

House rules

1. These house rules regulate the use of all available premises including all associated outdoor facilities. All employees and visitors, as well as companies and tenants and their employees, who are present on these premises are subject to these house rules. The visitor takes note of the house rules and undertakes to ensure that they are observed. Violation of these rules will be prosecuted with expulsion from the premises or a report to the police. Persons in an alcoholic state may be refused entry. The entire area is under video surveillance.
2. The instructions of the supervisory staff must be followed immediately and without exception, regardless of whether these instructions are given in person or over the loudspeaker. Violators may be expelled from the premises and will not receive a refund of their admission fee. Damage caused by non-compliance with the house rules is subject to full personal liability. Parents are liable for their children. The Renaissanceschloss Rosenberg does not assume any supervisory responsibility whatsoever for minors or other persons to be supervised. The visitors who are accompanied by such persons have an uninterrupted duty of supervision without exception; the visitors are liable for the behaviour of these persons both towards the Renaissanceschloss Rosenberg and towards third parties. Supervisory bodies are entitled to close the showrooms at any time for safety reasons.
3. Visitors to the Renaissance Castle Rosenberg must comply with the latest official **Covid 19 rules** of conduct (MNS protection, distance,..) and will be advised of these on site.
4. The Renaissance castle Rosenberg may only be entered and left via the designated entrances or driveways that have been approved according to need. Access to all technical rooms, workshops, depots, storage rooms and cellars is only permitted to authorised persons. Authorised persons are Rosenberg employees and persons instructed and authorised by them.
5. All exhibition rooms must be locked outside opening hours. Depots, storage rooms and workshops must always be locked and only opened under the supervision of Rosenberg staff or authorised persons.
6. The bringing and use of film and sound recording equipment in the exhibition rooms and the bringing of dangerous objects such as flammable substances, weapons and the like is prohibited.
7. Touching the exhibits is prohibited due to the existing legal situation (including loan agreements). Furnishings may not be removed from their location. The person causing damage to the exhibition objects and the castle furnishings is liable. Guided tours and educational programmes may only be conducted by persons authorised to do so by the management. The instructions of the supervisory staff must be followed immediately.
8. The use of radios, loudspeakers and electronic games equipment is prohibited in the exhibitions, as is any noise production that exceeds the usual level.
9. The current opening hours are indicated in the entrance area. On all opening days, the last admission to the castle is at 16:00.
10. The consumption of food and beverages is only permitted in the designated areas. Special attention is drawn to the fact that the exhibition rooms may not be entered with food or drink under any circumstances.

11. All premises of the Rosenberg are to be kept clean.
12. Smoking, the use of e-cigarettes and open fires are strictly prohibited throughout the castle grounds. The only exception is smoking in the designated areas in the courtyard. In this context, please refer to the fire safety regulations, which are binding for all staff and visitors. These are available for inspection at the cash desk and in the office.
13. When the fire alarm sounds, the Renaissance castle Rosenberg must be left immediately by the shortest route.
14. Installations or alterations within the framework of exhibition design and for decoration within the framework of events require the prior consent of the responsible persons at the Rosenberg and are to be carried out in accordance with their instructions. The organiser or performer shall be liable for any damage incurred in this connection. Only flame-retardant materials may be used.
15. Bringing animals, except dogs, is not permitted.
16. In the event of celebrations or the use of the catering facilities by guests after events, the time of the closing hour and thus the evacuation of the house shall be determined by the project management on duty.
17. Found objects are to be deposited immediately in the office and will be handed over there after proof of ownership has been provided.
18. In the event that sound and image recordings are made of the visitors, the visitors expressly permit this and grant the operator all rights to such recordings, without any restrictions such as time, space, subject matter, etc., on an exclusive basis. Kind, exclusively to the operator. The use and transfer of such recordings and rights is authorised without restriction, including the use for advertising.
19. Posters and other announcements in or on the building may only be displayed in the places provided for this purpose, subject to the space available, by authorised persons of the Rosenberg.
20. Under no circumstances is the Renaissanceschloss Rosenberg liable for weather-related unusability, limited or difficult usability of the paths, for actions of third parties, even if these take place on behalf of the operator or have any other close relationship to the operator, and for damage of any kind to motor vehicles parked in the car park. This applies in particular to the theft of a motor vehicle, burglary of a motor vehicle, damage by third parties, etc.; force majeure.
21. If claims are made against the Renaissance Castle Rosenberg by third parties for the behaviour of a visitor, the visitor must indemnify and hold the operator harmless.
22. The project manager on duty is the authorised representative of the Rosenberg management in crisis or dangerous situations and has the final decision-making authority vis-à-vis the Rosenberg staff, the audience and any external organisers, tenants and the like.