

Museum Burg Zug

Rules for Visitors of the Museum Burg Zug

To ensure that your visit to our museum is a pleasant experience for you and other visitors, we would like to provide you with the most important information and rules here.

Our team at the ticket desk and the supervisory staff are your contacts at the museum and will be happy to answer any questions you may have.

They will also provide you with all the information you need about the museum, its collection, and current exhibitions.

The supervisory staff have a great responsibility for the safety of the works of art and cultural artefacts on display and are grateful if you help to preserve the museum's treasures.

1. The house rules are binding for all visitors. By entering the museum building, you recognise our regulations as well as all other instructions issued to maintain operational safety. These apply to the entire premises.
2. For safety reasons, the museum is under video surveillance.
3. It is prohibited to bring food and drink into the exhibition rooms.
4. Picnicking is permitted in the castle courtyard and in the neighbouring park near the casino car park.
5. Smoking is prohibited in the entire museum building.
6. Prams are not permitted in the exhibition rooms. They can be deposited at the reception under the stairs.
7. Wheelchairs are permitted in the building. However, it should be noted that this is a historic building and accessibility cannot always be guaranteed. You can find more detailed information on accessibility in our OK:GO entry or on our website.
8. Animals are not permitted in the building. Exempted from this rule are trained assistance dogs.
9. It is allowed to take photographs without a flash and without a tripod for private use in the permanent and temporary exhibitions. Selfie sticks are not permitted. For legal and conservation reasons, photography may not be permitted for certain artefacts. These are labelled accordingly.
10. The use of smartphones is permitted as long as other visitors are not disturbed by their usage.
11. Pencils may be taken into the exhibition. If necessary, the museum will provide additional pencils and clipboards for guided tours and workshops.
12. Umbrellas, bags and rucksacks larger than A4 (approx. 20 x 30 cm) must be deposited in the free lockers before visiting the exhibition. The museum accepts no liability for the cloakroom and lockers.
13. Exhibits and showcases may not be touched, damaged or impaired in any way. Visitors are liable for any damage caused by their behaviour.
14. Running, shouting and climbing on exhibits is not permitted anywhere in the museum.
15. Visitors accompanied by children are requested to supervise them at all times. The accompanying persons are liable for any damage caused by children.
16. The instructions of the supervisory staff must be adhered to. Persons who disrupt the exhibition may be expelled from the premises. In the event of expulsion, the admission price will not be refunded.

Rules for groups

These apply in addition to the points mentioned above.

1. Groups must behave in a manner appropriate to the museum. Groups/classes must be guided through the museum as a group and ensure that passageways are kept clear.
2. Group leaders and teachers always bear full responsibility for the group or class.
3. Teachers are asked to discuss the rules of behaviour in the museum with the pupils before the visit. Pupils show understanding when they realise that museum objects are unique, irreplaceable objects of high cultural value.

Violations of the house rules can lead to expulsion, prosecution and claims for damages. We thank you for your understanding and wish you a pleasant visit.

As of: 28.10.2024