

# VISITOR REGULATIONS

## URBAN NATION MUSEUM & PRODUCTION OFFICE

### OPENING HOURS

<b>MONDAY:</b>	<b>CLOSED</b>
<b>TUESDAY &amp; WEDNESDAY:</b>	<b>10:00 AM TO 6:00 PM,</b>
<b>THURSDAY - SUNDAY:</b>	<b>12:00 NOON TO 8:00 PM.</b>

Special opening hours may apply on public holidays or other occasions. These can be viewed on the website.

### Admission prices

We want Urban Art to be accessible to everyone. For this reason, the admission to the museum is free of charge.

As the museum is mainly financed by donations, we are happy to receive any admission donation in the box at the counter or our digital donation column.

For groups of 20 or more visitors, prior registration at [tour@urban-nation.com](mailto:tour@urban-nation.com) is required because the number of our security staff has to be increased for obligatory reasons.

The service fee is divided into two categories and can be paid on site by card. Cash payment is not possible.

Category 1: 20 – max. 40 visitors / €40.00 /gross/group

Category 2: 41 – max. 70 visitors / €60.00 /gross/group

Audioguide with bonus material - group ticket: €30.00 /gross/group

### Guided tours

Our guided tours through the museum provide deeper insight into the creation of the works of art and the scenography. The Urban and New Contemporary Art tour in the Bülow district is also an exciting experience. Paid guided tours can be arranged without obligation at [tour@urban-nation.com](mailto:tour@urban-nation.com).

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Security staff is entitled to request unannounced self-guided groups to interrupt their tour, to continue in another exhibition area or to stop if they obstruct registered group tours.

### Visit

We would like every museum visitor to be able to enjoy the works of art undisturbed. Therefore, we would like to ask you to observe and adhere to the visitor regulations. By entering the URBAN NATION MUSEUM FOR URBAN CONTEMPORARY ART, you acknowledge the regulations and all other instructions for maintaining safety. We would like to point out that our museum is monitored by video in compliance with privacy and data protection laws.

Children are very welcome. Children up to the age of 10 are only allowed to visit the museum if accompanied by an adult. Supervision and liability lies with the adult.

Dogs and other pets must wait outside.

### Photo shoots

Snapshots are welcome: however, photos and films are only allowed for private purposes. Recordings for commercial purposes require the prior consent of the Executive Board of the Stiftung Berliner Leben. The authorisation may be subject to conditions and to the setting of a fee. Please direct enquiries to [info@stiftung-berliner-leben.de](mailto:info@stiftung-berliner-leben.de).

### Food and drink

Drinking and eating is not allowed in the entire URBAN NATION MUSEUM FOR URBAN CONTEMPORARY ART.

### Wardrobe

Only a small number of lockers are available at the museum, with priority given to users of the Martha Cooper Library. Therefore, please avoid arriving with large luggage.

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### Liability

We ask museum visitors to refrain from doing anything that is contrary to good manners and the maintenance of safety and order. Visitors shall be liable for all damage caused by their behaviour.

The security personnel or responsible employees on the premises are entitled to terminate the visit in case of danger towards other visitors or the art. The instructions of the security personnel must be followed. The URBAN NATION MUSEUM FOR URBAN CONTEMPORARY ART is not liable for any damage caused to visitors in the exhibition rooms, except in the case of intent or gross negligence on the part of the museum.

### Suggestions, lost property and complaints

We welcome any feedback on the exhibition, visit or guided tour. This can be submitted to [tour@urban-nation.com](mailto:tour@urban-nation.com) or directly in the guestbook at the entrance counter. Complaints are forwarded directly to the responsible employees. Lost property will be accepted by security personnel. Enquiries regarding lost property should be addressed to the Stiftung Berliner Leben at [info@stiftung-berliner-leben.de](mailto:info@stiftung-berliner-leben.de).

### Entry into effect

Every visitor of the URBAN NATION MUSEUM FOR URBAN CONTEMPORARY ART accepts the visitor regulations by entering the building. In the event of non-compliance with these regulations, the museum reserves the right to take measures which lead to the establishment of the regulations or which may serve to limit damage.

The visitor regulations enter into force with immediate effect.

Berlin, 24 November 2022

**We are looking forward to your visit!**