

# Visitor regulations

## State Museum of Natural History Stuttgart

For a pleasant visit to the State Museum of Natural History Stuttgart, we ask you to observe some visitor regulations. Respect for these regulations benefits all visitors, and thus these rules apply to everyone. By entering the museum building, visitors accept these regulations and undertake to observe them.

### I. Welcome!

We are a museum that welcomes everyone. Any form of discrimination is not tolerated on our premises.

Both Museum am Löwentor and Schloss Rosenstein have wheelchair-accessible entrances and toilets, as well as elevators. Folding chairs and wheelchairs for visiting the exhibitions can be borrowed upon request at the information desks.

Opening hours and entrance fees can be found in our displayed information. The entrance tickets permit a visitor entry to the exhibition, and are non-transferable.

### II. Wardrobe, objects, animals

We ask that you not bring bags larger than DIN A4, umbrellas, or other bulky objects into the exhibition rooms. Ordinary strollers are allowed, but please no multi-child strollers. Lockers are available free of charge. The museum assumes no liability for your belongings. Pets are not allowed, with the exception of service animals.

### III. Behaviour in the exhibition rooms

It is not permitted

- to touch the exhibits or enter the sceneries
- to eat or drink in the exhibition rooms - there are designated areas for this purpose.
- to smoke in the exhibition rooms.

We ask our visitors to behave in the exhibition rooms in a manner that does not disturb other visitors. Our museum is child-friendly, but not a playground. Please note that children under the age of 7 must be accompanied by an adult when entering the exhibition rooms. Adults, teachers, and group leaders are responsible for the appropriate behavior of children and adolescents in their care. They are liable for the persons entrusted to them.

Visitors are liable for all damage and loss caused by their actions, in particular damage to the furniture and to the exhibition.

Visitors are asked to leave the building prior to the posted closing time. In the case of particularly high visitor numbers, the building may be temporarily closed for security reasons.

### IV. Use of technical devices

Filming and taking pictures for private use is generally permitted in the exhibition rooms. We are happy if you share your impressions on social media platforms and link our museum! Footage for commercial purposes requires prior approval and contractual agreement. Authorization can be associated with conditions and fees.

### V. Supervisory staff

The supervisory staff is entitled to check the admission tickets of visitors and give instructions to visitors based on the visitor regulations. In the case of gross violations of the visitor regulations, the supervisory staff is entitled to ask visitors to leave the building. In this case, the entrance fee will not be reimbursed. In the case of a violation of the visitor regulations, a guided tour may also be interrupted. There is no claim to reimbursement for the cost of the tour. The museum administration can use their house authority to bar visitors who repeatedly violate the regulations or the instructions of the supervisory staff from future visits to the museum.

### VI. Information, complaints

Your opinion is important to us! For information, suggestions, and opinions on the exhibitions shown in the State Museum of Natural History Stuttgart and visitor services, please leave a comment in our visitor book at the information desk.

Complaints should be immediately reported to the service staff. Written complaints and comments should be addressed to the Department of Communication of the museum

**besuchendenservice@smns-bw.de**

We strive to handle all comments in a timely manner and to take the necessary steps for improvement.

1.5.2026

**Prof. Dr. Lars Krogmann**

Wissenschaftlicher Direktor

**Beate Lex**

Kaufmännische Direktorin