

# MH[s]D / Kulturhaus

## Internal Regulations

### ***Why have internal regulations?***

*The internal regulations of a museum are a document that sets out the rules of conduct to be followed by visitors in order to ensure the safety and preservation of the collections and the premises. Its purpose is to ensure a safe and pleasant environment for everyone, by limiting behaviors that may compromise the conservation of the objects on display, pose safety risks, or disrupt the calm and respectful atmosphere of the museum space.*

**These internal regulations apply to visitors and other persons who are authorized to temporarily occupy the premises, referred to hereinafter as ‘visitors’.**

The internal regulations are intended to make visits to our premises as pleasant as possible. They are mandatory for all visitors. Upon entering the premises, each visitor acknowledges the rules as well as all other provisions put in place to maintain order and safety.

### **1. Access**

#### **1.a General information**

The museum, including the gallery, opens its doors at 10 :00 am. They remain open continuously until 6 :00 pm. The last admission is guaranteed up to 30 minutes before closing time. Visitor clearance begins 15 minutes before closing. Special access arrangements apply for groups—see point 4.

Strollers are permitted within the premises provided that their design does not pose a risk to other visitors, the exhibits, or the facility infrastructure. The same conditions apply to wheelchairs and walkers.

We accept no responsibility for any damage caused by this mobility equipment to third parties or to the users themselves.

The exhibit halls are equipped with surveillance cameras for security reasons.

## 1.b Changing rooms and lockers

The cloakroom is mandatory for visitors. It is forbidden to enter the museum with wet or sharp items (such as umbrellas), as well as outerwear such as jackets or coats.

For insurance and exhibition protection reasons, access to the museum is not permitted for visitors carrying suitcases, backpacks, metal-framed baby carriers, shopping bags, motorcycle helmets, or other large personal items. Bags up to DIN A4 size (approximately 20 x 30 cm) are allowed. In cases of uncertainty, the final decision lies with the museum staff.

Cloakrooms and lockers are available near the reception area to allow visitors to store the bulky items listed above, or any other personal belongings they may find inconvenient to carry during their visit.

The storage of personal belongings in the cloakrooms and lockers is offered free of charge.

However, we do not accept responsibility for loss, theft, or damage to items left in these areas.

If a piece of luggage appears suspicious upon drop-off, visitors may be asked to open it for inspection. Should suspicions be confirmed, staff reserve the right to take appropriate action, which may include denying entry or notifying the police. Unclaimed or found items will be held by venue staff for a maximum period of two months.

The following items are strictly prohibited within the premises:

- Weapons and ammunition of any kind
- Explosive, flammable, or volatile substances
- Illegal products and substances
- Objects that are dangerous due to their weight or size and that may pose a risk or disturbance to visitors and/or the exhibition

Additionally, animals are not permitted in the museum, with the exception of certified guide or therapy dogs. Other dogs may only be allowed in the gallery area if permitted by the specific exhibition.

## **2. Conduct**

### **2.a General Guidelines**

Upon entering the premises, visitors are expected to adhere to the rules of conduct by demonstrating respectful and exemplary behaviour. This includes courtesy, respect for others, non-violence, and a general attitude – reflected in one's appearance, demeanour, and speech – that supports the orderly functioning of the venue.

In addition the following actions are strictly prohibited:

- Entering the museum while under the influence of alcohol
- Smoking within the museum
- Shouting, running, or engaging in behaviours that may endanger oneself or others (e.g., jumping, pushing, etc)
- Touching exhibited items unless explicitly allowed
- Leaning on display cases, pedestals, or other presentation elements
- Defacing the premises with graffiti or causing damage or soiling of any kind. Visitors will be held liable for any damage caused.
- Eating within the exhibition area (unless authorized by museum staff)
- Using emergency exits except in case of an actual emergency
- Using the premises for unauthorized purposes (e.g., solicitation, advertising, etc) unless expressly permitted by museum staff.
- Exhibiting behaviour deemed inappropriate by museum staff

In respect of other visitors, the use of mobile phones for calls, radios, or any other noise-emitting devices is prohibited.

In case of a fire or other serious accident, complete calm must be maintained. The incident should be reported immediately to museum staff. If an evacuation of the building is necessary, it will be carried out in an orderly and disciplined manner under the direction of the reception and security personnel.

