

## **Austrian National Library Museum Policy**

**for Visitors of the Austrian National Library, Including the State Hall, Esperanto Museum, Globe Museum, and Papyrus Museum.**

Dear Visitors,

We wish you a pleasant stay at the Austrian National Library and its museums.

### **Accepting Our Museum Policy**

By entering our buildings, you declare to accept the rules and regulations set forth in our Museum Policy, which serves your own safety and the security and conservation of our holdings. This Museum Policy can also be consulted at the ticket office (service desk) and is binding for all visitors.

### **Opening Hours**

Please consult the official information on opening hours advertised at the ticket office (service desk) and on the Austrian National Library website: [www.onb.ac.at](http://www.onb.ac.at).

### **Admission Rates**

Current admission rates and fees for guided tours, as well as requirements entitling visitors to discounts, are advertised at the ticket office (service desk). Discounted tickets can only be sold to those visitors proving their entitlement by producing reliable documents. There is no legal claim to discounted tickets.

Paid tickets cannot be returned or exchanged. There will be no refund for lost tickets or for tickets that have only been used partly.

Missing the beginning of a tour or restricted viewing due to the temporary closure of parts of the Museum do not justify any claims to a refund of tour fees or admission rates.

### **Admission to the Museum**

Children under 12 years of age, school classes, and other groups of children and adolescents may only enter the Museum in the company of adults. Adults responsible for children and adolescents must be present during the entire visit and attend to them in order to prevent accidents or damage and ensure a quiet and undisturbed visit.

Persons under the influence of alcohol are not admitted to the Museum.

Animals (except for assistant dogs) must not enter exhibition areas.

Last admission to exhibitions is thirty minutes before the Museum closes.

### **Behaviour at the Museum**

Please keep your ticket until you leave the building. You may be asked to show it any time. Before entering the exhibition areas, any bulky objects, such as camera stands, canes (except if needed as a walking aid), umbrellas, coats, rainwear, wet garments, all types of backpacks and frames, and bags larger than 30 x 40 cm, must be left in our cloakrooms or lockers. In cases of doubt, our staff members are authorised to decide whether an object must be left behind.

Perishable goods, inflammable or malodorous substances, combustibles, and corrosives must not be deposited in our cloakrooms or lockers and brought into the exhibition areas. This also applies to all kinds of weapons and other dangerous objects.

Visitors are asked to behave in such a way that they will not disturb, hamper, or annoy others. They are required to refrain from doing anything that would violate morality and impair the maintenance of safety and order.

Smoking is not allowed on the entire premises.

It is not allowed to eat, drink, make music, play musical instruments, use multimedia devices, speak in a loud voice, make noise, run, rampage, and throw objects about in the exhibition areas. Using telephones is only permitted in emergencies.

It is not allowed to touch the exhibits and showcases. All facilities and equipment must be handled with care.

Supervising persons (adults accompanying children and adolescents, teachers, group leaders, parents, and legal guardians) are responsible for the appropriate behaviour of those entrusted to their care.

Our security and custodial staff have been authorised by the Austrian National Library's management to enforce our house rules. Their directions must be followed by all means.

Visitors are permitted to film and take photographs for private purposes only, without using flash units and stands. Taking photographs for commercial and scientific purposes and the publication of images require written consent from the Austrian National Library's management.

Visitors must not leave the premises with the audio guides and tablet computers provided by the Austrian National Library.

At the sound of a warning signal or when instructed by our staff, visitors must immediately evacuate the buildings by following the signs of escape routes.

## **Violations of the Museum Policy**

Persons disturbing or causing a danger to the Museum's operation or harming the Museum's reputation may be excluded from visiting the Museum.

In case of violation of the Museum Policy or failure to comply with the directions given by our staff, the person(s) in question may be escorted from the Museum. If visitors are asked to leave the Museum, their tickets will cease to be valid, and the admission fee will not be refunded. Visitors not complying with the Museum Policy and disregarding the directions given by our staff repeatedly may be barred from entering the Austrian National Library.

## **Miscellaneous**

The Austrian National Library cannot be held liable for objects left behind or lost in the Museum. Visitors are asked to hand in lost property at the ticket office (service desk).

Closed circuit television is used in the exhibition areas for security and public safety reasons. The Austrian National Library reserves the right to pass recordings on for police or court investigation if necessary without obtaining permission from the persons shown in the recordings.

Valid as of 1 July 2014