

General regulations for visitors of the Anne Frank Zentrum

We extend a cordial welcome to you in our exhibition and wish you a pleasant stay!

Opening hours and admission fees

The Anne Frank Zentrum is open from Tuesday to Sunday from 10am to 6 pm. Monday is closing day. We open at 9am for subscribed groups. Children under the age of 10 are free of charge. Day passes are sold up to 30 minutes before closing time. We inform you of the prices at the counter desk in the exhibition.

Age recommendation and responsibility

The exhibition »Anne Frank. *here and now*« is suitable for children from the age of 12 and upwards. This recommendation shall serve only as a suggestion but children under 10 years are still welcome to visit the exhibition accompanied by an adult.

Teachers, group leaders and legal guardians are responsible for the appropriate behavior of the children in the exhibition. They are advised to fulfill this duty.

The Anne Frank Zentrum is a place to learn, where pedagogic programs take place. Children are asked to learn through discovering and discussing with each other. Therefore the visit in the exhibition may be affected slightly, at times. Thank you for your understanding.

Information for teachers

We can only work with one group at a time. Therefore we can only let unannounced groups in as long as there is no other group in the exhibition.

Cloakroom:

We kindly ask you to leave large bags and backpacks, as well as coats, canes or umbrellas in our cloakroom. There are lockers provided for free for the visitors. Groups, please use the drawers in the entrance area.

We assume no liability for any objects in the lockers, drawers or the cloakroom.

Photographing and filming:

It is permitted to photograph (without flash) and film for private purposes in the exhibition. Filming and photographing for commercial purposes are only possible by prior arrangements with our public relations department.

Further regulations:

- The Anne Frank Zentrum combats anti-Semitism, racism and discrimination. Visitors to the exhibition are prohibited from expressing right-wing extremist, anti-Semitic and discriminatory views in spoken, written or non-verbal forms. The wearing of right wing extremist symbols of any kind are also prohibited.
- You don't have to turn off your phone, but we ask you to switch your mobile devices to the «mute» mode. Please do not have loud or disturbing phone calls in the exhibition.
- Eating and drinking are only allowed in the entrance area.
- Smoking is prohibited in the whole exhibition.
- Any objects that are found in the exhibition must be handed to the counter desk.
- The toilet is only available for visitors of the exhibition.
- Leashed dogs can only be brought into the exhibition under special circumstances. Please ask our visitor service!

Suggestions and complaints:

We are happy about notes in the visitor's book and on the chestnut leaves. Share your impressions to our exhibition and leave suggestions and complaints! We nevertheless will remove entries that are illegal (according to §86, §86a and §130 penal code), that are offensive or that hurt personal rights and we will report them if the circumstances require.

In case you are not satisfied with your visit, we are looking forward to your message to zentrum@annefrank.de. Thank you very much!

We hope that all visitors follow the general regulations and have consideration for everyone's stay.

With the signing of these regulations they take effect.

Berlin, Mai 20th 2016

Patrick Siegele

Director