

MUDAM

Le Musée d'Art Contemporain du Luxembourg

mudam.com



Rules of conduct for visitors

MUDAM

Rules of conduct for visitors

Musée d'Art Moderne Grand-Duc Jean

Article 1

These rules of conduct apply to visitors of the Mudam Luxembourg – Musée d'Art Moderne Grand-Duc Jean, as well as to persons or groups authorised to temporarily occupy the premises for meetings, receptions and/or various events.

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Mudam Luxembourg
I. M. Pei Architect Design
© Photo: Rémy Villaggi
Mudam Luxembourg

Access to Mudam

Article 2

Address

3, Park Dräi Eechelen, L-1499 Luxembourg
info@mudam.com | www.mudam.com
t +352 453785-1, f +352 453785-400

Opening hours

Monday: 10h00 – 18h00
Closed on Tuesday
Wednesday: 10h00 – 21h00 (Mudam Café: 10h00 – 22h00)
Thursday – Sunday: 10h00 – 18h00
Public holidays: 10h00 – 18h00
24.12 & 31.12: 10h00 – 15h00
25.12: Closed

Entrance fees

Adults: 8€
< 26 years & groups (min. 15 persons): 5€
< 21 years, students < 26 years, Wednesday 18h00 – 22h00: free entrance

Public transport

Tram – Stop: Philharmonie/Mudam
Bus 1, 16 & Eurobus – Stop: Rout Bréck / Pafendall

Vel'oh Station

Philharmonie

By car

Kirchberg > Avenue John F. Kennedy > Philharmonie > Tunnel > Mudam
GPS : X 49.62 - Y 6.14

Parking

Parking Trois Glands – rue du Fort Thüngen

Group visits

There are 3 kinds of group tours with a Mudam guide (maximum 20 people per group).

30: 30 min., 30€ + entrance fee

60: 60 min., 60€ + entrance fee

90: 90 min., 90€ + entrance fee

Booking: t +352 453785-531, visites@mudam.com

Article 3

The access to the Mudam Café is free. The access to the Mudam Studio (educational space for the public) is subject to the same prices as those for the exhibitions. According to the maximum capacity authorised in the various areas of Mudam, queues may be organised upon the request of the museum's security services. Every evening, evacuation measures of the premises begin around 15 minutes before closing time. The cash desks cease to issue any further tickets half an hour before closing to the public.

Article 4

Wheelchairs are admitted to Mudam, except for those which work using flammable fuel. Approved models of wheelchairs are, upon request, available to the public from the Mudam reception area. Children's push chairs are also admitted. Mudam accepts no responsibility for any damage caused by wheelchairs and baby carriages to artworks, third parties or to their occupants. All other means of transport or locomotion are forbidden within the establishment.

Article 5

It is forbidden to bring into the establishment:

- any category of arms and ammunition;
- explosive, flammable or volatile substances;
- illegal products, substances;
- dangerous, heavy, bulky objects, liable to cause any nuisance to other visitors, or to pose a threat to the works on exhibition;
- works of art, except with explicit permission from management or its delegated representatives;
- animals, except guide dogs for the blind.



Mudam Store
 © Photo: Lala la Photo
 Mudam Luxembourg

Cloak rooms

Article 6

Admittance to the Musée d'Art Moderne Grand-Duc Jean is not, for insurance reasons and to protect the works of art, authorised to visitors carrying:

- sticks, umbrellas or any other sharp or blunt instrument, sticks equipped with a tip are, however, authorised for disabled people;
- suitcases, rucksacks, baby carriers, shopping bags, motorbike helmets and other large bags and luggage;
- stands or flashes for cameras and camcorders.

For some exhibitions and works, the museum management reserves the right to ban all cameras and photographic apparatus.

Article 7

Cloak rooms and left-luggage lockers are available for Mudam visitors near the reception so that any items which are cumbersome or forbidden in the museum, can be left there.

Article 8

In the case where suspicions are aroused when leaving something of in the cloak rooms, visitors may be requested to open their items.

Article 9

It is free to leave items in the cloak rooms upon presentation of an entrance ticket to the museum. Mudam holds no responsibility in the case of loss of or damage to the items left there.

Article 10

Any items which are not collected or found are kept by the museum during one year and may be collected from the reception desk.



Erwan et Ronan Bouroullec
Mudam Café Design, 2006

Mudam Luxembourg Collection

© Photo: Jessica Theis, Blue Box Design
Mudam Luxembourg

General behavior of visitors

Article 11

In a general manner, visitors are requested to respect security regulations and to avoid causing any trouble, through their attitude, appearance or remarks, for the smooth functioning of events and their visit, or inconveniencing other people in any way.

