



PalaisPopulaire House and Visitor Rules

Dear visitor,

We cordially welcome you to the PalaisPopulaire and wish you a pleasant stay. At the beginning of your visit, we would like to familiarize you with our house rules.

Purpose of the house rules

The house rules enable you to visit the PalaisPopulaire in a pleasant atmosphere. So obeying the rules is in your own interest. The rules are compulsory for all visitors. When you enter the building, you recognize the rules and all other orders issued in the interests of your and others' safety.

The management, represented by the employees of the PalaisPopulaire, exerts the householder's rights. The rules and orders ensure the safety of visitors and protect the artworks at the PalaisPopulaire.

If you have any questions, please do not hesitate to contact the PalaisPopulaire team:

palais.populaire@db.com, T +49 (030) 20 20 93-0

Admission prices and opening hours

The admission prices and opening hours are specified separately by the PalaisPopulaire. They can be viewed at the cash desk and on our website. Visitors are obliged to pay the entrance fee and to keep their admission tickets until the end of their visit.

An admission ticket entitles you to visit the PalaisPopulaire one time and loses its validity when you leave the building.

Behavior in the exhibition rooms

1. Bulky, sharp-edged, or sharp objects, e.g. umbrellas, briefcases and photo cases, as well as tripods are not permitted in the exhibition rooms. Naturally, walking aids may be used. The whole building is barrier-free for wheelchair users.

2. Backpacks and bags that are bigger than DIN A 4 (approx. 20 x 30 cm) must be put in lockers or checked at the cloakroom. Visitors are allowed to take smaller bags with them into the exhibition rooms. In cases of doubt, the supervisory staff decides.

3. Wet clothing, coats, jackets, and the like have to be checked at the cloakroom or put in lockers. Dry coats, jackets, and the like that are not checked have to be worn.

4. Baby carriages are welcome.

5. Children are not allowed to be carried in backpacks. A diaper-changing room is available in the sanitary facilities (ground floor)

6. The cloakroom and the lockers are situated in the entrance area (ground floor). We cannot accept liability for the cloakroom and the contents of lockers.

7. Animals, with the exception of seeing-eye dogs, are not allowed in the museum rooms. In the outside area of the PalaisPopulaire, dogs have to be kept on leashes.

8. Eating or drinking in the exhibition rooms is strictly prohibited.



9. Smoking, including smoking of so-called e-cigarettes, is not permitted in the building.

10. Entering the building wearing roller skates, other kinds of skates, or the like is not permitted.

11. Photographing without using flash and without a tripod, and filming for private use, is generally permitted. Exceptions are indicated in the exhibition. But the personal rights of other visitors have to be respected.

12. The use of so-called selfie sticks is prohibited in the museum.

13. Filming and photography for commercial and scientific purposes, as well as in the context of current reporting (the press), has to be registered at the press office and is only permitted when written approval is given by the PalaisPopulaire.

14. The use of laser pointers is prohibited.

15. We kindly request that you turn off the volume of your mobile phone in the building and do not make telephone calls so that everyone can have a relaxing museum visit. If you need to make a phone call, you can do so in the service area in the Forum.

16. During exhibitions, rooms used for other exhibitions may be closed temporarily. We kindly ask for your understanding and will try to announce such closures well in advance.

17. It is strictly prohibited to touch exhibits. (To protect the artworks, all interior and exterior areas are under video surveillance).

18. The audio guides provided by the PalaisPopulaire can only be used in the exhibition rooms of the PalaisPopulaire and must be returned upon leaving the

building. The PalaisPopulaire assumes no liability for damages which are caused by the application of a mobile terminal and or a digital application by the user. The exclusion of liability refers to the application of private devices and digital applications offered by the PalaisPopulaire.

19. We kindly request that teachers and group leaders stay with their class and keep the group together. They are responsible for ensuring that the children and young people they accompanying them behave in an appropriate and considerate manner. It is prohibited to use walls and display cases as writing surfaces. In the exhibition rooms, writing and drawing is only permitted using lead or colored pencils.

20. Children under 12 have to be accompanied by an adult to visit the PalaisPopulaire.

21. For youth under 18 to participate in ParkourPopulaire and SportPopulaire workshops, prior written consent from their parents is required.

22. Tilt Brush and VR-installations

You are not allowed to use the 3D glasses

- if you have a severe illness (e.g. a heart condition)
- if you cannot safely perform physical activities
- if you are pregnant
- if you are at an advanced age
- if you have had an epileptic attack at some point in your life, lost consciousness, or had other symptoms of epilepsy
- if you have a pacemaker or another implanted medical device
- if you are ill or tired
- if you are under the influence of intoxicants or generally do not feel well

We kindly request that you stop using the 3D glasses and consult a physician if one of the following symptoms occurs:



- seizures, loss of consciousness, cramps, involuntary movements, dizziness, disorientation, nausea, drowsiness, sleepiness, or tiredness
- Eye pain or discomfort, eyestrain, twitching of the eye, or visual disturbances
- excessive sweating, increased salivation, a disrupted sense of balance, impairment of hand-eye coordination, or other symptoms similar to motion sickness
- tingling sensations, numbness, stiffness, or throbbing

You should not drive a car until you have completely recovered from these symptoms.

Small children are only allowed to use them under the supervision of an adult. The products may contain small parts with sharp edges that can be dangerous. If detached parts are put in the mouth, there is the danger that children will choke on them.

If older children are permitted to use the product, adults should keep an eye out for negative effects during and after usage. Adults should also ensure that older children do not use the product for too long a time.

Move your feet slowly and carefully. Always make sure you are standing firmly.

23. All visitors are liable, within the framework of the applicable legal provisions, for any damage they may cause.

24. It is prohibited to take helium balloons into the building.

25. It is prohibited to spend the night on the grounds of the PalaisPopulaire.

Supervisory staff

1. Supervisory staff members must ensure that the House and Visitor Rules are adhered to. Visitors are required to follow the instructions of the supervisory staff.

2. We kindly request that you treat our supervisory staff with respect and understanding.

3. We kindly ask you to understand that supervisory staff members are not allowed to accept tips or gifts.

4. If a visitor violates the House and Visitor Rules or disrupts an exhibition, that visitor may have to leave the building. Visitors who repeatedly violate rules will be banned from the building.

Visitors who are asked to leave the PalaisPopulaire will not be reimbursed for the cost of their admission ticket.

Café/Restaurant

1. Performances of any kind by street musicians and showmen, as well as asking for money at the PalaisPopulaire and at the café/restaurant (forum and terrace) or on the grounds of the PalaisPopulaire, are strictly prohibited.

2. Visitors are not allowed to consume drinks or foods they have brought with them at the café/restaurant (forum and terrace) or anywhere else in the PalaisPopulaire.

3. A stay at the café/restaurant requires that visitors order food or drink.

Sanitary facilities / lockers

1. Use of the sanitary facilities is reserved for visitors to the PalaisPopulaire and to the café/restaurants.

2. Please be aware that the lockers can be used only during opening hours and, for



security reasons, are opened and checked every day after the building closes. We cannot accept liability for objects that have not been collected.

Found objects

We kindly request that you hand over any objects you find at the counter at the entrance. Lost property is disposed of in accordance with the legal regulations.

Entry into force

The House and Visitor Rules shall be effective immediately.

Berlin, September 26, 2018
PalaisPopulaire Management