

Hygiene concept for visitors 03/05/2022

The measures described below are designed to contain the spread of the COVID-19 Coronavirus.

The hygiene concept is published on the website and is legally binding through each online booking. If visitors do not comply with the measures and behavioural instructions, a visit to the exhibition will not be possible.

The hygiene concept is adapted to the current requirements.

The most important things first:

1. All visitors from the age of 7 and older are required to wear a mask and all visitors from the age of 14 are required to wear a medical mask.
2. We recommend everyone to take a corona test before visiting.
Various test centers are within walking distance of the Hauptwache.

Specifics:

The Dialogmuseum offers a unique platform for encounter. In times of the coronavirus pandemic, in other words: in times of contact restrictions, the house faces a special challenge. After all, distancing regulations can only be controlled to a limited extent in the dark ("Dialogue in the dark", in the "DunkelBar" and in the "KlangRaum") and touching exhibits is critical.

Nevertheless, we believe we can prevent any hazard during operation by taking the following measures:

1. The training of the blind staff is taken very seriously and closely monitored.
2. The group size is limited to a maximum of 8 people per tour.
3. The newly installed outside air-guided air conditioning system creates an 8-fold air exchange per hour in all rooms so that sufficient fresh air supply is always ensured.
4. Daily cleaning is extended to include disinfection of all surfaces and, in the exhibition, to include UV sterilisation of haptic exhibits.
5. Compliance with the following hygiene measures is monitored daily by the management staff.

General hygiene measures:

- The list of implemented measures and the general behavioural instructions (mask requirement, hand hygiene, distancing regulations, sneezing and coughing etiquette) are clearly displayed in all relevant places in the foyer, in the sanitary facilities and by the lockers.
- Entrance and exit routes are marked in the entrance area. Two hygiene stations for hand disinfection are available in the foyer.

- In the entire visiting area of the Dialogmuseum, the wearing of medical mouth and nose coverings is mandatory. Visitors are explicitly advised that the masks must be worn at all times, even inside the lightless rooms, for their own protection and that of our staff. Masks can be purchased at the cash desk if necessary.
- All bookings and payments are completed online and are therefore largely cashless. Each booking guarantees that you will be in touch with a contact person for each group. A list of participants with their names must be brought to the tour. Tickets will not be distributed for the time of the restrictions.

Foyer rules:

- In the waiting area of the foyer, the current distancing regulations must be observed. For the time of the necessary restrictions, the workshop and seminar room will also be designated as a waiting area.
- The media stations in the foyer are equipped with access aids that prevent direct contact with the touch screens. The screens are regularly disinfected, as are the access aids provided they are not taken away.
- The cashier is protected with a spit protection.
- In the lavatories and toilets, a written request on correct hand washing is made.

Guided tour ("Dialogue in the dark", "DunkelBar" and "KlangRaum"):

- Before entering the exhibition areas in the dark, visitors undertake to wash and disinfect their hands thoroughly.
- Before entering the exhibition "Dialogue in the dark", a briefing will take place during which guests will be reminded to comply with the distancing regulations.
- During the restrictions period, sales in the "DunkelBar" are severely limited to hygienically closed drinks only. The dialogue in the "DunkelBar" will be conducted while standing or sitting, in compliance with the valid distancing regulations.
- After leaving the exhibition areas, hands must again be disinfected or thoroughly washed.
- After their visit to the exhibition, visitors are asked to leave the Dialogmuseum quickly.