

House Rules Kulturquartier am Neumarkt

Welcome to the “Kulturquartier am Neumarkt”

The KAN (Cultural Quarter at Neumarkt) houses the Rautenstrauch-Joest Museum, the Museum Schnütgen, the Cologne Adult Education Center (VHS-Forum), and the Museum Service (Museumsdienst).

The KAN sees itself as a place where the values of democracy are lived and promoted. The institutions represented in the KAN are committed to openness, participation, diversity, and respectful interaction with one another as the basis for a free and communal coexistence. The KAN clearly opposes any form of discrimination, exclusion, and violence, for example based on origin, religion, gender, disability, age, sexual orientation, or other personal characteristics, alone or in combination.

The KAN aims to create an atmosphere of respect, openness, and empathy and to ensure that you feel comfortable and safe. By entering the museum building, visitors acknowledge the following house rules.

1. Coexistence at KAN

We ask you to behave considerately and to ensure that other people in the building are not disturbed or inconvenienced.

Our building is committed to the values of the free and democratic basic order, as enshrined in our mission statements. We actively promote respectful, non-discriminatory, and safe coexistence.

Incidents that impair the operation or working practices of KAN in accordance with our mission statements can be reported to the police. Individuals whose behavior contradicts these principles or significantly impairs the respectful coexistence within the building may be temporarily or permanently removed from the premises by the building staff or security personnel.

If you experience discrimination during your stay, please contact our staff immediately. We take your experiences seriously and are happy to support you. We also encourage you to report such incidents to the relevant institution: rjm@stadt-koeln.de; museum.schnuetgen@stadt-koeln.de; vhs-gesellschaft@stadt-koeln.de; museen@stadt-koeln.de

2. Conduct in the KAN and in the exhibition spaces

The protection of the exhibited objects is the highest priority for the Museum Schnütgen and the Rautenstrauch-Joest-Museum. Both museums are committed to the preservation and long-term conservation of their collections for future generations. Visitors are liable for any damage to or contamination of works of art or furnishings within the framework of applicable legal provisions.

2.1. Cloakroom

Please lock jackets, coats, large bags (approx. 27 × 18 cm or larger), backpacks, suitcases, umbrellas, hiking poles, and similar bulky items in the lockers on the lower level. Medically necessary walking aids are, of course, exempt from this.

A separate group cloakroom is available for school classes, which will be opened by the supervisory staff if necessary.

Please note that we assume no liability for the cloakroom or the contents of the lockers.

2.2. Accessibility

All publicly accessible areas of the KAN are accessible via elevators. Folding stools are available for loan in the foyer and can be taken into the exhibition spaces.

People with mobility impairments are of course welcome to use walking aids. Upon request, we can provide a wheelchair free of charge for the duration of your visit.

Accessible restrooms are located on the basement and first floors.

Strollers can be taken into the exhibitions. A changing table is available in the restroom area in the basement.

Please note that animals are not permitted in the museum. An exception applies to assistance animals, such as guide dogs.

2.3. Behavior toward the Art Objects

Please note that touching the works of art is not permitted. Maintain a minimum distance of 50 cm from the exhibited works.

For safety reasons, we ask you not to run in the exhibition spaces.

Out of consideration for other visitors, please refrain from using your cell phone in the exhibitions and set your cell phone to silent mode.

Stairways, passageways, and escape routes must be kept clear at all times. If you feel unwell or in case of an emergency, please contact museum staff. They will be happy to assist you.

2.4. Lost and Found

We ask you to hand in any found items to the ticket office. They will be stored there and passed on to the City of Cologne's Lost and Found office after six months.

2.5. Eating / Drinking / Smoking / Drugs / Weapons

Smoking, vaping, and the use of open flames are prohibited in all indoor areas.

Food and beverages are permitted in the foyer. Please dispose of waste in the designated containers. Eating and drinking are not permitted in the Cologne Adult Education Center Forum.

Carrying drugs, weapons, or dangerous objects is prohibited and may be reported to the police.

2.6. Persons Responsible for Supervision

During their stay in the museum, the supervision of children and young people is the responsibility of parents, teachers, and other guardians. Please ensure at all times that the safety and integrity of the exhibits, as well as social interaction, are guaranteed.

3. Staff Instructions / Video Recordings for Security Monitoring

Persons who violate the house rules may be expelled from the museum. In such cases, admission fees will not be refunded. In the event of repeated violations, the KAN reserves the right to issue a temporary or permanent ban from the museum.

The KAN is under video surveillance. Recordings are stored for a maximum of 168 hours. The provisions of the General Data Protection Regulation (GDPR) apply.

