

Visitor Rules and Regulations of the Akademie der Künste, 24 June 2024*

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§ 1 Jurisdiction

(1) These Visitor Rules and Regulations govern the legal relationships between the Akademie der Künste and its visitors.

§ 2 Opening Hours

(1) The Akademie der Künste is open to visitors from Monday thru Sunday from 10 am to 8 pm. Its buildings are closed each year on 24 December and 31 December.
 (2) Divergent opening hours apply for visitors to special events and exhibitions, and these hours are established by the Visitor Rules and Regulations and general Terms and conditions Akademie der Künste.

§ 3 Ticket Sales – General Regulations

(1) Tickets sales and advanced tickets sales made at the cash registers of the Akademie der Künste are free of a service charge. Visitors are not permitted to offer admission tickets for sale in the buildings or on the grounds of the Akademie der Künste. Furthermore, public and commercial sales of tickets is illegal.
 (2) Under certain circumstances the Akademie der Künste reserves the right to limit ticket availability to a specified number of tickets that may be sold per customer. During the purchase of admission tickets, customer complaints can no longer be accepted after a sale is concluded; in particular contestation on account of a mistake.
 (3) The Akademie der Künste is not required to take back and refund purchased tickets. Compensation obligations and reimbursements are excluded from cases of ticket expiration.
 (4) The Akademie der Künste is within its rights to ask visitors, who without authorisation have taken a seat for which they cannot produce a valid ticket, to pay the difference in ticket price. Visitors who neither follow the request to return to their assigned seat nor show willingness to pay the price difference for the seat they are actually using may be forced to leave the event. Instructions of the staff at the Akademie der Künste are to be followed.
 (5) Admission tickets for wheelchair users are reserved for severely disabled people who cannot leave their wheelchairs during an event because of their disabilities. An attendant accompanying a severely disabled person, which German law recognises as necessary ("B" classification in the disabled person's ID card), receives free admission.

§ 4 Admission Prices and Reduced Rates

(1) In principle, the Akademie der Künste's Price Table lists and governs all current prices.
 (2) Current admission prices and reduced rates for Akademie special events and partner projects are posted at the cash registers of the Akademie der Künste.

§ 5 Special Events Calendar and Start Times, Changes

(1) The special events calendar is published ahead of events.
 (2) Details about participants and performers listed in the special events calendar are subject to change. Customers do not have the right to return purchased tickets as a result of these changes.
 (3) In cases of rescheduling or the cancellation of events, tickets that were purchased at the cash registers in the Akademie der Künste can be returned within 14 days. Any subsequent claims are excluded from reimbursement.

§ 6 Admittance

(1) Visitors to the exhibitions with valid admission tickets may be granted access during opening hours. For exhibitions that are free of charge visitors receive numbered tickets. Exceptions are only permitted during exhibition openings and at press conferences.
 (2) Admittance to a special event is generally opened to visitors with valid admission tickets between 15 and 30 minutes before an event begins. Special event staff govern admittance after a performance or event has begun.
 (3) Food and drink may not be taken into event or exhibition spaces. It is also prohibited to bring in glass containers, cans, recording devices, film and video cameras, bulky objects, cool boxes, pyrotechnic articles, torches, sparklers, weapons and similarly dangerous and/or comparable objects. Nor is it permitted to bring animals into Akademie der Künste buildings.
 (4) Bringing pets into Akademie der Künste buildings is not permitted except guide dogs.
 (5) Failure to observe these prohibitions can lead to a visitor be forced to leave the event area, without any claim to a partial/full refund of the ticket price.
 (6) Mobile telephones have to be turned off/placed in silent mode.
 (7) Directives of the special event staff are to be followed.

§ 7 Coat Check and Lost and Found

Bringing objects into exhibition and event spaces that disturb others is prohibited. These items can be left in the storage facilities provided. Related directives from the staff are to be followed. The Akademie der Künste is not liable for damages that occur through the use of any storage facilities (coat check/lockers).
 (2) Mistakenly exchanged, damaged or missing checked items, as well as the loss of a locker key are to be reported to the coat check or reception desk staff as soon as possible.
 (3) Without a coat check number slip, checked items will only be returned to visitors who can credibly prove to be the entitled recipients. When handing over items submitted for storage in exchange for the return of the coat check number, the Akademie der Künste has no obligation to conduct inquiries into the actual rights of the recipient submitting the claim slip.
 (4) Visitors are obligated to pay the costs of replacing a locker key they have lost. Immediately following notification of loss, the Akademie der Künste has the right to charge € 20 for the cost of a replacement key.
 (5) The coat check staff do not have to accept any objects which are not recognisable as items that typically belong to a coat check.
 (6) Found objects of any kind are to be handed over to the event staff. The treatment of lost and found items is governed by the regulations in the German Civil Code (BGB). The staff of an event should also be informed about the loss of objects.

§ 8 Image and Sound Recordings

(1) Visitors are strictly prohibited from taking photographs and from making image and/or sound recordings of any type even for private use in the buildings or on the grounds of the Akademie der Künste. This requires explicit institutional consent. Non-compliance can result in civil and criminal proceedings.
 (2) In cases where image and/or sound recordings are produced by authorized persons during a public event for example for radio or television broadcasts visitors to the special events consent through their participation that they might possibly be included in recorded images and/or texts, and agree to these being broadcast or published without any entitlement to compensation.

§ 9 Behaviour in the Exhibition Spaces

(1) Touching objects on display is not permitted; exceptions are clearly labelled.
 (2) Objects that could potentially cause damages to exhibition objects may not be brought into direct proximity of the objects on display.
 (3) No clothing may be carried over one's arm in the exhibition spaces.
 (4) In the event of a burglar alarm, the Akademie der Künste is authorised to close all exits, except for the main entrance as an outlet, in order to conduct a security check among visitors.
 (5) Teachers, group leaders, parents and guardians are responsible for the appropriate behaviour of children and adolescents and must accompany and constantly supervise children and young adults in their care. Accompanying adults should also take small children with them by the hand.
 (6) Visitors are liable for all damages that result from their behaviour.
 (7) Baby carriages are permitted in the exhibition spaces. Exceptions are labelled. Instructions from security staff are to be followed at all times.

§ 10 Special Regulations

(1) Regarding all above-mentioned regulations, the Akademie der Künste reserves the right to make use of special regulations that are based on reasonable grounds.
 (2) The Visitor Rules and Regulations are part of the "House Rules".

§ 11 Effective Date

(1) The Visitor Rules and Regulations went into effect on the date of publication.

* This English version of the German "Visitor Rules and Regulations" is intended to inform and assist international visitors. The original German version takes precedent in any matters of dispute.