

## **VISITOR REGULATIONS**

Dear visitors,

We warmly welcome you to Villa Hügel and hope you have a pleasant stay. At the start of your visit, we would like to familiarise you with our visitor regulations.

### **PURPOSE OF THE VISITOR REGULATIONS**

The Alfried Krupp von Bohlen und Halbach Foundation aims to create an atmosphere of respect, tolerance and empathy, and to ensure that you feel comfortable and safe during your visit to Villa Hügel. We are also responsible for a listed building with historic interiors and landscaped grounds, which we wish to preserve for future generations. We therefore ask that you observe the following rules:

### **SCOPE**

These visiting regulations are binding on all visitors to the park and the buildings. By entering the Hügelpark, you agree to abide by them.

### **HOUSE RULES / AUTHORITY TO ISSUE INSTRUCTIONS**

The buildings of Villa Hügel and the surrounding park are privately owned by the Alfried Krupp von Bohlen und Halbach Foundation. The security service provider Wach- und Werkschutz Kurt Strube GmbH (WWS Strube for short), represented by its staff, and the building management, represented by staff from thyssenkrupp, exercise the owner's right of access on behalf of the Alfried Krupp von Bohlen und Halbach Foundation at Villa Hügel. Their instructions must therefore be followed. These are intended to ensure the safety of visitors and to protect Villa Hügel as a cultural asset.

## **ACCESS AND DUTY OF SUPERVISION**

- We welcome everyone to Villa Hügel. However, misconduct of any kind will not be tolerated. The owner reserves the right to refuse entry to the premises to any individual without giving a reason. In the event of extremely high visitor numbers or for other reasons (e.g. events organised by the owner, force majeure), Villa Hügel may be closed to visitors in whole or in part.
- The Alfried Krupp von Bohlen und Halbach Foundation welcomes visit from children, young people and adults. Children under the age of 12 are only permitted to enter the Hügelpark and the buildings of Villa Hügel when accompanied by an adult. Parents or guardians, accompanying adults and teachers are responsible for the behaviour of their children and school groups.
- The historic building of Villa Hügel and the Hügelpark do not meet current building standards. Unfortunately, we cannot guarantee that a visit to Villa Hügel and the park will be fully accessible. We therefore recommend that people with severe physical or mental disabilities visit Villa Hügel accompanied by an adult.
- The Alfried Krupp von Bohlen und Halbach Foundation expressly opposes any form of discrimination against visitors and staff.

## **BEHAVIOUR IN HÜGELPARK**

Hügelpark is home to and provides a habitat for numerous plants and wild animals, some of which are rare. The owner asks that you:

- observe the highway code, drive carefully and park vehicles only in designated parking areas,
- use the designated roads and paths to protect flora and fauna,
- keep the park clean and tidy. There are litter bins throughout the outdoor area, which must be used. Picnics or similar events are not permitted anywhere on the premises.

## **ANIMALS**

To protect the wildlife population, bringing animals into the entire Hügelpark and the buildings – including leaving them in the car – is prohibited. This does not apply to certified assistance dogs, which must be kept on a lead. Please feel free to contact us in advance.

## BEHAVIOUR IN THE BUILDINGS

- We ask that you behave in such a way that you do not obstruct, disturb or endanger other visitors in the museum.
- Please speak in a moderate tone of voice. Mobile phones and similar devices must be set to silent mode.
- It is strictly forbidden to touch exhibits. Please always maintain a safe distance. In the immediate vicinity of the historical furnishings or any exhibits, do not handle objects that are likely to cause damage.
- Passageways, stairs and emergency exits must always be kept clear for safety reasons. Emergency exits may only be used in an emergency.
- Wheelchairs or other walking aids, as well as pushchairs, may be used in the museum.
- Portable folding stools are available free of charge for use in the Main Building and the Small House.
- Eating, drinking and smoking are prohibited in all buildings of Villa Hügel. Different rules may apply during exhibition openings and other events.
- To protect the historic parquet flooring, entry in special footwear (e.g. clip-in cycling shoes, studded shoes, roller skates). Please bring a change of shoes with you.
- External guided tours are not permitted.
- The Alfried Krupp von Bohlen und Halbach Foundation, represented by the staff of WWS Strube, is entitled to carry out checks on visitors if theft is suspected. In the event of suspected theft, the Alfried Krupp von Bohlen und Halbach Foundation is entitled to close all exits except the main entrance in order to carry out checks on visitors there.

