

MUSÉE UNTER LINDEN

Provisional “visitors” rules and regulations **of the Musée Unterlinden – Colmar** **during the COVID19 health crisis**

PREAMBLE

SCOPE OF APPLICATION OF THESE RULES AND REGULATIONS

These rules and regulations apply in full to visitors to the Musée Unterlinden, as well as:

- 1) people or groups authorised to use certain spaces for meetings, receptions, lectures, concerts, performances or various ceremonies;
- 2) any non staff member who is present at the establishment, even for work purposes. At all times, these people, as well as visitors, are required to comply with the instructions issued by the museum’s reception and security staff or by firefighters from the Departmental Fire and Rescue service.

The sections of the Musée Unterlinden open to the public include the reception areas and the shop located before the ticket check for access to the collections, the sections displaying the permanent collections and temporary exhibitions beyond the ticket check for access to the collections, the cloister, the Pommarium, the Louis-Hugot Room, the Baths and the Café-Restaurant Schongauer.

We remind members of the public that they are not permitted to:

- deliberately or unintentionally destroy, deface or damage any moveable or immovable property or any object habitually kept or deposited in the museum, in accordance with the provisions of article 322-2 of the penal code, anyone in contravention will be held liable;
- remain without authorisation in the museum outside its hours of opening to the public, in accordance with the provisions of article R 645-13 of the penal code;
- smoke, including e-cigarettes, in the cloister or in the museum’s indoor spaces in accordance with the provisions of article L 3511-7 of the public health code;
- wear an outfit deliberately intended to hide their faces, in accordance with the provisions of law n°2010-1192 of 11 October 2010.

CONDITIONS FOR RECEIVING VISITORS

Article 1

The Musée Unterlinden is open, with exceptions, on:

Monday, Wednesday, Thursday, Friday, Saturday and Sunday from 9 am to 6 pm, and on the first Thursday of the month until 8 pm.

(On 24 December and 31 December the museum closes at 4 pm).

The museum is closed on Tuesdays and on 1/01, 1/05, 1/11, 25/12

Visitors must pay an admission fee set by the Société Schongauer at:

- **Full price:** €13
- **Concessions:**
 - €11 (groups, senior citizens over 65); on presentation of a *carte d'invalidité* for those with up to 80% disability, jobseekers on presentation of their card.
 - €8 (children 12-17 years old, students under 30)
 - €35: family ticket (2 adults and 2-5 children aged 12-17)
 - Any concession requires presentation of proof.
 - The museum offers half-price tickets for the final hour of the day. Entrance from 5 pm (7 pm on the first Thursday of the month)
- **Free entry:** children under 12, disabled visitors and the person accompanying them (on presentation of a *carte d'invalidité* for those with 80%-100% disability), pupils covered by the Strasbourg regional education authority (from primary up to high school) and the Baden-Württemberg regional education authority when visiting with their establishments, teachers and accompanying persons during the visit, tour guides on presentation of their professional accreditation card, the Dominican sisters of Orbey, holders of an ICOM card, holders of a Culture card (University of Haute-Alsace and University of Strasbourg), Pass Museum Pass, journalists and members of the Société Schongauer (see article 3) on presentation of their card.
- **Visitor assistance materials**

Visitor assistance materials: audioguide (€2), available in several languages (English, French, Dutch, German, Italian, Japanese, Korean, Mandarin and Spanish); interactive touch-screen tablet for children (free, depending on stocks available); written material freely available in the rooms. All visitor assistance materials are regularly cleaned with wipes. Room information sheets have been temporarily removed from the holders and multimedia terminals are not available.

Article 2

Scanned tickets or tickets with their stubs removed give unlimited access on the day of purchase

Intact or unscanned tickets are valid for one year from their date of issue.

Visitor admissions and ticket sales end 30 minutes before the site closes, in other words at 5.30 pm, or 7.30 pm on evening opening days.

Article 3

Each member of the Société Schongauer who is up to date with his/her subscriptions has the right to visit the museum's collections free of charge, on presentation of their card, accompanied by one person of their choice. For these members, the audioguide, covered by the Société Schongauer, is provided free of charge for them as well as their guest.

