

## **Visitor regulations while at the Museums of Aschach Castle**

The Museums of Aschach Castle warmly welcome you!

During your visit to the museums, we ask you to observe the following rules in the interests of protecting the valuable exhibits, general safety and an undisturbed visit to the museum for you and other visitors:

### **1 Scope of application**

The visitor regulations serve to ensure safety and order.

The visitor regulations apply to all areas of the Museums of Aschach Castle that are open to the public. In addition to the three museums (Graf Luxburg Museum [the Count Luxburg Museum], Schulmuseum [the School Museum] and Volkskundemuseum [the Folklore Museum]) and the special exhibition area in the Museumsscheune [Museum Barn], this includes the ticket office, toilets, the event room in the Kleines Schloss [Small Castle], the offices, the museum education center in the castle mill and the castle park.

The visitor regulations are binding for all visitors and employees of companies who are present in the museums on the basis of a commission and are recognized upon entry.

### **2 Domiciliary rights**

The employees of the Museums of Aschach Castle exercise domiciliary rights, including in the castle park. The supervisory staff are instructed by the management of the Museums of Aschach Castle to ensure that the visitor regulations are observed.

### **3 Access**

Access to the exhibitions is only permitted with a valid admission ticket. The admission ticket must be shown to the supervisory staff on request. The ticket is not transferable.

Access to the exhibitions under the influence of alcohol or any other intoxicant is not permitted.

### **4 Admission prices and opening hours**

The management of the Museums of Aschach Castle decides on admission prices and opening hours in consultation with the responsible body (District of Lower Franconia).

Admission prices and opening hours can be found on the museum website and at the ticket office on site.

The museums may restrict access to the rooms or close them completely to visitors under certain circumstances or if the exhibition rooms are overcrowded.

### **5 Guided tours**

Guided tours of the exhibitions are conducted exclusively by employees of the Museums of Aschach Castle or by service providers or authorized persons commissioned by the Museums of Aschach Castle. So-called external tours are not permitted.

## **6 Behavior in the exhibition rooms**

Please be considerate of other visitors. Avoid loud talking and noise.

Touching exhibits, showcases and furnishings is not permitted unless expressly authorized (e.g. hands-on stations).

The exhibits in the Graf Luxburg Museum are alarm-protected. Anyone who intentionally or negligently triggers the alarm must pay for any costs incurred.

### **6.1 Bags and rucksacks**

Large bags, large rucksacks and bulky items (e.g. umbrellas or play equipment) may not be taken into the exhibition rooms. Free lockers near the cash desk or umbrella stands are available for this purpose. The Museums of Aschach Castle accept no liability for the contents of the lockers.

In case of any doubt, the supervisory staff at the museum entrances will decide what you may take into the exhibition rooms.

Bags and rucksacks must be opened before leaving the museums at the request of the supervisory staff.

### **6.2 Pushchairs**

Pushchairs can be taken into the exhibition rooms. However, the Museums of Aschach Castle reserve the right to regulate access for pushchairs in the event of particularly large models or very high visitor numbers in the museums.

Large bags such as changing bags must be stowed in the pushchair so that they do not protrude.

In case of any doubt, the supervisory staff at the museum entrances will decide what you may take into the exhibition rooms.

### **6.3 Animals**

Animals are not admitted to the exhibition rooms of the Museums of Aschach Castle, with the exception of guide dogs or assistance dogs for the blind, provided they are listed on the disability pass, and official service dogs.

Dogs must be kept on a lead.

### **6.4 Smoking**

Smoking, including the use of e-cigarettes and vapes, is prohibited in exhibition rooms. It is only permitted in the outdoor area using the ashtrays provided.

### **6.5 Food and drink**

Food and drink is not permitted in the exhibition rooms. Please use the outdoor areas for this.

### **6.6 Phone calls**

Phone calls are not permitted in the exhibition rooms. Please use the outdoor areas for this.

Mobile phones or similar must be put on silent for the duration of your visit to the museum.

### **6.7 Photography and filming**

Photography and filming is permitted for private use, but no flash photography, lamps, tripods or selfie sticks are permitted in the exhibition rooms. The person taking photographs or filming is responsible for observing copyright and ownership rights, as well as the rights of third parties.

### **6.8 Duty of supervision**

Children up to the age of seven may only enter the museums if accompanied by an adult. Legal guardians, accompanying adults and teachers are responsible for the appropriate behavior of their children and groups.

Minors under the age of 14 without adult supervision may be denied access to the museums if there is a risk of disruption to museum operations.

### **7 Alarm protection and video surveillance**

The three museums are alarm-protected.

The school museum also has video surveillance.

The Graf Luxburg Museum also has video surveillance and electronic monitoring of the exhibits.

### **8 Parking facilities for motor vehicles and bicycles**

Motor vehicles are not permitted on the castle grounds without authorization by the management of the Museums of Aschach Castle. Three disabled parking spaces are available on the castle grounds for people with disabilities.

Cyclists must dismount when entering the castle grounds. Bicycles may only be parked in the designated bicycle parking area. The parking of bicycles in the castle courtyard is prohibited.

### **9 Castle park**

Please stick to the designated paths in the castle park and do not pick any flowers.

Dogs must be kept on a lead in the castle park.

### **10 Lost property**

Lost property must be handed in at the cash desk, stating where it was found. Lost property will be kept in the Museums of Aschach Castle until the end of the season. It will then be handed over to the relevant lost property office in Bad Bocklet.

### **11 Help and information for persons with disabilities**

Persons with disabilities can get help and information at the ticket office and from the supervisory staff.

### **12 Complaints and suggestions**

Our supervisory staff will be happy to receive any complaints or suggestions you may have, either verbally or in writing.

### **13 Offenses against the visitor regulations**

Our supervisory staff exercise domiciliary rights on behalf of the management of the Museums of Aschach Castle and are authorized to issue instructions in individual cases. Visitors must always follow instructions. If instructions are not followed, supervisory staff may expel visitors from the museums and, in exceptional cases, ban them from the premises.

### **14 Entry into force**

These visitor regulations are effective from 20 September 2024.

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