



House rules for visitors

1. Visitors are admitted up to 30 minutes before closing time.
2. Reduced-price admission tickets can only be purchased by a beneficiary clientele on presentation of proof of eligibility. There is no legal entitlement to purchase admission ticket at a reduced price. If the reduction has been claimed without justification, the ticket becomes invalid without replacement. Paid tickets cannot be exchanged or (partially) refunded. Limited viewing opportunities due to temporary closure of parts of the museum do not constitute a shortcoming of the purchased ticket and do not entitle the holder to a (pro rata) refund of the purchase price.
3. Children under the age of 14 are only allowed into the museum when accompanied by an adult supervisor. The supervisor is obliged to supervise the children entrusted to him or her in order to prevent accidents and damage.
4. Please note that appropriate clothing and footwear must be worn throughout your stay.
5. It is forbidden to bring animals (except assistance animals) and bulky or dangerous objects. The security staff is authorised to carry out random checks on persons and bags. For safety reasons, prams and pushchairs are not permitted in the exhibition halls when there are large numbers of visitors. Only limited parking space for prams is available.
6. The following items must be left in the cloakroom: umbrellas and canes that cannot be folded (except for medical necessity), tripods, wet over-dresses, large bags, backpacks and similar items of luggage. The NHM is liable for damage to items handed in at the cloakroom in accordance with § 964 ABGB, but only for intent or gross negligence. Any damage incurred must be reported immediately after taking possession of the items. Particularly valuable items or amounts of money exceeding the customary amount may not be stored in the cloakrooms. If items are nevertheless kept in the cloakrooms, the NHM is not liable for their loss or damage.
7. Closed groups may not exceed 30 persons. In the case of groups of children, the relevant supervisors must fulfil their supervisory duties, in particular with regard to compliance with these house rules for visitors, during the entire visit to the museum. The supervisory duty of the supervisors for groups also applies, if the children visit the museum individually. Groups, or in the case of guided tours, the respective guides, are obliged to behave in such a way that they do not disturb the other visitors (e.g. low noise level, leave space for other visitors). Guided must end 15 minutes before closing time.
8. Private photography and filming is permitted without a tripod and flash or other forms of additional light sources. Photography and filming for commercial or scientific purposes as well as the distribution of image material on the internet is subject to approval. The NHM reserves the right to prohibit photography and filming entirely on a case-by-case basis.
9. Private sales activities, begging and any other activity, in particular noise production, which may cause a nuisance to other visitors are prohibited.
10. The NHM must be kept clean and any litter must be disposed of separately in the bins provided.
11. Eating and drinking is only permitted in the café. Smoking is prohibited in the entire house. The use of e-cigarettes is not permitted.
12. Touching objects or showcases is prohibited (except for designated hands-on objects).
13. For damage to the facility, the objects or other visitors, the person causing the damage is liable regardless of fault, in particular, but not exclusively, in the event of non-compliance with the instructions of the NHM staff or these house rules for visitors.
14. In the event of an alarm, the green emergency exit arrows must be followed to the exits unless otherwise instructed by the security staff. The use of the lifts is prohibited in the event of an alarm.
15. The security staff of the NHM is entitled to close the exhibition halls. All orders given by the security staff must be obeyed. The security staff must be treated with courtesy and respect.
16. The NHM reserves the right to refuse access or expel individuals, who:
 - cannot show a valid admission ticket;
 - repeatedly or particularly grossly disregard the provisions of these house rules for visitors;
 - engage in any other unlawful conduct;
 - can disrupt the operation of the museum through any other action;
 - are intoxicated.

In this case, there is no entitlement to a refund of the ticket price.
17. The NHM strives to provide a pleasant and high-quality stay for you. We therefore welcome complaints or suggestions to the Natural History Museum Vienna in particular at the information desk in our feedback booklet.