Article 12

In particular, it is forbidden:

- to enter Mudam in a state of intoxication;
- to smoke in the museum (including electronic cigarettes);
- to cross the boundaries set for the public and, except in the case of emergency, to use the emergency exits and to take the emergency stairs;
- to touch the works or décor (except where this is expressly authorised), to lean on the glass display units, plinths and other elements used for presenting the works;
- to append notices, draw graffiti, or make dirty marks;
- to throw rubbish on the floor;
- to eat or drink outside Mudam Café;
- to conduct surveys, to practise any business, advertising or propaganda, to distribute tracts of any kind (except with explicit authorisation from the management);
- to behave towards staff and other visitors (remarks, appearance, gestures or attitude) in a way which is obtrusive, insulting, violent, aggressive, indecent;
- to bother other visitors through noisy behaviour, especially through listening to radios or walkmans;
- to use the space and the equipment in a way which does not comply with their intended use.

The use of mobile telephones is forbidden in the Auditorium. Visitors are strongly encouraged to switch off their telephone in all situations which could detriment the public or the activities. Furthermore, cultural and religious practices are forbidden within the establishment, as are all acts of political preaching.



View of the exhibition
Le Meilleur des Mondes

© Photo: Jessica Theis, Blue Box Design
Mudam Luxembourg, 2009

Specific clauses for groups

Article 13

Group visits may take place at the times specified in Article 2, or outside these times according to decisions made by the establishment. They take place in the constant presence of a person in charge, a member of the group who ensures these rules are respected. The speaker made available to the group may, in no case, excuse this person in charge from being present.

Article 14

Group visits take place under the supervision of persons duly empowered and authorised. In the interests of the public, Mudam reserves the right to intervene counter to the guides who do not fulfil these guarantees.

Article 15

Group visits which take place during Mudam opening hours must not disturb other visitors and, with this in mind, groups may be split up. Prior registration is necessary for group admittance to the museum.

Article 16

In the various exhibition areas, the number of persons in each group may not exceed 30.



View of the exhibition
Le Meilleur des Mondes

© Photo: Jessica Theis, Blue Box Design
Mudam Luxembourg, 2009

Photographs, recordings and copies

Article 17

Photographs, films and sound recordings are forbidden in the museum exhibition and event areas, except when subject to written authorisation from management or from its authorised representatives. The same applies to the building's installations or technical equipment. Interested parties wishing to photograph or film works, are only tolerated to do so, as long as it is for strictly private use, and no stands or flashes are used. However, works which are explicitly labelled may in no case be photographed.

Article 18

Making reproductions or copies of works of art and documents exhibited is subject to authorisation from the management or the head of the particular department. Those who receive this authorisation must respect the rules concerning, particularly, the protection of works and any reproduction rights.



View of the exhibition
Le Meilleur des Mondes
 © Photo: Jessica Theis, Blue Box Design
 Mudam Luxembourg, 2009

Safety of persons, works and the building

Article 19

Visitors must not act in any way which could compromise the safety of persons or property. Any accident or unusual event must be immediately notified to a security officer.

Article 20

As no works on exhibition may be taken away or moved in the presence of the public during Mudam opening hours, excluding mounting/dismounting periods explicitly indicated, any visitor who witnesses a work being taking down or damaged is entitled to give the alarm. According to the penal code, everybody must help museum staff when the assistance of visitors is required by the competent administrative authority.

Article 21

In the case of an attempted theft in Mudam, emergency measures may be taken, comprising notably of the closure of the entrance and the checking of exits.

Article 22

A video surveillance system is installed in various areas open to the public, with the aim of ensuring the safety of persons and the premises. This installation is governed by an authorisation by the national commission for data protection.

Article 23

Persons coming to the museum in the company of minors are responsible for ensuring they abide by these rules. Minors must always be supervised within the museum. In the case of damage caused by minors, the accompanying persons will be held responsible. Any lost child is taken to the Mudam reception. If necessary, and in any case after the closure of the museum, the lost child is confided to the Grand Ducal Police.

Article 24

In the case of somebody having an accident or becoming unwell, it is forbidden to move this person, to give them a drink or to administer any sort of medicine before the arrival of assistance. If, from amongst the visitors, a doctor, nurse or first-aid worker intervenes, they should remain with the person who is ill or who has had an accident until their evacuation; they are invited to leave their name and address with the security officer present in the premises.

Article 25

If evacuation of the building becomes necessary, it should proceed in an orderly and disciplined fashion under the supervision of security staff and those responsible for evacuations, in conformity with instructions received by the latter-mentioned.

Article 26

In the case of excessive crowds, disorder, strikes or any other situation which compromises the safety of persons or the premises, this could lead to the total or partial closure of the museum or to a modification in opening hours.

Article 27

Offenders not abiding by the instructions in this document are liable for expulsion from the establishment and, if necessary, to legal proceedings. The management takes every measure necessary to impose these rules.

Mudam Luxembourg, 2019