

General terms and conditions of Bayerisches Nationalmuseum (Terms and Conditions)

1. Validity

- 1.1. The following terms apply to the purchase of all tickets, vouchers and guided tours available at the following sites of the Bayerisches Nationalmuseum.
- 1.2. This includes the purchase of tickets:
 - (a) at the ticket offices of the BNM,
 - (b) in online sales.
- 1.3. These Terms and Conditions (hereinafter T&C) also apply to the general provisions of BNM, specifically to the site regulations of the BNM, and to the respective site's legal individual provisions and cloakroom regulations which can be viewed on site in the museum. With the purchase of tickets, the customer* recognises these T&C of the BNM as binding. Different conditions of the customer are not part of this contract unless the BNM agrees in writing to their validity.
- 1.4. Tickets are only sold to end customers, otherwise there is no entitlement to the services of the BNM stated on the ticket. The BNM is entitled to limit the number of tickets purchased per customer in individual cases and online sales.
- 1.5. The purchase of services in accordance with the following provisions gives rise to contractual relationships exclusively between the customer and BNM. It is not permitted to resell the purchased tickets.

2. Types of ticket offered

- 2.1. It is for the BNM to decide which of the following types of tickets are available for purchase in the BNM museum.
- 2.2. Permanent Exhibition Ticket
Permanent exhibition tickets grant access solely to the museum's permanent collection and to any free special exhibitions included in the permanent collection visit. They are valid during regular opening hours on the day of purchase, unless otherwise specified by the ticket type. Once used for entry, tickets are non-transferable.
- 2.3. Special Exhibition Ticket
Tickets for paid special exhibitions that are not included in the permanent collection visit grant access only to the respective special exhibition, unless otherwise specified. Once used for entry, tickets are non-transferable.
- 2.4. Combined tickets (permanent exhibition & paid special exhibition)
Combined tickets entitle the holder to enter the permanent collections and special free exhibitions in the BNM during their opening hours on the day of purchase. Combined tickets do not entitle the holder to enter fee-charging special exhibitions. Separate entrance tickets are required for this. After their initial use for entry, combined tickets are no longer transferable.



2.5. Annual Pass

- 2.5.1. The Annual Pass entitles the holder to enter the BNM during their opening hours, and to enter fee-charging special exhibitions of the BNM for 12 months until the end date printed on the Annual Pass. To enter the aforementioned exhibitions, the Annual Pass must be presented in conjunction with a valid official photo ID at the admission point of the BNM by the holder of the Annual Pass without being asked to do so.
- 2.5.2. Upon issue, the holder's first name and surname are marked on the Annual Pass, which it is not transferable. The data protection information describes how the BNM processes personal data in connection with the Annual Pass. This information is given to the customer when purchasing an Annual Pass.
- 2.5.3. In the event of loss, the annual pass will not be replaced by the BNM.

3. Prices and Payment

Entrance fees as well as regulations on discounts and free entrance are specified in the BNM's current entrance fee provision, which can be seen in the BNM website Visit - Bayerisches Nationalmuseum, inquired at the ticket office and the visitor service. The euro is the valid currency. Entrance fees are subject to change.

- 3.1. Entrance tickets, annual passes and guided tours are VAT exempt under § 4 no. 20 a UStG.
- 3.2. To receive discounts or free entrance, a valid confirmation and if necessary, a photo ID card, must be presented when purchasing at the BNM ticket office or at the admission point of the museum on the day of the visit. Upon request, proof must be shown on entering the museum or exhibition. If proof cannot be presented, the balance to the full entrance fee must be paid afterwards.
- 3.3. Products purchased purely digitally (cf. sentence 1 no. 3.4.2.2.) must be printed out by the customer before visiting the museum and/or presented in a digitally readable form (e.g. on the display of a smartphone) when visiting the museum. Admission will only take place if the QR code is fully legible.
- 3.4. Payment
 - 3.4.1. Payment at the ticket offices
 - 3.4.1.1 Payments are made at the ticket offices of the BNM. Payment options are basically cash or EC or credit cards from the most common providers (VISA, Master Card etc.).
 - 3.4.1.2 When paying with the EC card, the customer must ensure to have sufficient funds in the account. Costs arising from chargebacks must be borne by the customer, as long as the BNM is not responsible for the chargeback. In individual cases, the BNM is entitled to accept only certain forms of payment depending on the customer.
 - 3.4.2. Payment and shipping in the online shop
 - 3.4.2.1 In online sales, the customer pays in advance payment using one of the payment options offered. Purchase on account is not possible.



