash, tripods or selfie sticks is permitted in the permanent collection and temporary exhibition galleries. Exhibitions and artworks where the artists or lenders have stipulated no photography are labelled accordingly.
- §16 **Mobile telephones** must be set to silent while in the galleries.
- §17 **Audio devices** (audioguides, headphones, etc.) will be issued to children from the age of 6 who are accompanied by an adult.
- §18 **All activities** that impair safety, order, cleanliness and calm in the Kunsthaus Zürich must be avoided. The directions of visitor services staff are to be followed at all times. In the event of multiple infringements of the general house rules or the directions of visitor services staff, the latter are permitted to instruct the person(s) concerned to leave the Kunsthaus Zürich. The entrance fee will not be reimbursed.
- §19 CCTV is in operation at the Kunsthaus. The recordings are used for security purposes only and are automatically deleted after 60 days.