Failure to comply with the internal regulations or instructions from staff may result in a visitor being asked to leave and denied future access to the premises.

## 2.b Minors

All minors are the sole responsibility of the adult(s) accompanying them. It is the responsibility of the accompanying person(s) to ensure that the minor complies with these regulations. Minors must never be left unsupervised within the building. In the event of any damage caused by a minor, the accompanying person(s) will be held liable.

## **3. Photography, Video Recording, and Audio Recording**

Non-flash photography is permitted for private use only. This also applies to video and audio recordings.

Any professional photography, videography, or audio recording is subject to prior authorization, which must include a clear statement of purpose and intended use of the material.

When using such media for communication purposes, the location “Musée d’Histoire[s] Diekirch/ Maison de la Culture” must be explicitly credited.

We reserve the right to photograph and record video footage during opening ceremonies or other official events for communication and promotional purposes. Such media may be published on the museum’s and the municipality’s website, as well as on social media platforms. Attendance at these events constitutes implicit consent to the non-remunerated use and distribution of one’s image.

## **4. Special Guidelines for Group Visits**

### 4.a General Information

For group visits, advance booking is mandatory for a specific date and time, and must be confirmed in writing.

Group visits must be led by a designated group representative, who is responsible for ensuring compliance with these regulations and maintaining order and discipline. Museum staff are authorized to intervene if necessary to enforce proper conduct.

All group visits require prior registration (via email, the website, or another approved method). If a group is deemed too large for a single visit, it may

be split into smaller subgroups to ensure a smooth experience for all visitors.

Each group representative is responsible for informing the Reception Service of any changes to the booking or visit details.

#### 4.b Guided tour

A guided group tour may be conducted during the museum's regular opening hours or, by prior arrangement with a museum representative, outside of these hours.

Group visits require the continuous and mandatory presence of at least one responsible adult. For groups composed of minors, the number of accompanying adults must comply with applicable school (or other relevant) regulations. The presence of a guide does not exempt the group from this requirement.

Only qualified museum staff, accredited guides or educational supervisors are authorized to conduct guided tours and provide commentary on the exhibits. Any other individuals may do so solely with prior authorization from museum management.

#### 4.c School Groups

Each school class is the responsibility of the accompanying school staff, who are obligated to ensure that all group members comply with proper standards of conduct and to maintain order and discipline throughout the visit and all related activities.

During school visits, the museum reserves the right to take photographs or record videos of the workshop. If any students are not to be photographed or filmed, it is the responsibility of the accompanying school staff to ensure that a properly signed consent refusal form is completed and submitted to the museum staff prior to the activity. This form may be requested in advance via email ([info@mhsd.lu](mailto:info@mhsd.lu)).

## **5. Internal Regulations for Lenders and/or Donors**

This internal regulation, which applies to lenders and donors, is intended to govern internal operations and ensure the safety of both property and individuals.

### **5.1 General Guidelines**

These regulations are intended to safeguard the preservation of the collections, ensure the transparent administration of donations and loans, and govern the relationship between the museum and third parties.

The museum is responsible for the proper preservation of any item that has been donated or loaned.

As the borrower, the museum accepts full responsibility for any damage to or loss of a loaned item, and shall cover all associated costs for its repair or replacement.

### **5.2 Donation**

A donation is made without compensation and is carried out through the physical handover of the donated item from the donor to the recipient. No notarized deed is required; however, a donation agreement setting out the terms of the donation must be signed in two original copies.

The donor formally donates the item to the Musée d'Histoire[s] Diekirch, an entity of the City of Diekirch. Ownership of the item is thereby transferred to the City of Diekirch. Upon handover, all rights to the item are simultaneously relinquished by the donor.

The museum reserves the right to accept or decline any donation, whether the donor is a private individual or an institution.

### 5.3 Loans

Loans may occur in two ways:

- a) The museum may loan one or more objects to an institution or another entity under specific conditions and for a predetermined duration.
- b) The museum may receive an object on deposit for the defined loan period.

In both cases, a formal agreement must be concluded to define the terms and conditions of the loan. The museum accepts only non-remunerated loans, and exclusively for the purposes of its permanent or temporary exhibitions.

The lender—or, in the event of their death, their legal successors—retains the right to request access to the loaned item, provided the request is submitted in writing and includes a valid justification. The museum reserves the right to determine the date and time of such access, which shall take place within two months of receiving the written request.