

Visitor regulations

OPENING HOURS

The Citadel is open 365 days a year

Mon. – Wed. 10 am - 5 pm

Thurs. 1 pm - 8 pm

Fri. – Sun. 10 am - 5 pm

Ticket office closes and last admission 30 minutes before closing

Archive of The City History Museum Spandau:

Mon. – Thurs. 9 am - 4 pm

Fri. 9 am - 2 pm

By appointment only

ADMISSION PRICES

including _Museums _Julius tower _Art exhibitions

Every 1st Sunday of the month is >Citadel Sunday< and admission is free.

(except for major events, in which case the organiser's prices apply)

Normal € 4.50 - per person (discount with the Berlin WelcomeCard 25% = € 3.38)

Reduced € 2.50 - per person:

- Children from 6 to 14 years, pupils, students, trainees
- Persons who receive transfer benefits:
 - ALG II - social assistance - benefits under the Asylum Seekers Benefits Act, holder of a certificate of eligibility (former berlinpass)
- People with severe disabilities from 50 % MdE on presentation of valid ID

Audiowalk € 2.00 - rental fee (in: German, English, French, Spanish, Russian, Turkish, Italian)
+ € 10.00 deposit

Public € 4.50 + **entrance fee** - without registration - duration 60 min.
Guided tour ▶ Saturday & Sunday 2 pm - Zitadellengeschichte und Architektur (Germ.)
▶ **1st Sun. of the month 2 pm** - **in English:** Citadel history and Architecture

Family ticket € 10.00 - 2 adults + up to 3 children (6 - 14 yrs.)

Family year € 45.00 - 2 adults + up to 3 children (6 - 14 yrs.) - valid from day / month for 1 year

Annual ticket € 30.00 - 1 adult + 1 child (6 - 14 yrs.) - valid from day / month for 1 year

Group ticket € 3.50 - from 10 persons - admission per person

Group tour ▶ **with** registration at Museumsdienst (museum service) Berlin
€ 90.00 - up to 25 persons + admission p. p. - 60 min.
€ 122.50 - up to 25 persons + admission per person - 90 min. = 2 guided tours:
Unveiled. Berlin ... / Citadel history and architecture (or casemates from May - July)

Free admission for:

- Children under 6 years of age
- Day-care centre groups and school classes, incl. 2 accompanying persons
- each additional accompanying person € 4.50 - only on presentation of appropriate proof
(guided tours for children via the museum service: 60 min. € 75.00 / 90 min. € 107.50)

! Only with appropriate proof or valid ID:

- People with a severe disability from GdB 70, including a medically necessary, recognised accompanying person.
- Holders of a Berlin-Brandenburg volunteer card
- Holders of a press card
- Leaders of the local history association Spandau 1954 e. V.
- Employees of VisitBerlin and Kulturprojekte Berlin GmbH
- Membership:
 - International Council of Museums (ICOM)
 - German Museums Association (DMB)
 - Association of Berlin City Guides Berlin Guide e. V.
 - Association of Conservators e. V.
 - German Association for Art History e. V.
 - Alliance of Berlin City Guides e. V.
 - Professional associations of visual artists

Admission tickets must be shown to the supervisory staff in each house / exhibition, free tickets as well.

Securing the museum objects

It is not permitted to

- Touching exhibits and display cases (exceptions are specially labelled).
- bring animals into the exhibition rooms, with the exception of assistance/guide dogs.
- to eat, drink or smoke in the exhibition rooms.
- to handle objects in the immediate vicinity of exhibits, which are likely to cause damage to the exhibition / museum objects.

Photography and filming

- Hand-held photography and filming for private purposes is permitted without flash.
- For safety reasons, the use of equipment such as tripods, spotlights and cables is not permitted. The Citadel administration may authorise exceptions upon written request, for which a proof of liability insurance is required.
- The operation of drones is not permitted on the entire site.
- Photography and filming for commercial purposes is only permitted with the prior written consent of the Citadel Administration. Consent may be subject to conditions and payment of a fee.

Guided tours of the Citadel and its exhibitions

- Group tours can be booked through the Museumsdienst Berlin. Further information can be found at: www.zitadelle-berlin.de/vermittlung/fuehrungen / or www.museumsdienst.berlin
- For public guided tours, please refer to the digital display at the ticket office in the gatehouse or our homepage: www.zitadelle-berlin.de .
- Other fee-based guided tours by private individuals are not permitted.

Behaviour in the exhibition rooms and on the open-air grounds

- Climbing the ramparts and walls and entering cordoned-off areas is strictly prohibited, as there is a danger to life, partly due to the height of the wall edges on the water side.
- Teachers, group leaders and legal guardians are responsible for the appropriate behaviour of children and young people in their company.
- Visitors are liable for any damage caused by their behaviour. The obligation to reimburse costs also arises in the event of intentional or negligent triggering of the alarm devices. Parents are liable for their children.
- Cycling is not permitted on the grounds of the Citadel.
- Camping, loud music, barbecues and open fires are strictly prohibited on the ramparts, bastions and other green areas.

Supervisory staff

- The instructions of the supervisory staff must be followed. If the instructions of the supervisory staff are not followed, further visits to the Citadel may be prohibited.
- The Citadel administration may exclude visitors who do not comply with the rules of the visitor regulations and the instructions of the supervisory staff from visiting the Citadel.

Liability

The museum accepts no liability for damage caused to users through the use of the museum's facilities, except in cases of wilful intent or gross negligence.

Complaints

Please submit any complaints directly to the Citadel administration.

Entry into force

The visitor regulations enter into force on 30 June 2023.

Signed by
Dr. Carola Brückner
District Councillor