

VISITOR REGULATIONS

Dear Guests,

we are pleased to welcome you to the Museum für Kunst und Gewerbe Hamburg. We would like to offer you an interesting and enriching experience while at the same time guaranteeing the safety of our exhibits. These Visitor Regulations are binding, meaning that you tacitly accept these rules upon entering the museum. Please note that extended House Rules apply to the Freiraum.

GENERAL NOTICES

No large bags (larger than 30 x 25 x 15 cm) may be brought into the galleries. Carrying clothing over one's arm in the galleries is allowed. Canes are only permitted if they have a rubber base. The MK&G is to be entered in clothing appropriate for public contact, including footwear. Eating and drinking are only allowed in the foyer and in the „Freiraum“. Smoking or the consumption of drugs or alcohol are not permitted. Only the police or authorised security services are allowed to carry weapons in the museum. Entry will not be granted to anyone in an intoxicated state or under the influence of alcohol. Only paper and pencils are allowed as working materials. Animals are not permitted in the building, with the exception of service animals.

Please be considerate of our other guests, avoid noise, and put your mobile phones on mute. Phone calls inside the galleries are not permitted. Emergency exits and passageways are to be kept clear. Emergency exits may only be used in the event of an emergency.

VISITING WITH CHILDREN

We warmly welcome children as guests. Please note that children under the age of 8 may only enter the museum under the supervision of an adult. Teachers and chaperones of school classes and other groups of children and adolescents are obligated to be present during the visit and to supervise the group until the end of the visit. We ask chaperones and supervisors to make sure that the safety of our exhibits is not jeopardized and that other visitors are respected. Strollers and baby carriers as well as stuffed animals are allowed.

CLOAKROOM AND LOCKERS

A cloakroom located in the foyer and lockers in the basement are provided for your use. Bags no larger than 30 x 25 x 15 cm can be taken into the galleries. Please leave any larger bags or luggage in the cloakroom or at the cash desk. The cloakroom service is free of charge. Please note that we cannot accept liability for the cloakroom or the contents of the lockers.

In case of loss of a cloakroom key, a handling fee of € 40 is payable.

BORROWING WHEELCHAIRS AND FOLDING CHAIRS

Just ask our staff if you would like to borrow a wheelchair or folding chairs.

PHOTOGRAPHY AND FILMING

Taking and publishing photographs and video or audio recordings is permitted when used for private purposes only. Please be aware of any exceptions, especially in special exhibitions. You will find corresponding notices in the exhibition spaces.

Photoflash, tripods and other equipment (larger than 30 x 25 x 15 cm) may not be used. Exceptions require express permission. Please note that under certain conditions publication in any media (this also includes social media channels) may be an invasion of personal privacy and that it is your responsibility to obtain the necessary rights.

Taking photographs or making video or audio recordings for commercial purposes requires prior written permission from the museum. Please contact eventmanagement@mkg-hamburg.de. Please contact presse@mkg-hamburg.de for recordings with journalistic purposes.

SUPERVISORY STAFF

Our supervisory staff are here to ensure your safety and that of the exhibits. The instructions of the supervisory staff must be followed. Anyone who does not comply with these visitor regulations and the instructions of the supervisory may be banned from the building by a representative of the museum.

COMPLAINTS AND SUGGESTIONS

If you have any complaints or suggestions, please contact the information desk or send an email directly to:

service@mkg-hamburg.de