

House Rules

Dear visitors,

We are delighted to welcome you to the Kunsthalle Mannheim. In the interest of all visitors and in order to ensure the safety of the artworks, some rules must be observed. All visitors must abide by the house rules at all times. On entering the museum building, visitors hereby agree to these rules.

Domiciliary Rights

The Kunsthalle Mannheim management, represented by its employees, holds domiciliary rights on museum premises. Their instructions must therefore be followed in the interests of safety and to ensure the protection of the cultural artifacts held at the Kunsthalle Mannheim.

Admission Prices and Opening Times

Admission prices and opening times of the Kunsthalle Mannheim are determined by the museum administration. They are displayed at the ticket counter. When the museum is overcrowded or for a particular event, the museum can be fully or partially blocked off to the public.

Visiting time ends at 6 p.m. Tuesdays to Sundays, 8 p.m. on Wednesdays, and 10 p.m. on the first Wednesday of the month, and closing will begin 15 minutes before the end of the visiting time. The last tickets will be sold 30 minutes before closing time.

Special areas close slightly earlier.

Museum and Sculpture Garden

Smoking is prohibited on museum premises. Pets are not permitted anywhere on the museum grounds. Climbing on the sculptures in the sculpture garden is not permitted. Parents and/or legal guardians are responsible for their children.

Cloakroom

Visitors can leave items of clothing at our cloakroom during the opening hours of the museum. Larger bags, backpacks, umbrellas, child carriers, and walking sticks must be left at the cloakroom, with the exception of walking sticks needed for medical reasons. Only limited space is available for suitcases. The Kunsthalle Mannheim assumes no liability for items left in the cloakroom or the lockers provided.

Toilets and Baby-Changing Facilities

Toilets are located on the first floor of the new building and in the basement of the art nouveau building. The toilets are only open to museum visitors.

Baby-changing facilities can be found in the disabled toilet on the first floor of the new building and in the basement of the art nouveau building.

Atrium

The use of skateboards, roller skates, scooters, etc. is not permitted. Pets may not be taken into the atrium. Smoking is prohibited in this building.

Collection and Exhibition Spaces

It is not permitted to carry items of clothing over your arm in the collection and exhibition spaces for conservation and safety reasons.

Food, drink, and other liquids are not permitted in the exhibition spaces. The cloakroom is at your disposal to store these items for the duration of your visit. Rooms are available on the first floor for feeding babies and children.

Strollers, manual wheelchairs, and electric wheelchairs suitable for indoor use may be used in our exhibition spaces. Wheelchairs can be provided free of charge (please contact us in advance to reserve). We reserve the right to restrict the use of strollers for security reasons.

Please note that the use of folding chairs is not permitted in special exhibitions for security reasons.

Please stay at least 50 cm away from the artworks. If an alarm sounds, please step back. Visitors are not permitted to touch artworks under any circumstances.

Out of consideration for other visitors, please refrain from making noise or having loud conversations. Mobile phones must be on silent mode in the collection and exhibition spaces, or earphones must be used. Telephone conversations are not permitted in these spaces.

We are particularly happy to host young visitors, and we ask those accompanying them to ensure the safety of the artworks and that other visitors are taken into consideration. Running, shouting, and throwing toys are not permitted.

Passages and emergency exits must be kept clear. Emergency exits may only be used in case of emergency.

Photography, videos, and audio recordings

Taking photographs (without flash) using the KuMa app for private purposes is permitted in the collection. Photography is prohibited in the special exhibitions. Commercial or editorial photography, videos, and audio recordings require written permission from the Kunsthalle Mannheim. Please contact our press representative prior to your visit at presse@kuma.art. Commercial use of photographs and recordings is prohibited without prior permission, as is the use of additional lighting (flash, video lights) and tripods. Photography with a tripod or with a selfie stick is not permitted.

Supervisory Staff

Supervisory staff are instructed to ensure that visitors abide by the house rules. Their instructions must therefore be followed at all times. Breaking the house rules or ignoring instructions given by supervisory staff can result in a visitor being banned from the museum.

Lost and Found

We ask that objects found in the museum be handed in at reception. They will be handled in accordance with legal requirements.

Liability

Visitors are liable for any damage they cause.

Validity

The house rules came into force on December 15, 2017. They can be viewed on request during opening hours at the ticket counter in the atrium.

We remain at your service should you have any questions or suggestions.

We would like to thank you for your understanding and your cooperation. We wish you a pleasant visit.

The Management