

Rules at the Museum Ludwig

Welcome to the Museum Ludwig. The Museum Ludwig is a place of basic democratic values and advocates for multiplicity of voices, participation, diversity, and mutual respect as the basis of a free and open society. Thus, the Museum Ludwig clearly opposes racism, anti-Semitism, sexism, ableism, violence, and discrimination based on age, religious belief, sexual orientation, as well as other and also intersectional forms of discrimination.

The Museum Ludwig aims to create an atmosphere of respect, openness, and empathy and ensure that you feel comfortable and safe. For this reason, the following rules apply to everyone at the museum:

1. Treatment of Others at the Museum

We ask you to behave in such a way that no other people at the museum are hindered or bothered. It is forbidden to violate human freedom and dignity (Art. 1, German Basic Law) in speech, writing, or gestures. In particular, discriminatory statements about origins, appearance, gender, sexual orientation, age, or religious beliefs are prohibited. Verbal, written, or gestural statements that are associated with an undemocratic and/or misanthropic world view are also not permitted. Discriminatory clothing or costumes will not be tolerated. Any incidents that disrupt the work and operations of the museum in accordance with its mission statement will be immediately reported to the authorities by the management of the Museum Ludwig.

Individuals who belong to extremist organizations or scenes or have already made misanthropic (e.g. racist, sexist, anti-Semitic, homophobic, or nationalist authoritarian) statements in the past can be expelled from the museum by the museum staff and the respective event organizers if their presence disrupts the operations at the museum in accordance with the mission statement or impacts the well-being of visitors and employees.

If you experience discrimination during your visit to the museum, the museum staff is available to help. We take your experience seriously. You can contact the staff at the Museum Ludwig at info@museum-ludwig.de.

2. Behavior at the Museum and in the Exhibition Spaces

The Museum Ludwig has the duty to protect works and preserve them for future generations. Therefore, anyone who contaminates or damages artworks and furnishings will be held liable in accordance with the German Civil Code.

2.1. Cloakroom

Large items such as umbrellas, sticks, backpacks, bags, handbags larger than 20 × 30 cm, and suitcases must be left in the cloakroom. In addition, we ask that you leave coats and other outerwear in the cloakroom or the lockers there. School classes and groups can use a large shared locker. Folding stools are available for visitors in the inner foyer.

People with walking disabilities can of course take walking aids with them. People who use a wheelchair can find information on accessibility at [museum-ludwig.de/barrierefrei](https://www.museum-ludwig.de/barrierefrei). You can take your stroller with you in the exhibition spaces. A changing table is available by the bathrooms in the foyer on the ground floor.

Animals are not allowed in the museum. This does not apply to service animals such as guide dogs.

2.2. Behavior toward Artworks

Touching the exhibits and display cases is prohibited unless expressly permitted. Please keep a safe distance of one meter from the artworks. For your own safety and that of all visitors, please refrain from running in the exhibition spaces. We also ask you to refrain from making phone calls in the exhibition spaces. Stairs, hallways, and escape routes must always be kept clear for safety reasons. If you are unwell or in an emergency, the museum staff is available to help you.

2.2.1. Use of the Study Room

In the study room, interested visitors can view works from the graphics and photography collections upon prior arrangement. The originals must not be touched. The collection staff will handle the works for you. Turn away from the original when you need to cough or sneeze. Writing is only allowed with pencils. The use of notebooks and other portable devices is permitted, and photography and recording are only allowed upon consultation with the collection staff. Drinks and food are not allowed.

Documentary materials on the Museum Ludwig collection can be used on request for academic research, educational purposes, as well as journalistic and personal purposes. The user must exercise the greatest possible care when handling the materials. For details, see the separate rules for using these materials.

2.3. Lost Items

Please hand over any items you find to the information desk staff. They will be kept there and turned over to the lost and found office of the city of Cologne after six months.

2.4. Eating, Drinking, Smoking

Eating, drinking, and smoking are prohibited in the exhibition spaces and on the rooftop terraces. Eating and drinking are permitted in the outer foyer and for groups who have booked an educational event in the museum's education room. Waste must be disposed of in the containers provided. Different rules may apply to exhibition openings and events.

2.5. Supervision of Children

Children under the age of twelve are only allowed in the exhibition spaces under the supervision of an accompanying adult. Parents, adult companions, and teachers are responsible for the behavior (see section 2) of their children and school groups.

3. Directions from Museum Staff, Video Surveillance

People who violate the museum's rules will be expelled from the building. In such cases, the admission fee will not be refunded. In the event of repeated violations of the museum's rules, a temporary or permanent ban from the municipal museums can be imposed.

The Museum Ludwig is under video surveillance. The recordings are stored for seventy-two hours. The General Data Protection Regulation (GDPR) applies.

4. Promotional and Informational Materials from Third Parties

Putting up posters and distributing leaflets is not permitted. Conducting surveys is only allowed upon prior approval by the Museum Ludwig.

5. Photography and Recording Video at the Museum

Photography and recording video in the collection is only permitted for personal, non-commercial purposes. The use of flashes, tripods, and selfie sticks is prohibited. For copyright reasons, the museum may prohibit photography and filming of individual exhibits or parts of the exhibition. For this reason, photography may not be allowed in temporary exhibitions. Please follow the directions posted in the exhibition spaces or inquire with the museum attendants in advance. People who take photographs or record video are responsible for respecting the copyrights and privacy rights of the people depicted. The word-for-word reproduction of the contents of guided

exhibition tours, in full or in part, in film, sound, or print is not permitted. At the request of the museum or the individuals depicted, photos and videos are to be removed from personal websites, networks, and internet platforms. The user is liable for any claims by third parties due to infringement of copyright and privacy rights or other legitimate interests. (This also applies to objects from the collection and documentary materials.)

Commercial photographs as well as audio and video recordings are only permitted with the prior written consent of the museum management. Photography as well as audio and video recordings for press purposes are permissible upon prior registration and approval by the museum's press office. For all video and photo inquiries other than for personal purposes, please contact presse@museum-ludwig.de.

We look forward to hearing your suggestions, questions, and criticisms. Please leave us a message in the visitors book, at the ticket desk, or at info@museum-ludwig.de.

December 12, 2022

Dr. Yilmaz Dziewior (Director) and the Museum Ludwig staff