

HOUSE RULES

General rules

The purpose of the house rules is to make your visit to the exhibition a pleasant experience. In order to manage and maintain our building and exhibition safely and to make it accessible to you, we ask that you observe the house rules. Failure to do so may result in you being asked to leave. By entering the museum, you accept our regulations and any other instructions issued to maintain operational safety.

To ensure that all visitors have a pleasant stay, we ask that you observe the principles of courtesy and respect towards other guests and our staff. Please behave in a manner that does not disturb other visitors. We will not tolerate any abusive, harassing, discriminatory, racist or threatening language, signs or behaviour towards other people and take these cases extremely seriously.

Admission and service

Admission prices are available at the ticket office.

The Karl Marx House is a listed building and therefore cannot provide barrier-free access to all exhibition areas. Only the ground floor can be made accessible to wheelchair users with appropriate aids. There is a disabled toilet in the administration building. Please ask at the reception.

Folding stools are available for visitors in the opening room. There is a changing table for babies in the basement.

The museum may be partially or completely closed to visitors in the event of high visitor numbers or for special reasons. No refunds will be given if any part of the exhibition is closed for repairs or technical checks.

Dogs are welcome in the Karl Marx House provided they are kept on a lead and their owners ensure that they do not damage the exhibits or disturb other visitors. Owners are fully responsible for any damage or soiling caused by their pets. Museum staff reserve the right to refuse entry to dogs.

Cloakroom

Lockers and cloakrooms are available for the storage of clothes and bags. The museum accepts no liability for the lockers or cloakroom. The Karl Marx House reserves the right to empty lockers that are not emptied the following day. Items not collected will be treated as lost property. Users are fully liable for the loss of locker keys.

Photographs, films and audio recordings

Share your enjoyment of the exhibition with others or record your impressions for yourself. Visitors to our museum may photograph and film themselves, their family and friends. However, these recordings may only be used for private purposes. In certain cases (e.g. protection of persons and property) taking photographs and filming for private purposes may be prohibited. Film and audio recordings of guided tours are not permitted.

For commercial or editorial photography, filming and audio recording, prior agreement and written permission from the Karl Marx House is required. Please contact us for this at karl-marx-haus@fes.de. Commercial use of any recordings is not permitted without the Museum's permission.

The person taking photographs or video recordings is responsible for observing copyright and property rights. Please only take photographs or video recordings of your own children (including school groups).

Museum staff

Our dedicated team of staff are here to make your visit as enjoyable as possible and to provide information and assistance. We strive to create a safe, inclusive and respectful environment where everyone feels comfortable.

Museum staff are instructed to ensure that the house rules are followed. When in doubt, please follow the instructions of the museum staff. In particularly dangerous situations, these instructions may go beyond the behaviour already listed in these house rules. Visitors who fail to comply with the house rules and the instructions of museum staff may be ejected from the museum. In the event of expulsion from the museum, the admission fee will not be refunded.

We ask for your understanding that staff are not permitted to accept tips or gifts.

Visitor groups

Visits of groups of 20 or more must be booked in advance. Only groups with a confirmed visit date will be admitted. Guided tours of the museum may only be given by authorised representatives of the Karl Marx House.

Guardians such as parents, teachers and others must supervise the children and young people in their care and ensure that they behave appropriately in order to avoid accidents and damage.

Behaviour in the exhibition area

Please help us to maintain the exhibition and avoid damaging or soiling it. Eating, drinking and smoking are not permitted in the exhibition area.

For your own safety and that of all visitors, please do not run in the exhibition area. We ask you to behave considerately and to refrain from doing anything that may disturb others and is contrary to the maintenance of safety and order. In the interests of an uninterrupted visit to the museum, we also ask that you refrain from making phone calls in the exhibition area.

Behaviour in an emergency

Stairs, passageways and emergency exits must be kept clear at all times for safety reasons. Please be aware of this when using stools and during group tours. Emergency exits may only be used in emergencies.

If an alarm sounds, please leave the building calmly and in an orderly fashion via the main entrance. In urgent emergency situations, please leave the building quickly via the designated emergency exits. Please follow the instructions of the staff and wait for the emergency services if necessary.

Smoking ban

In accordance with the Rhineland-Palatinate Non-Smoker Protection Act, the museum is a smoke-free facility. This means that smoking is not permitted anywhere in the museum.

Lost and found items

Items found in the museum should be handed in at reception. Lost property will be dealt with in accordance with the law. A handling fee will be charged for the return of lost property, depending on the cost and postage involved.

Liability

Visitors are liable for any damage caused by them, including damage caused by unauthorised smoking. Parents or guardians are liable for damage caused by minors.

Entry into force

The house rules apply with immediate effect.

Please feel free to leave us a message in the guest book in the opening room or contact us at karl-marx-haus@fes.de.

Trier, 1 June 2024

Dr. Jürgen Schmidt
Director of the Karl-Marx-House

