



Dear Visitors!

Thank you for booking a visit to the Mauthausen Memorial. Your group will be accompanied by a member of our education team.

Educational information

For visitors, engaging critically with the scene of National Socialist crimes can provide the impetus for sustained historical learning through empathy and critical thinking. In order to make the connection between emotion and reflection possible, visitors to the Mauthausen Memorial are encouraged to be active participants during their tour. By considering the actions of victims, perpetrators and local people and thinking about how these groups saw themselves, visitors are given the opportunity to articulate their own thoughts and questions. The first part of the tour deals with the external areas of the memorial site, which were overlooked for a long time, and with the links between concentration camps and society. The second part of the tour covers the inside of the former camp. At the heart of our educational work lies the discussion of socio-psychological and ethical questions about the historical connections between concentration camps and wider society.

Whether learning processes that use empathy and critical thinking have the chance to develop depends greatly on the preparation done before visiting the memorial site:

- We recommend that a visit to a memorial site is embedded in a process that includes preparation and follow-up work. Alongside a discussion of the historical context, preparation includes exploring what it means to visit a memorial site in concrete terms: What expectations and feelings do you have about the visit? What experiences and questions have you taken from the visit? This applies to all groups, and to school groups in particular.

Our homepage offers an overview of our educational services, advice on preparation and follow-up, as well as teaching materials:
<https://www.mauthausen-memorial.org/en/Get-Involved/Preparation-and-Follow-Up>

- As an educational site, we encourage a lively exchange of ideas on what has been seen and heard at the memorial site, since this allows each person to make connections between themselves and the history of the site. At the same time, the site is also a cemetery which, as a place of memory, calls for respectful behaviour.

Practical information

- The format 'Guided Tour' lasts two hours, the format 'Extended Programme', which includes preparation and follow-up, lasts three and a half hours, and the format 'Tour with Workshop' last four hours. Please allow an extra 15-30 minutes on top of these times for your visit to the Mauthausen Memorial, in order to allow time for breaks and getting around the site.
- On arrival, please report to the reception desk in the Visitor Center / Bookshop, which is also the starting point for the tour. We ask that group leaders report to the reception desk on their own. The group is welcome to wait in the Visitor Center.
- From March to the end of the school year we have a lot of school groups visiting the site. This can lead to reduced availability when booking and overcrowding could affect your visit experience. From October to February we have fewer visitors and there will be better opportunities for intensive critical engagement with the site. In addition, from November to January we offer guided tours for small groups (15 people).
- Tours of the Mauthausen Memorial mainly take place outdoors. Please ensure that your group is dressed appropriately for the weather (e.g. warm clothing, jacket, rain or sun protection, sturdy shoes).
- Warm meals or lunch boxes can be pre-ordered from the Bistro Mauthausen Memorial for your break. For further information or to order please contact: bistro-mauthausen@diakoniewerk.at

Opening times:

1 March – 26 October: Mon to Sun, 9am-5pm

27 October – 28/29 February: Tue to Sun, 9am-4pm

The Bistro is closed from 24 December to 7 January inclusive.

Thank you for planning your visit to the Mauthausen Memorial in a way that includes well thought-out preparation, excursion and follow-up, since this will give your group the opportunity to participate in an intensive learning experience.

If you have any questions or suggestions, please don't hesitate to get in touch. You can reach us Tuesday to Friday from 9am to 12pm at: +437238 2269 35 or education@mauthausen-memorial.org.

The Education Team at the Mauthausen Memorial
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