House Rules and Visitor Guidelines

Bucerius Kunst Forum

We are delighted to welcome you to the Bucerius Kunst Forum and hope you have a very enjoyable visit.

1. Purpose and area of application

These House Rules and Visitor Guidelines apply to all those visiting the Bucerius Kunst Forum as well as other individuals who, with the agreement of the Bucerius Kunst Forum, are using the publicly accessible areas. These regulations are provided for the safety, wellbeing and security of our employees, volunteers, visitors, art works and premises, and to ensure the smooth operation of the museum.

The Visitor Guidelines between the Bucerius Kunst Forum and visitors apply to the extent that the Guidelines were effectively incorporated before or at the time the contract was concluded. Independently of this, the Guidelines specify in concrete terms the Bucerius Kunst Forum's right to determine who shall be allowed or denied access to its premises. The presently valid version can be viewed at the ticket desk and is accessible on the Bucerius Kunst Forum's website.

> In addition, the respective relevant internal or contractual regulations also apply to members of staff as well as those employed by authorized companies.

2. Admission and access

- Standard admission: 12 euros
- Reduced admission: 6 euros
- The reduced price of 6 euros applies for all visitors on Tuesdays (except on public holidays).
- Free admission for children and young people under 18.
- Child plus 1: An adult accompanying a child under 18 only pays the reduced price of 6 euros.
- Groups of ten and over are charged a reduced admission price of 9 euros per person. Admission of groups to the exhibitions can only be guaranteed with advance booking via the Hamburg Museum Service (Museumsdienst Hamburg).

For more details on ticket concessions and admissions see the currently valid conditions at the ticket desk or in the ticket overview on the Bucerius Kunst Forum website:
https://www.buceriuskunstforum.de/ticketuebersicht

In the interests of safety, the protection of art works, or due to large visitor numbers, access may be temporarily restricted or subject to appropriate security checks. Any person refusing the required security checks may be refused access to the museum. Such checks are only conducted within the framework of the relevant legal provisions.

3. Cloakroom and personal items

- Larger bags or bulky items, in particular those larger than the DIN A4 format (30 x 20 x 10 cm), must be left at the cloakroom or stored in lockers before entering the exhibition. This applies equally to umbrellas, coats, jackets and backpacks.
- For security reasons, you are not permitted to carry items of clothing draped over your arm.
- Smaller bags may be taken into the exhibition galleries in your hand providing they do not pose a danger to persons, art works or the operation of the museum.
- Please do not leave valuable objects, wallets etc. or fragile items in the cloakroom.
- Visitors are in principle allowed to use mobility aids as necessary. If you have any questions, please speak directly to the gallery assistants or security staff. If required, a wheelchair can be provided free of charge for the duration of your visit. The wheelchairs are available from the cloakroom in the basement. For more information, please speak directly to the gallery assistants or security staff.

On the basis of the valid security regulations, the authorised staff will decide on whether or not a particular item may be taken into the museum. The statutory provisions on liability apply to objects handed in to the cloakroom. Any further liability is only accepted within the scope of the statutory provisions.

In principle, pushchairs or buggies may be taken into the exhibitions. At times of high visitor volumes, the security staff may require pushchairs or buggies to be placed in the cloakroom or at a designated location outside the exhibition room. Escape and emergency routes must be kept clear at all times.

4. Conduct in the exhibition rooms

- Visitors are not allowed to touch or step on exhibits.
- To protect the works on display, you are required to maintain a safe distance to them as shown by floor rails or other markings, barriers or by the security staff. Unless otherwise indicated, you are to keep a distance of at least 50cm between yourself and the art works.

- Food and drink are not allowed in the galleries and exhibition rooms. Exceptions to this rule may be made for medical reasons. In this case, please speak directly to the gallery assistants or security staff.
- The stairs, corridors and escape and emergency routes must be kept clear at all times.
- You are to behave in a way that does not endanger, obstruct, harm, threaten or harass others.
- Smoking, vaping and the use of open flames are banned in all areas of the premises.
- Portable folding stools are available free of charge for the duration of your visit to the exhibition.

You are required to follow the instructions of the gallery assistants or security and other authorised staff. This applies in particular to instructions serving to protect people and art works, or maintain the smooth operation of the museum.

5. Children, young people and groups

With the scope of their legal or assumed duty to supervise those in their care, parents, guardians, teachers, guides or other individuals in charge of groups must ensure the accompanied children and young people behave in accordance with these House Rules and Visitor Guidelines.

Groups are also subject to the conditions as explained at registration or booking. For security reasons, when the galleries become crowded, group access may have to be limited to certain areas or for a period of time.

6. Animals

Assistance animals and service dogs are welcome at the museum and its premises. Non-assistance animals are not permitted.

7. Security and alarms

In the event of a theft, security or fire alarm, visitors have to follow the instructions of the authorised staff without delay. The Bucerius Kunst Forum may temporarily close areas due to security concerns or limit the duration of a stay or the freedom of movement in the building. In such a case, the fire safety regulations and rules on the use of escape and emergency routes remain unaffected.

Security checks on visitors or their personal belongings are only conducted with their agreement or on the basis of a statutory authorisation. In the case of concrete evidence of a criminal offence, the Bucerius Kunst Forum reserves the right to involve the police.

8. Closed circuit television (CCTV)

For security purposes, we operate a secure, closed-circuit television system (CCTV) throughout the galleries. This serves, in particular, the protection and safety of our visitors, staff, art works and property, as well as ensuring the House Rules are followed. For more details on how we process personal data, see our CCTV Policy at the entrance to the Bucerius Kunst Forum.

9. Consequences of breaching these terms and conditions

If you breach or fail to comply with these House Rules and Visitor Guidelines or follow justified instructions from authorized staff, you may be warned, asked to leave individual areas, or escorted from the premises. In cases of serious or repeated violations, the management may issue a limited or unlimited ban prohibiting the person from entering the premises. The decisive factors are, in particular, the seriousness of the breach, the specific danger, and the potential risk of the breach reoccurring.

In accordance with the legal regulations, damage caused by visitors, whether culpably or under any other statutory liability, are to be rectified or remedied. The further rights of the Bucerius Kunst Forum remain unaffected.

10. Contact

We welcome enquiries, opinions and comments from visitors and members of the public.
Simply contact our Visitor Service:
Tel: +49 (0)40 36 09 96 0
Email: info@buceriuskunstforum.de
Website: https://www.buceriuskunstforum.de

Last updated: September 2026