## CLOAKROOM AND LUGGAGE

- Visitors are not permitted to bring any bulky items, such as umbrellas, rucksacks and bags larger than A4 size (approx. 20–30 cm), into Villa Hügel. In case of doubt, the supervisory staff will make the final decision.
- A cloakroom and lockers are available for storing the aforementioned items as well as coats, jackets, etc. The lockers must not be used to store dangerous items. Items left in storage must be collected on the same day before Villa Hügel closes, and the lockers must be emptied.
- The Alfried Krupp von Bohlen und Halbach Foundation reserves the right to clear out lockers that have not been emptied. Items not collected will be treated as lost property. Visitors are fully liable for any loss of locker keys.
- The Alfried Krupp von Bohlen und Halbach Foundation accepts no liability for valuables left in the cloakroom area.

## **FILMING AND PHOTOGRAPHY**

- Photography and filming are permitted in the publicly accessible historic rooms of Villa Hügel and in the outdoor areas for private purposes, provided that no flash is used and no tripods or smartphone holders are employed. Care must be taken to respect the privacy of other visitors and staff.
- Private photo shoots, such as for weddings, etc., are not permitted inside Villa Hügel or in the park.
- Photography and filming for commercial or academic purposes, professionally organised shoots or projects of public interest, as well as drone footage or other aerial photography, are not permitted.
- In individual cases and in the context of current news coverage, the owner may grant special permits. These must be obtained in advance and presented to supervisory staff upon request.
- Advertising activities, the distribution of leaflets, flyers and similar materials are not permitted.

## **STAFF**

- The staff at Villa Hügel are happy to provide you with information and assistance. They are instructed to ensure that the visitor regulations are observed.
- You must follow the instructions given by the staff. If the visitor regulations or the instructions of the supervisory staff are not followed, the persons concerned will be prohibited from remaining at Villa Hügel. A ban from the premises may be imposed.
- If you are asked to leave Villa Hügel, the admission fee will not be refunded.
- Please understand that staff are not permitted to accept tips or gifts.

## **LOST PROPERTY**

- Please hand in any items found in the museum or in the park at reception in the Main Building or the Small House.
- Lost property will be kept on record for a maximum of 6 months. The owner reserves the right to hand over lost property to the municipal lost property office.

## **LIABILITY**

- Villa Hügel and Hügelpark are subject to heritage protection regulations. The Alfried Krupp von Bohlen und Halbach Foundation is therefore responsible for protecting Villa Hügel and preserving it for future generations.
- Entry to the park and the buildings is at your own risk.
- We are liable only for wilful misconduct and gross negligence. In cases of injury to life, limb and/or health, liability applies only in accordance with statutory provisions. No further liability exists. This limitation of liability also applies to breaches of duty by our legal representatives and vicarious agents.
- In the event of soiling or damage to the buildings, works of art and furnishings, both indoors and outdoors, all persons are liable in accordance with the general statutory provisions of the German Civil Code (BGB). Supervisory staff are authorised to record the personal details of the person responsible.
- Legal guardians or accompanying persons responsible for supervision are liable for damage caused by unsupervised children.
- In the event of snowfall and icy conditions, not all areas of the park are gritted. The gritting obligation applies only to traffic areas and access routes to the buildings.

## **WHAT TO DO IN THE EVENT OF A FIRE**

Should it become necessary to evacuate the building due to a fire or other incidents, this will be indicated by an appropriate audible signal and a voice announcement. You must leave the building promptly – please follow the instructions given by staff. You should then proceed to the designated assembly point.

Essen, April 2026

Alfried Krupp von Bohlen und Halbach Foundation