

## **House Rules Heinfels Castle**

Status: August 2023

In order to ensure a pleasant visit to the museum for everyone, to protect the building and the exhibits from damage, and to increase general safety, we ask you to observe the following rules during your visit.

Teachers, supervisors and guardians are responsible for their children or entrusted pupils.

The facility will be closed off in the evening. It can only be entered during the posted opening hours. Unauthorised entry into the facility is a breach of property.

The entrance on the south side of the castle must remain free. Transport vehicles may only be parked at the castle gate after consultation.

The property is a historic site. It is forbidden to climb on walls, parapets, or railings.

Smoking and eating in the exhibition rooms is generally prohibited. Visitors are liable for any damage caused.

Animals may only be brought into the museum by arrangement with the museum staff.

Photography is only permitted for private purposes. Filming of a guided tour of the castle, the cultural mediator and other participants is not permitted. Photography for other purposes is subject to approval and must be announced before the visit to the museum.

Wheelchair users are only partially allowed to visit the museum.

Please ask the supervisory staff for the appropriate climbing aids in the area of the south wing.

The Museumsverein Burg Heinfels reserves the right to exclude the following persons from visiting the museum:

- Persons whose behaviour disrupts the running of the museum or is detrimental to the reputation of the museum.
- Persons who are afflicted with a notifiable communicable disease.
- Persons carrying weapons (according to the Austrian Weapons Act) or dangerous objects.

Umbrellas, backpacks and bags can be handed in at the museum shop. The museum accepts no liability for valuables deposited in the shop.

Lost property will be deposited in the shop. Unclaimed items will be handed over to the lost property office.

The person taking over the keys to the central locking system bears full responsibility for them. Under no circumstances may these keys be passed on to third parties and must be returned to the issuer immediately after the end of the activity in the castle. If a key is lost, the locking system will be replaced at the borrower's expense.

The instructions of the museum staff must be followed without exception!