

GENERAL VISITORS RULES AND REGULATIONS

The Museum warmly welcomes you on your visit!

To ensure general safety, an undisturbed visit of the Museum and the maintenance of our exhibitions, we would ask you to observe the following instructions during your visit to the museum:

1. General

This statutory order regulates the visitor traffic and is obligatory for all visitors.

2. Opening times

Tuesday – Sunday	10am – 6pm
Thursday	10am – 8pm
Monday	closed (except on public holidays)
Closed	Good Friday, 24/25 and 31 December/1 January

On particular occasions, extra opening times can be specified. These in a suitable manner will be publicly announced in advance. This also applies if parts of the museum are temporarily inaccessible or have to be cleared.

Last admittance 30 minute before closing. All visitors are requested to leave the building punctually at the end of the opening hours. We ask you to leave the building quickly afterwards.

3. Admission prices

You can find out about admission prices, reduced fees and conditions for free admission at the smac ticket office, on the Internet at <https://www.smac.sachsen.de/en/openinghours.html> or via our printed matter.

Admission tickets are valid on the same day and are not transferable. An additional admission fee may be charged for special exhibitions and events organized by the museum and third parties.

4. Guided tours

You can find out about the prices for guided tours, discounts and conditions for free entry at the smac ticket office, on the Internet at <https://www.smac.sachsen.de/en/group-tours.html> or via our printed matter.

5. Audio tour

The audio guides are included in the entrance fee and can be borrowed at the information desk upon availability. The devices are suitable for hearing aids and can also be adapted with a hearing loop.

6. Cloakroom and lockers

Coats and jackets must be deposited in the cloakroom lockers unless they are worn on the body and not over the arm.

Any luggage (Bags, backpacks, parcels, umbrellas) which has a size greater than 30 x 21 cm (DIN A4) has to be deposited in the cloakroom lockers as well. This also applies to wet coats and jackets.

If you want to carry valuables or other necessary items into the exhibitions, bags can be purchased at the ticket office.

Bulky items such as umbrellas, tripods, sports and play equipment, inline skates have to be deposited. Excepted from this are walking aids.

Prams and buggies are allowed in the exhibitions. Huge bags such as diaper bags must be stowed in such a way in or under the pram so that they are not exposed. Before leaving the museum, upon request of the supervisory staff bags have to be opened. Infants in a baby sling have to be carried in front of the stomach.

For security reasons, bags, containers etc. may be checked by the security staff for their contents as required. All items, substances and materials that endanger the safety of guests and objects may not be taken into the exhibitions.

In case of doubt, at the entrance the supervisory staff shall make a decision in respect of what you can bring with you.

Loss of a cloakroom token obliges the visitor to pay compensation of 10,00 €, with respect to lost keys for the lockers, the amount of compensation is 15,00 €.

Liability of the smac in respect of items left or deposited is excluded unless the damage was caused intentionally or by gross negligence.

7. Lost property

Any lost objects found on site must be handed in at the information desk with detailed information of the place where they were found. They will be kept at the museum for two weeks and then passed over to the municipal lost property office. The museum accepts no liability for items left behind, forgotten or lost in the museum.

8. Animals

Taking animals into the exhibition is not allowed. Unlike other animals, guide dogs and assistance dogs are permitted in the exhibition when they are noted in the Disability Card. Official service dogs are also permitted in the exhibition.

9. Behaviour in the exhibition

The museum is open to all visitors.

The wearing respectively the display of unconstitutional symbols, publications, posters and other articles of anticonstitutional parties and groups in the museum is prohibited.

Please behave in such a way that no other people in the museum are hindered or bothered. In particular, discriminatory statements about origin, appearance, gender, sexual orientation, physical and mental abilities, age or religious ideology are prohibited, as are statements that are likely to belittle human dignity (Article 1 of the Basic Law of Germany).

Children under the age of seven are only allowed to visit the exhibition when accompanied by an adult. Parents, accompanying adults and teachers are responsible for the appropriate behavior of the children and school classes in their charge.

If not explicitly permitted, visitors are asked to refrain from touching exhibits and display cases. Hand-on-exhibits are an exception to this rule.

Please also refrain from dropping litter, particularly chewing gum, in the exhibition. Please leave your garbage in the provided containers.

Please note that in the interest of your own safety and that of all visitors you must not run within the exhibition rooms.

Staircases, passages and escape routes have to be kept free at all times.

If you feel unwell or in case of emergency please contact the supervisory staff.

Visitors are liable for any damage incurred through their conduct.

10. Photography / Filming / Publishing

You are permitted to use hand-held cameras not requiring a stand and flash bulbs / flash units.

You may use your photographs and films only for your own private purposes. For reasons of copyright, the museum may prohibit the photographing or filming of individual exhibits or parts of the exhibition.

The photographers and videographers are responsible for the observance and compliance of copyrights and personal rights of depicted persons. On the request of the museum or depicted persons, photos and movies have to be removed from private websites, networks or Internet portals.

Commercial photography, audio- or video recordings require the prior written consent of the museum management.

Photographing, audio- or video recordings used for press purposes require a prior registration and consent of the museum's press office.

The Museum/Archaeological Heritage Office of Saxony retains the right of publishing features and further results of its excavations.

11. Food and drink

You are not allowed to consume food and drink in the exhibition rooms and the areas of special exhibitions. Excluded are nursing mothers and small children sitting in a buggy. They are allowed to bring a baby bottle with water, juice or tea into the exhibition. Bottle feeding is not allowed in the exhibition rooms.

Eating and drinking is allowed in the foyer and for groups in front of the room of the museum educational service. You are not allowed to consume bring along food and drink in the area of the museum gastronomy.

Differing rules may apply in the case of exhibition openings and events.

12. Smoking

Smoking (including E-cigarettes) is only permitted in the outdoor area of the Museum's gastronomy and under the use of the ashtrays installed there.

13. Use of cellular phones /smartphones

It is not allowed to phone in the exhibition rooms. You are kindly asked to mute your cellular/smartphone during your visit to the museum.

14. Complaints / Suggestions/ Questions

Our supervisory staff and the employees at the information desk are happy to receive your complaints, questions or suggestions orally or in writing. In the foyer a visitor's book is placed in which you can feel free to write down your thoughts.

To answer any of your possible inquiries, suggestions and/or complaints, the smac offers feedback cards on which you can note your contact data.

15. Supervisory staff / Offence against visitors regulations

The supervisory staff is authorized to enforce house rules and to issue instructions as required. All instructions issued by the supervisory staff must be obeyed at all times.

Upon entering the exhibition areas respectively on the occasion of events, every visitor is obliged to voluntarily present his ticket to the supervisory staff.

Failure to follow the instructions may result in termination of the visit. The museum management respectively the supervisory staff is authorized to ban visitors from entering the museum who grossly fail to comply with the Visitor Regulations.

16. Video surveillance

The main entrances, the foyer and the exhibition areas are under video-surveillance and recording. This solely serves to protect the exhibits and the exhibition equipment. Furthermore it protects against theft and damage.

17. Additions to the visitor regulations

Short-term or time-limited additions will be announced on the smac website <https://www.smac.sachsen.de/en/> and on a notice in the foyer.

Visitor Rules and Regulations came into effect on 1st of April 2015.

1st Change on 15th of July 2015

2nd Change on 15th of August 2018

3rd Change on 5th of May 2020

4th Change on 18th of October 2021

5th Change on 19th of December 2022



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