

Welcome!

Dear visitors,

we are very pleased about your visit! We would like to make your stay as pleasant and safe as possible. Therefore, we would like to present our **hygiene measures**:

- Due to the coronavirus we are still in a special situation. Therefore we trust in the responsible behaviour of our visitors.
- If you are symptom-free, we are looking forward to your visit. In the event of symptoms of acute respiratory illness, please do not enter the museum.
- Please also take the opportunity to purchase your ticket online. *Click here...*
- Masks are compulsory for staff and visitors in the publicly accessible areas.
- Disinfection facilities are available at the main entrance and at the exit of the main exhibition as well as on other locations in the museum [Burgkloster].
- There are distance markings [1.50 m] on the floor in front of the cash desks and windows to protect cash desk staff and visitors.
- To trace infection chains, the names, addresses and telephone numbers of visitors are collected [in compliance with data protection laws].
- Please pay by EC or credit card if possible and only in exceptional cases with cash.
- The lockers are closed and there are easily accessible coat racks.
- Our visitor attendants are requested to ask guests to obey the distance regulations and the obligation to wear masks. If necessary, they will make use of our domiciliary rights.
- Door handles, railings, exhibition rooms and sanitary facilities are cleaned several times a day, both regularly and additionally when necessary. We also take into account the number of visitors.
- Sanitary rooms are regularly checked to ensure that they are stocked with soap and paper towels.
- The museum shop is open and looks forward to your visit. Masks are compulsory.
- Our Bistro NORD is happy to welcome you during museum opening hours.
- The listening stations in the main and special exhibitions are no longer operated with in-house stationary headphones. The stations now have an QR code, so you can use your own smartphone. There is also a jack plug input. Therefore, it is best to bring your own headphones. If you do not have either, our team will be happy to hand out disposable headphones at the ticket counters.
- The touch screens in the main and special exhibitions may only be used with the „Touch Pens“ provided by the EHM for each visitor. These will be returned after the tour and disinfected before each new use.

We hope you enjoy your visit to our museum!

Your team of the European Hansemuseum | 22.10.2020