4. Third-Party Advertising and Information Materials

Posting posters, displaying information, and distributing flyers are only permitted with the prior approval of the respective KAN partner institution.

5. Photography and Filming

Photography and filming in the museum rooms are permitted exclusively for private use and may only be carried out without flash or tripod. For copyright reasons, the museums reserve the right to prohibit the photography or filming of individual exhibits or parts of the exhibition.

A corresponding photography ban will be indicated by a pictogram at the entrance to the respective exhibition area or on the object labels. Please observe these instructions and contact our supervisory staff if you have any questions.

The personal rights of other visitors must be respected at all times. The verbatim reproduction of the content of guided tours, in whole or in part, in film, audio, or print form is not permitted.

Photos and videos must be removed from private websites or social networks immediately upon request from museum staff or depicted individuals. Users are liable for any claims made by third parties, particularly for infringement of copyright or personal rights.

Commercial or editorial photography and filming require written permission from the respective institution. Image distortions and editing do not exempt users from the requirement for permission.

Reference is made to the relevant provisions of the GDPR.

6. Obligations of Organizers

6.1 Premises

The use of a space must be agreed upon in writing with a KAN institution. The times of use are also regulated individually in the contract.

6.2 Seating

Organizers are obligated to use the space in accordance with the current seating plan. Should a new seating plan be necessary, the resulting costs shall be borne by the organizers. Changes to the seating arrangement are not permitted. The maximum permitted capacity may not be exceeded under any circumstances.

6.3. Event Program

Organizers are obligated to submit the final program schedule and the names of all contracting parties at least two weeks before the start of the event.

Programs or program items that contradict the provisions under Section 1 of these House Rules are generally prohibited.

The use of the space by organizers is permitted exclusively for the purpose specified in the contract and within the framework of the communicated program.

6.4. Registration Requirements

If official permits are required for events, it is the responsibility of the organizers to obtain them at their own expense and risk. This includes any required notifications to GEMA, the Artists' Social Insurance Fund, and the responsible public order office.

6.5. Use of the Rooms

Organizers are obligated to treat the rooms with care. Employees and any participating contractors are also advised of this. The rental of the rooms to third parties is not permitted.

6.6. Admission and Number of Participants

Admission control will be handled in cooperation with the organizers via the security company commissioned by the City of Cologne. Organizers must ensure that the permitted number of participants is not exceeded.

6.7. Use of Technical Equipment

The use of museum technology requires prior instruction by museum staff. The connection of electrical devices must be coordinated with the building services department or the contracted specialist company at least 14 days before the event.

For the use of the Cologne VHS Forum, the museum will appoint a company to operate the auditorium technology, which must be engaged by the event organizer.

6.8. Organizer's Property

Event organizers may only bring decorations, equipment, and other materials into the premises with the prior consent of the partner institution. Mounting options must also be agreed upon with the partner institution in advance. After the event, all materials brought into the premises must be removed completely and without leaving any traces.

The event organizers certify that they have the authority to dispose of all items brought in and that they are in perfect technical condition.

All electronic devices brought in by event organizers must comply with current accident prevention regulations (DGUV Regulation 3) and have undergone a valid safety inspection in accordance with DIN VDE 0701/0702. Verification is provided by a test sticker or a corresponding test report.

6.9. Safety Regulations, House Rules

Organizers are obligated to comply with all relevant safety regulations, particularly fire safety regulations. Open flames of any kind are prohibited.

The museum's security personnel will be present throughout the entire event. The required number of personnel will be determined by the respective partner institution. The instructions of the security personnel must be strictly followed.

The security personnel exercise house rules over the organizers and participants unless a responsible person from the respective partner institution accompanies the event.

Unless otherwise contractually agreed, the organizer shall bear the costs for the security personnel.

Should medical services or fire safety guards be required due to the nature of the event, this will be specified separately in the contract.

6.10. Catering

Ideally, the museum's café will be asked to cater for the event. If a company that has not previously worked for KAN is desired for catering, it must be instructed on KAN's safety regulations no later than four weeks before the start of the event.

The sale of goods by event organizers is generally prohibited. Exceptions require an express contractual agreement.

No water connections are available in the event rooms.

6.11. Cloakroom and Restrooms

The lockers in the basement can be used by event participants. If the use of an open cloakroom is agreed upon, the necessary staff will be hired at the organizer's expense.

Depending on the size of the event, restroom staff will be hired by the respective institution's administration in consultation with the organizers at their expense.

6.12. Cleaning

The cleaning of the premises will be carried out by the KAN cleaning company. The KAN will cover the costs incurred.

Any waste generated during the event must be properly disposed of by the organizers immediately after the event. Failure to do so will result in the organizers being charged for the resulting disposal costs.

As of September 2025