

HOUSE RULES.



Guests

1. phaeno welcomes children, young people and adults.
2. Children under the age of 8 may only visit phaeno when accompanied by an adult.
3. Admission wristbands must be worn on the wrist throughout the visit and shown to the phaeno team on request.
4. Access to the shop is permitted even without an admission wristband. It is not permitted to remain in the exhibition area without an admission wristband.



Safety of exhibition objects (exhibits)

1. Our exhibits may and should be actively handled and used. Exceptions are those exhibits that are specifically marked as off-limits. The instructions provided with the exhibits are there to help you use them.
2. As a general rule, visitors must not handle any objects that could cause damage to the exhibits.
3. The exhibits must be handled with care. Any damage or alterations must be avoided.
4. Should any malfunctions or damage occur whilst using the exhibits, these must be reported to the phaeno team.
5. Exhibits may contain small parts that could be swallowed. The duty of supervision and responsibility lies with teachers, group leaders and parents or guardians.



Behaviour in the exhibition spaces

1. Animals are not permitted in phaeno. Guide dogs and assistance dogs are very welcome!
2. Eating, drinking and smoking are not permitted in the phaeno exhibition area. Visitors are liable for any damage caused by their behaviour.
3. Running and rough-and-tumble play are not permitted at phaeno.
4. Carrying and using weapons is strictly prohibited in accordance with Section 1(2) of the Weapons Act (WaffG)!
5. Visitors must not walk on sloping surfaces. Signs indicating that certain areas are off-limits must be obeyed.
6. Throwing objects down from heights is not permitted. Squatting, sitting, balancing, etc., on parapets and railings is prohibited.
7. Teachers, group leaders and parents or guardians are responsible for ensuring that the children and young people in their care behave appropriately. Should individual group members or pupils fail to comply with the house rules or the instructions of the phaeno team, the entire group or school class may be barred from remaining on the premises.
8. phaeno gGmbH is entitled, in the event of suspected theft, to close all exits, keeping only the main entrance open, and to carry out checks on visitors.
9. It is not permitted to enter the experiment area whilst wearing roller skates, inline skates, skateboards or similar equipment.



Admission prices and opening hours

1. Receipts and change must be checked immediately after payment. Complaints made at a later date will not be accepted.
2. In the event of overcrowding or for special reasons, the Experimentierlandschaft may be closed, either wholly, partially or temporarily, to further visitors.



Storing coats and luggage

1. The use of the exhibits whilst wearing wet clothing, rainwear, large rucksacks or carrier bags larger than A4 size is strictly prohibited. In case of doubt, the phaeno team will decide. Lockers are available for storing the aforementioned items as well as coats, jackets, etc. No liability is accepted for clothing and items left in the lockers.
2. Lockers are available during opening hours. phaeno gGmbH reserves the right to open lockers outside opening hours and to treat the contents as lost property.



Photography and filming

1. Photography and filming at phaeno for purely private purposes is permitted.
2. The taking of photographs or video footage of any kind for public use (whether commercial or non-commercial) is subject to authorisation.
3. Photographs and video recordings may be taken at phaeno for public relations and documentation purposes. These may be published on the phaeno website, on social media or in print media. Processing is carried out in accordance with data protection regulations. Visitors who do not wish to be photographed may contact the phaeno team. Further information can be found in the privacy policy.



phaeno team

1. The phaeno team are available to assist with any questions or issues.
2. The phaeno team is instructed to implement phaeno gGmbH's currently valid health and safety and hygiene protocol to protect staff and visitors.
3. The phaeno team is instructed to ensure that the house rules are upheld. For this reason, the instructions of the phaeno team must be followed. If the house rules or instructions are not followed, the persons concerned may be prohibited from remaining on the premises. Guests who repeatedly fail to comply with the house rules and the instructions of the phaeno team may also be banned from the premises.
4. If you are asked to leave phaeno, the admission fee will not be refunded.



Hazards and fire, first aid

1. In the event of an alarm, the building must be evacuated in an orderly and prompt manner. You must follow the public address announcements and the instructions of the phaeno team. To administer first aid or to call an emergency doctor and an ambulance, please contact the phaeno team immediately.
2. Please observe the evacuation and emergency plans displayed and the leaflet 'What to do in the event of a fire'.



Lost property

1. Items found at phaeno must be handed in to the phaeno team. Lost property will be dealt with in accordance with the relevant legal provisions.



Liability

1. Visitors enter the grounds and building of phaeno at their own risk.
2. Liability on the part of phaeno gGmbH for damages resulting from injury to life, limb or health, as well as other damages, is limited to incidents arising from a deliberate or negligent breach of duty by phaeno gGmbH or by a legal representative or vicarious agent of phaeno gGmbH.
3. Accidents and damage must be reported immediately.

Entry into force

The updated version of these house rules shall come into force on 1 April 2026. In addition, the General Terms and Conditions (GTC) apply in their currently valid version.

The House Rules and the General Terms and Conditions are available at the phaeno ticket offices and can also be viewed online at www.phaeno.de/hausordnung or www.phaeno.de/agb.

Michel Junge and Jana Handrick, Managing Directors, phaeno gGmbH