3.4.2.2 The shipping of the documents referred to in no. 2 takes place digitally by e-mail to the e-mail address provided by the customer.

4. Admission and site regulations

- 4.1. The customer must show the ticket purchased at the ticket office or online shop (see 3.3.) in printed or digital form when entering the exhibition rooms. The ticket is scanned at the entrance. While visiting the exhibition rooms, the customer must carry it with him and show it to the supervisory staff upon request.
- 4.2. BNM staff are entitled at any point to use their due discretion to make arrangements that differ from these T&C on the basis of site regulations.
- 4.3. In the event of violation of these T&C, site regulations, instructions by BNM staff or BNM cloakroom provisions, the BNM or their representatives reserve the right to expel customers from the BNM museum or ban them from the premises. This also applies if the ticket holder is disruptive to other visitors, the operating of the museum is disrupted or there is a risk of disruptions.

5. Limitation period

In accordance with legal provisions, the limitation period for vouchers is three years starting at the end of the year in which the ticket was purchased.

6. Loss/damage and exchange

The BNM is not liable for the loss or damage of tickets or vouchers. Lost or damaged tickets will not be replaced or refunded.

7. Public tours

- 7.1. The BNM offers both fee-charging and free public guided tours with limited participant numbers.
- 7.2. The BNM is entitled to cancel a public guided tour if there is an important reason (e.g. force majeure, illness of the guide, pandemics). In this case, for fee-charging tours, participation fees already paid will be reimbursed. Apart from that, participants are not entitled to claim damages. Tickets already purchased for entry to exhibition rooms cannot be returned (see Section 4), unless there is also a reason under Section 9.2.

8. Liability of the BNM

- 8.1. The BNM is only liable for damages caused by intent or gross negligence of the BNM, their staff or agents. Any further liability, insofar as it is not compulsory in legal provisions, is expressly excluded. Liability limitation does not apply, in particular, to damages arising from injury to life, body or health, and to the violation of essential contractual obligations.



- 8.2. If it is not possible to visit a museum or an exhibition and thereby use a ticket due to compelling reasons within the sphere of the BNM (conservation, organisational or technical reasons) or due to force majeure (such as closure orders from security authorities or authorities governing the BNM, natural disasters, pandemics, war, and the like), the BNM is entitled to rescind the contract. In this case, the ticket price is refunded. The BNM has no further liability.
- 8.3. Dates of closures will be announced in advance on the BNM website as far as possible.
- 8.4. Individual parts of exhibitions can be closed or certain exhibits can be inaccessible for structural or organisational reasons. This does not justify a fee discount or damages claims.
- 8.5. Furthermore, for Annual Passes and combined tickets it applies that individual museums or departments of the BNM can be closed for structural or organizational reasons, or for an important reason. Deficiency claims are excluded. There is no entitlement to an extension of the Annual Pass or (partial) refund of the fee paid.

9. Final provisions

- 9.1. The law of the Federal Republic of Germany applies exclusively without involvement of international private law. The exclusive place of fulfilment for service and payment is Munich. Munich is the place of jurisdiction for disputes with business people, legal entities under public law and special funds under public law, as well as people whose place of residence or habitual abode is abroad.
- 9.2. Deviations or supplements to these provisions must be made in writing. This also applies to the written form requirement itself.
- 9.3. The BNM reserves the right to change these T&C at any time without giving reasons. These changes do not apply to orders already placed or existing purchase contracts.
- 9.4. If individual provisions of these T&C are or become invalid or unenforceable, this does not affect the validity of the other provisions. Statutory provisions, if available, apply in place of the invalid points.

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*For greater readability, no gender-specific differentiation is used. All terms referring to persons apply to all genders within the meaning of equal treatment.

