

Visitor Regulations

(Status: 1 September 2014)

Dear Visitor,

We are glad to have you as a visitor at the Memorial. In the beginning of your visit, we would like to familiarise you with the Visitor Regulations.

Preamble

The Mauthausen Concentration Camp was a site of suffering and death of thousands of people during the National Socialist dictatorship. For the purpose of preserving the dignity of the site, and to increase overall security, there is a need for binding Regulations for all visitors, which shall be valid on the entire area of the Memorial. You acknowledge these Regulations when entering the Memorial.

1. Visitors Services, Opening Hours, Tickets

Our service offers and opening hours can be viewed at the reception desk in the visitor centre. Visiting the Memorial is free of charge. But entrance tickets are required. These are available at the reception desk in the visitor centre.

2. General Rules of Conduct

- a. Please dress and behave in a manner adequate to the dignity of a Memorial site.
- b. Visitors who by their behaviour, their attire or by their use of political symbols express an ideology of racism and contempt for human life, or who in any other manner violate the dignity of the site or the Visitor Regulations, will be excluded from the educational offers and expelled from the site.
- c. Visiting the Memorial and the museum is only recommended for persons from the age of 14 up. Responsibility for children and juveniles during visits lies with the adults accompanying them.
- d. Consumption of food and beverages is only permitted in the designated areas in the visitor centre and in the museum. Food and beverages are available in the cafeteria in the visitor centre, where there are also seating facilities.
- e. Diaper-changing tables are located in the ladies' cloakroom in the visitor centre and in the toilet for disabled persons in the museum.
- f. Noise disturbance is to be avoided. The use of megaphones and voice amplifiers is not allowed.
- g. Soiling and damaging facilities, premises, furniture and other items are prohibited. Visitors are liable for damage caused by their conduct. Deliberate damage to property will be prosecuted.
- h. The museum and exhibition areas, the new Memorial Room, the Gas Chamber and other execution sites, as well as the Crematoria are places of reflection, places of contemplation. We would therefore ask for your understanding that we cannot allow personal communication activities by external guides in these areas.
- i. By definition, the Memorial site is considered a cemetery: animals may therefore not be taken to the Memorial site. Exceptions are companion dogs for persons with special needs.

3. Security and Order

- a. There is no smoking at the Memorial site and in its buildings. Handling of fire and naked lights is prohibited.
- b. The use of sport and playground equipment of any kind (bicycles, skateboards, etc.) is not permitted at the Memorial site.
- c. Parking of bicycles is permitted only during visits - until dusk at the latest - on specifically designated parking spaces.
- d. During delivery services the paths and street may be used by motorcars at walking speed. Camping and pitching of tents is prohibited. Road traffic regulations apply.
- e. Wardrobes and lockers for leaving clothes and luggage can be found in the visitor centre / visitors' reception and in the museum / lobby. Due to issues of conservation and concerns of security, entering exhibition premises with wet or bulky objects, such as umbrellas, rainwear, and backpacks could be prohibited. In case of doubt, the issue is decided by the security staff. For security reasons, lockers that have not been emptied will be opened at the end of visiting hours. Their content will be stored separately until picked up.
- f. Shooting films or photographs for commercial or journalistic purposes requires a written authorisation. Photographing on exhibition premises with flashlights is not allowed.
- g. Objects found will be first deposited at the reception desk of the visitor centre for seven days. Objects not picked up will be handed over to the lost property office.
- h. As a matter of principle, all events organised by external operators are subject to registration and authorisation.

4. Compliance with Principles of Conduct

Our security staff will pay attention that the principles of conduct contained in the Visitor Regulations are complied with. We would therefore ask you to follow the instructions of our security staff. Visitors violating the Visitor Regulations or not complying with instructions by the security staff may be excluded from further staying at the Memorial site. Thank you for your understanding.