

Visitor Regulations of the Sorbian Museum in Bautzen

Dear visitors,

We are delighted to welcome you to our Museum. The Sorbian Museum is a cultural and educational institution funded by the administrative district of Bautzen.

Before you embark on your visit, we would like to draw your attention to our Visitor Regulations.

Purpose of the Visitor Regulations

Certain rules are essential in order to cater to all visitors and their interests and to guarantee the safety and security of exhibits. The Visitor Regulations are binding for all parties. When you enter the Museum building, you agree to comply with our rules and regulations. Please follow the instructions given by the Museum staff.

The Sorbian Museum is a politically neutral location. Any flyers, leaflets or posters may only be displayed with the prior approval of the person responsible for Public Relations at the Museum or the service staff. They can only be displayed in the designated locations. The rental of Museum rooms and spaces to political groups and parties is generally excluded. During events, political canvassing and advertising by political groups and parties, etc. are prohibited. This also applies to advertising that conflicts with the principles of the administrative district of Bautzen (e.g. pornography, violence or endangerment of minors). Visitors are not permitted to bring weapons and dangerous items into the Museum.

Admission prices and opening hours

(1) The admission prices and opening hours of the Sorbian Museum can be found by the ticket desks in the foyer and on our website. Tickets are valid for a single visit and are non-transferable. The fee structure is based on the currently valid resolution of the District Council (*Kreistag*).

(2) If visitors fail to attend a booked guided tour that has not been cancelled, they will be charged the total amount due for the tour.

(3) In the case of too many visitors or for special reasons, the Museum may be fully or partially closed.

Cloakroom and luggage

(1) Lockers and a cloakroom are available for the storage of clothing and bags. The Museum assumes no liability for these stored items.

(2) For the protection of exhibits and safety reasons, bulky or wet items are not permitted in the exhibition areas, for example umbrellas, rainwear, rucksacks and bags larger than A3 size (approx. 30 x 42cm). These items must be left in a locker or the cloakroom. In case of doubt, the final decision shall be made by the visitor service staff.

(3) Visitors are permitted to bring their own prams and pushchairs to the Museum.

Baby changing room

You can find a baby changing room in the disabled toilet on the ground floor.

Lost property

If you come across any lost items in the Museum, please hand them in to our visitor service in the foyer. We will keep lost property handed in to us under the legal provisions.

Smoking ban

The Museum is a non-smoking facility. This means that smoking is not permitted anywhere in the Museum, including the foyer.

Animals

With the exception of guide dogs, animals are not permitted inside the Museum.

Parking facilities and bicycle stands

Car parking is not permitted anywhere on the grounds of Ortenburg Castle. Please park bicycles in the designated stands in front of the Museum entrance.

Exhibit protection

(1) For security reasons and to protect the exhibits against damage, we would like to ask you not to touch the Museum's exhibits. Exhibits that visitors are invited to touch are marked as such.

(2) Our Museum Café area in the foyer offers you a selection of drinks. Food and drink are not permitted in the other areas of the Museum.

(3) Individuals who disturb or endanger the operation of the Museum or damage the Museum's reputation may be banned from visiting the Museum. This also applies to violations of the Visitor Regulations.

(4) We ask teachers, group leaders and parents or guardians to ensure that the children and young people whom they are accompanying behave accordingly and remain in their groups.

(5) The use of emergency exits is only permitted in case of emergency.

(6) In the event of a burglar alarm, the responsible on-site coordinator is entitled to close all exits other than the main exit to allow the police to carry out visitor checks.

(7) We kindly ask that you refrain from all activities that may be detrimental to safety, security and order in the Museum. You will be held liable for all damages caused as a result of your conduct.

Photography and filming

(1) Filming and photography for private use are permitted if a film and photo permit has been acquired from the ticket desk and no flash is used. Specific rules apply to special exhibitions and can be provided by the staff at the ticket desk. Commercial recordings require prior approval and normally involve a fee unless they are to be used to advertise the Museum and have been approved by the Museum management. Please register such recordings in advance by contacting sekretariat@sorbisches-museum.de, tel. +49 3591 2708700.

Visitor service

Our service staff are responsible for ensuring compliance with the Visitor Regulations. Please therefore follow the instructions given by our service staff. If visitors fail to comply with the Visitor Regulations or follow the instructions given by the service staff, they may be asked to leave the Museum. Visitors who repeatedly fail to comply with the Visitor Regulations or follow the instructions given by the service staff may be banned from the Museum altogether. Admission fees will not be refunded to visitors asked to leave the Museum.

Entry into force

These Visitor Regulations will come into force on 1st May 2020.

We would like to thank you for your cooperation and wish you a pleasant, interesting and informative visit to our Museum.

Bautzen, Germany, 1st May 2020



Christina Bogusz
Director of the Sorbian Museum

Corona prevention

In line with the principle of mutual consideration and corona prevention measures, please be aware that some limitations may apply to your visit. To protect yourself and others around you, please wear a face mask. Please follow the marked route through the Museum. Please do not touch anything. Given the increased risk of infection, some media stations are currently out of service. Individuals infected with Covid-19 or from high-risk zones, people who have come into contact with such individuals, and people with cold symptoms are not permitted to enter the Museum. Thank you for your cooperation.