Article 4

Entrance and circulation within the museum are subject to visitors' presentation of an admission ticket supplied by the ticket office (at the museum or online), or for those visiting for purely professional reasons, presentation of a pass supplied by the museum's staff.

Visitors must retain this ticket, as they may be asked to present it at any point.

Article 5

The whole of the museum is accessible to people with reduced mobility in wheelchairs. For those who use a wide electric wheelchair, the museum will provide them with a manual wheelchair that will allow them to access all sections of the museum.

A wheelchair can be supplied free of charge at the Ticket Office, in exchange for an official identity document as a deposit. Wheelchairs are carefully disinfected after each use.

Article 6

The luggage storage service is temporarily closed. The only exception is umbrellas, which are accepted. Compulsory plastic protectors will be provided during rainy weather.

Article 7

The following may not be brought into the establishment:

- Any arms or ammunition, with the exception of arms carried by representatives of the forces of law and order
- Any device able to play music or emit sounds (radio, mp3 player, etc)
- Alcoholic drinks, fizzy drinks or food
- Any dangerous object that could be harmful to people or property
- Any works of art or antique items
- Any reproductions or casts
- Any animal, with the exception of dogs accompanying blind visitors visiting the museum alone, on presentation of the dog's accreditation card.

For the benefit of all visitors, telephone calls are not permitted, and we recommend that people put their phones into "airplane mode" in order to be able to take photographs.

Article 8

Any complaint, claim or request for information must be addressed to the Curator of the Musée Unterlinden or President of the Société Schongauer – 1 place Unterlinden 68000 COLMAR.

I- VISITORS' BEHAVIOUR

Article 9

Only visitors wearing a mask (cloth or surgical, meeting the specifications of AFNOR SPEC S76-001: 2020) are authorised to enter the establishment. The museum may on an exceptional basis provide surgical masks for those visitors who arrive without a mask.

Visitors must show perfect propriety in their behaviour and dress.

The museum reserves the right to refuse entry to or remove a visitor from the museum if their language or behaviour are deemed disrespectful to the place or to people.

Article 10

Smoking is prohibited within the confines of the museum, including e-cigarettes, with the exception of the Café Schongauer terrace and the Pommarium. Ashtrays are provided for this purpose.

Drinking water from a plastic bottle or giving a bottle to a baby is permitted in the reception and circulation spaces, but picnicking within the confines of the museum is not allowed.

Article 11

It is not permitted:

- To enter the museum without a protective mask (cloth or surgical)
- To use walking sticks without protection (sticks with rubber tips will be lent to visitors in exchange for an identity document), or hiking poles
- To enter the museum with rucksacks exceeding the dimensions set by the size gauge (rucksacks used as handbags must be worn on the front), plastic bags or other bags exceeding the dimensions of the size gauge.
- To enter the museum's rooms with a double buggy wider than a wheelchair
- To enter the museum's rooms with a backpack child carrier with a projecting metal structure that could damage an artwork
- To enter the museum barefoot
- To touch the works or the décor
- To lean or sit on the radiators, display cases, display panels or structures supporting the works
- To cross the barriers or structures intended to cordon off the public
- To leave graffiti, writing or any kind of dirty mark
- To throw paper or rubbish on the floor
- To disturb other visitors with any noisy behaviour
- To impede the circulation of visitors
- To distribute printed matter or engage in investigations or polls within the confines of the establishment, without special authorisation from the Société Schongauer
- To engage in any unseemly behaviour

- To engage in any kind of rumour-mongering or untruthfulness.

Article 12

Visitors must follow the instructions issued to them by museum staff for health or safety reasons or for the performance of their duties.

If they are not followed, the museum staff may ask anyone contravening these instructions to leave the premises without delay and without reimbursement of their admission ticket, or call on the forces of law and order if this is judged necessary.

II- MEASURES APPLICABLE TO GROUPS

Article 13

Groups are formed of 9 or more people. Guided groups may not exceed 25 people (guide included)

Article 14

The prices of group visits are stated in euros, inclusive of all taxes.

