

Austrian National Library Museum Policy

for visitors to the Austrian National Library and its Museums

Dear Visitors,

We wish you a pleasant stay at the Austrian National Library.

Accepting Our Museum Policy

By entering our buildings, you declare to accept the rules and regulations set forth in our Museum Policy, which is for your own safety and the security and conservation of our holdings. This Museum Policy can also be consulted at the ticket office (service desk) and is binding for all visitors to our Museums.

General information

Visitors must behave in such a way as not to disturb, hinder or bother others. In particular, visitors must refrain from any action that is morally objectionable or contrary to maintaining safety and order. Smoking is not permitted anywhere on the premises. Persons under the influence of alcohol will be denied access.

The Austrian National Library accepts no liability for objects left behind, forgotten or lost on the premises. Visitors are asked to hand in lost property at the ticket office (service desk).

Except for trained assistance dogs, no animals are allowed on the premises of the Austrian National Library.

Our security and attending staff are authorised by the management of the Austrian National Library to enforce the house rules; their instructions must be followed at all times. At the sound of an acoustic alarm or when instructed by our attending staff, visitors must evacuate the building immediately using the designated escape routes.

If the Museum Policy or the instructions given by our attending staff are not complied with, our attending staff may order the individuals concerned to leave the building.

Opening Hours

Please consult the official information on opening hours advertised at the ticket office (service desk) and on the Austrian National Library website: onb.ac.at. Please note that in case of major internal or external events or upon administrative order, the management may decide to close specific Museums or parts thereof temporarily or on specific dates.

Admission Rates

Current admission rates and fees for guided tours, as well as requirements entitling visitors to discounts, are advertised at the ticket office (service desk). Discounted tickets can only be sold to those visitors proving their entitlement by producing reliable documents. There is no legal claim to discounted tickets.

Paid tickets cannot be returned or exchanged. There will be no refund for lost tickets or for tickets that have not been used or only been used partly.

Missing the beginning of a tour or restricted viewing due to the temporary closure of specific Museums or parts thereof do not justify any claims to a refund of tour fees or admission rates.

Admission

Children under 12 years of age, school classes, and other groups of children and adolescents may only enter the Museums in the company of adults. Adults responsible for children and adolescents must be present during the entire visit and attend to them in order to prevent accidents or damage and ensure a quiet and undisturbed visit.

Last admission to exhibitions is thirty minutes before closing.

Behaviour

Please keep your ticket until you leave the building. You may be asked to show it any time. Before entering the exhibition areas, any bulky objects, such as camera stands, canes (except if needed as a walking aid), umbrellas, coats, rainwear, wet garments, all types of backpacks and frames, and bags larger than 30 x 40 cm, must be left in our cloakrooms or lockers. In cases of doubt, our staff members are authorised to decide whether an object must be left behind. Perishable goods, inflammable or malodorous substances, combustibles, and corrosives must not be deposited in our cloakrooms or lockers nor may they be brought into the exhibition areas. This also applies to all kinds of weapons and other dangerous objects.

It is not allowed to eat, drink, make music, play musical instruments, use multimedia devices, speak in a loud voice, make noise, run, rampage, or throw objects about. Using telephones in the Museums is only permitted in emergencies. It is not allowed to touch the exhibits and showcases. All facilities and equipment must be handled with care.

Supervising persons (adults accompanying children and adolescents, teachers, group leaders, parents, and legal guardians) are responsible for the appropriate behaviour of those entrusted to their care.

Filming and photography of objects in the museum without artificial lighting or tripod are permitted for private, academic or other non-commercial purposes (e.g. as part of public reporting). Filming and photography of objects for all other purposes (e.g. advertising) and filming and photography with artificial lighting or tripod require approval and are, as a rule, subject to a fee. Recording, filming or taking photographs of the Museum staff including guides at guided tours definitely requires approval.

Visitors must not leave the premises with the audio guides and tablet computers provided by the Austrian National Library.

Persons whose behaviour disturbs or jeopardises the Austrian National Library's operation or harms its reputation may be asked to leave the premises. If visitors are asked to leave the Museum, their tickets will cease to be valid, and the admission fee will not be refunded. Visitors not complying with the Museum Policy and disregarding the directions given by our staff repeatedly may be barred from entering the Austrian National Library by the management.

Closed circuit television is used in the exhibition areas for security and public safety reasons. The Austrian National Library reserves the right to pass recordings on for police or court investigation if necessary without obtaining permission from the persons shown in the recordings. Photographers or film crews may be present on the premises during regular operation, but also during special events. Such photographs and/or video footage may be published for the purpose of media coverage. By staying on the premises, visitors agree that these recordings and photographs may generally be used in this way. If you do not want to be photographed or filmed, we would ask you to notify the photographers and/or the film crew in advance accordingly. If you change your mind at a later date, please write an email to datenschutz@onb.ac.at.

Valid as of May 2023