

Dear visitors,

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

- Basically, we trust in the responsible behaviour of our visitors.
- As it is sometimes very crowded in our museum, we would appreciate it when our visitors wear a face mask when it is not possible to keep a safe distance.
- Tickets can only be purchased for a specific time slot via our online shop. Please book your admission ticket for a visit [here](#).
- Disinfection facilities are available at the main entrance and at the exit of the main exhibition as well as at other positions in the museum [e.g. Castle Friary, toilets].
- Distance markings [1.50 m] are on the floor in front of the ticket counters, plexiglass walls to protect the cashiers and visitors.
- Please pay by debit card or credit card if possible and only in exceptional cases with cash.
- Our visitor attendants are requested to point out to guests that they must keep their distance.
- Door handles, railings, exhibition rooms and sanitary facilities are cleaned several times a day, both regularly and as required and additionally when necessary. In doing so, 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.
- Our listening stations in the main and special exhibition have QR codes, so that you can use them with your own smartphone. There is also a jack plug input. Because of this, you can also bring your own headphones. If you don't have them with you, our team at the ticket office is happy to hand out disposable headphones.
- The hygiene concept is valid from January 30th, 2023.

We hope you'll enjoy your visit!

Your team of the European Hansemuseum