The total cost of the visit may be paid before the visit, on the day of the visit, or on receipt of the invoice:

- by transfer
- by remote bank card payment
- in cash (only in person)
- by French cheque made payable to the Musée Unterlinden

If payment is made by international transfer, bank charges are supplementary to the cost of the visit. In accordance with article L.441-6 of the Commercial Code, late payment penalties (interest at 15 %) are due if payment is not made within the stipulated deadlines.

For deferred payments, the group leader must present a voucher to the ticket office prior to the visit, updated to show the actual number of participants and co-signed by the group leader and the ticket office clerk.

Article 15

Group visits are conducted by:

- Museum curators on presentation of their professional accreditation card
- Guides approved by the Colmar Tourist Office
- Guides and interpretation staff approved by the Musée Unterlinden
- Tour guides on presentation of their professional tour guides' accreditation card
- Teachers taking their school parties on presentation of a confirmation document
- Any person whose abilities have been recognised and approved by the Société Schongauer

who agree to ensure that these rules and regulations are respected and that the group maintains order and discipline so as not to disturb other visitors.

People who are not approved may not under any circumstances lead a group within the museum. Those who contravene this requirement may be barred from the museum.

Article 16

School groups coming to visit the museum are asked to register with the Reservations Service at least 8 days before the chosen date, in order that a timetable can be drawn up that avoids the presence of several groups in the same section of the building at the same time.

Pupils are the responsibility of those accompanying them.

Only pencils are permitted in the museum for note-taking. Sketching on paper is acceptable on sheets of paper or sketchbooks (maximum dimensions 40X50 cm) so long as other visitors are not inconvenienced and safety and circulation access is not impeded. We recommend that you have the pupils sit on the floor during these activities.

Article 17

Booking is compulsory for groups of nine people upwards, which cannot exceed 25 people (guide included).

Guided group visits (including school groups) shall only be conducted using the audio equipment made available free of charge so as not to disturb other visitors. If this equipment is not available, the Musée Unterlinden may indicate an alternative timing for the visit.

The equipment is systematically disinfected after each use. The headphones returned to the museum are systematically supplied with a disposable protective cover protecting the earpieces.

Groups that have equivalent equipment are permitted to use it and are requested to do so.

Article 18

Group visits may be limited at any point by the Reservations Service, the President or Vice-Presidents of the Société Schongauer or the museum's curators depending on visitor capacity or for reasons of safety or provision of service.

III. PHOTOGRAPHY, RECORDINGS AND COPIES

Article 19

The museum's works may be photographed or filmed for private purposes, excluding any collective or commercial use. For temporary exhibitions, restrictions may be specified for certain works at the request of their owners.

The use of flash photography, tripods measuring over 20 cm when unfolded or selfie sticks is prohibited.

Article 20

Journalists or any other person needing to use flash photography or specialised equipment for professional use must request individual, written authorisation from the communications department.

The museum reserves all of its property rights a priori.

Article 21

Copies of the museum's works are subject to written authorisation from the museum's Curator, on the condition that their beneficiary adheres to the regulations in force.

IV. SAFETY OF PEOPLE, WORKS AND THE BUILDING

Article 22

To meet the requirements of social distancing, the museum can only accommodate 200 people at any one time in the whole of the building, including 60 people in the Altarpiece room.

Article 23

Any accident, unwellness or abnormal event must immediately be reported to the nearest member of the reception and security staff.

Article 24

If it proves necessary to evacuate the building, the evacuation shall be carried out in accordance with the instructions given by the security staff.

When the alarm sounds, visitors must evacuate the building and move towards the emergency exits following the evacuation plans displayed in the museum.

No reimbursement will be made in this type of situation.


Article 25

Any visitor who witnesses the removal of or damage to a work or any kind of malicious act must immediately report it to a member of the reception and security staff.

Article 26

In the event of exceptional circumstances, access closure and exit control measures may be implemented.

Pantxika De Paepe
Curator-in-Chief
of the Musée Unterlinden



Thierry CAHN
President
of the Société Schongauer