

en

casino

luxembourg

hello!

hallo!

salut!

Rules of conduct for visitors

The present rules apply to visitors to Casino Luxembourg, as well as to persons and groups authorised to occupy the premises temporarily for meetings, receptions and/or various events.

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Access to Casino Luxembourg

– Forum d'art contemporain

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Access to the building

Entry to Casino Luxembourg is free of charge, except for special events.

For security reasons, it is forbidden to bring the following items into the building:

- weapons and ammunition of any kind
- explosive, flammable, or volatile substances
- illegal products and substances
- dangerous, heavy, cumbersome objects, likely to represent or cause any nuisance to other visitors, or to present a risk for the works on display
- any means of transport or locomotion (except prams and wheelchairs). For the storage of pushchairs, please contact the reception desk.

Access for persons with reduced mobility

- The access platform (maximum weight 350 kg) is located at 7, boulevard Roosevelt.
- The platform can be activated on request, via a bell.
- Wheelchairs can access the ground floor rooms only. Unfortunately, the rooms on the

first floor are not accessible for wheelchairs.

Address

Visitors' entrance
41, rue Notre-Dame
L-2240 Luxembourg
(main entrance)
7, boulevard F. Roosevelt,
L-2450 Luxembourg (access for persons with reduced mobility; direct access to the restaurant)
T +352 22 50 45
info@casino-luxembourg.lu
www.casino-luxembourg.lu

Opening hours

Monday, Wednesday, Friday,
Saturday, Sunday: 11 a.m. – 7 p.m.
Thursday: 11 a.m. – 9 p.m.
Closed on Tuesday
and on 1 January, 1 November,
25 December

How to get there

By bus: all lines serving the city centre, stop Hamilius
By tram: stop Hamilius
By bike (vélo'h):
station 13 Gëlle Fra
By car: Royal-Hamilius, Knuedler and Monterey car parks

Access to the cloakroom

A cloakroom and lockers are available to visitors on the ground floor to deposit bulky objects and personal effects. For reasons of insurance and protection of the works, access to the exhibition rooms is not permitted to visitors carrying suitcases, bulky backpacks, metal back carriers, shopping bags, motorbike or bicycle helmets, or any other large bags and luggage. This list is not exhaustive.

The lockers are operated with €1 or €2 coins, which are refunded when the visitors collect their belongings.

In the event of suspicious deposits in the cloakrooms, visitors may be asked to show their belongings to the agents at the reception desk.

Lockers are available for temporary storage only, during the visitors' stay in the exhibition spaces. The lockers are regularly emptied.

Items not removed or found are kept by Casino Luxembourg for

three months and can be claimed at the reception desk. After this period of three months, items that have not been removed are considered lost.

Casino Luxembourg declines all responsibility for the loss, theft, or damage of personal items

In general, visitors are requested to respect the safety instructions and to avoid causing, by any inappropriate behaviour or statement, any disturbance whatsoever to the smooth running of the events (guided tours, workshops, etc.) or any inconvenience to other visitors or Casino Luxembourg staff.

The staff at Casino Luxembourg, or any other person mandated by Casino Luxembourg to this effect, have the authority to implement the present rules within the premises of Casino Luxembourg (indoor and outdoor areas). Visitors must at all times follow the instructions provided by the staff at Casino Luxembourg, or any other person mandated for this purpose. The visitor accepts that, in case of troubles or should the necessity arise in whatever way, the staff at Casino Luxembourg, or any other person mandated for this purpose by Casino Luxembourg, have the right to request the public authorities (e.g. the Grand Ducal Police) to intervene within premises operated by Casino Luxembourg.

The visitor has to respect the premises, the equipment, other visitors, and has to abide by the

instructions of the staff at Casino Luxembourg, or any other person mandated by Casino Luxembourg for this purpose.

It is strictly forbidden:

- to enter Casino Luxembourg while intoxicated
- to smoke or vape inside the Casino building
- to cross cordoned off areas (e.g., to protect an artwork)
- to use the emergency exits (except in the event of evacuation)
- to touch works of art (unless expressly permitted)
- to lean on display cases, pedestals and other elements that are part of the exhibition/work
- to deteriorate the premises or the works with graffiti, posters, or to alter them otherwise
- to move existing furniture (please ask the agents at the reception desk if you have any questions on this point)
- to throw rubbish on the floor
- to eat or drink in the exhibition rooms and the InfoLab
- to carry out money quests, trade, advertisement, or propaganda by distributing, or to deposit/distribute leaflets of any kind (unless expressly authorised by the management)

- to behave in a rowdy, insulting, violent, aggressive, indecent or inappropriate manner towards staff and other visitors
- to disturb other visitors, in particular by using unmuted mobile phones or tablets
- to use the premises and equipment in a way that does not fit their purpose
- to engage in religious or political discourse
- to use selfie-sticks or related equipment
- to bring along animals other than guide dogs for the visually impaired

Information on access for minors

Adults accompanying minors are responsible for ensuring that they comply with the above rules. Minors must remain under the supervision of the persons accompanying them. In the event of damage caused by a minor, the persons accompanying the minor will be held responsible, and their civil liability will be incurred.

Any lost child will be taken to the Casino Luxembourg reception

desk. If necessary, and in any case as soon as Casino Luxembourg has closed its doors, the child will be handed over to police care.

Special rules relating to guided group tours

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Guided group tours during opening hours must not disturb other visitors.

Casino Luxembourg offers guided tours for groups (maximum 20 persons per guide).

Guided group tours can take place during or outside of opening hours, according to the arrangements made with Casino Luxembourg. They are led by a mediator working with Casino Luxembourg.

Guided group tours are only available upon registration: visites@casino-luxembourg.lu or +352 22 50 45.

Photographing and recording

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Unless otherwise indicated, visitors are allowed to take pictures of or film the works exhibited in the exhibition spaces using light equipment (no tripod, flash or selfie-stick) and for private use only. Under no circumstances may the images be used for professional or commercial purposes.

For authorisation requests to take photographs for professional or commercial use, or for photographs of the building itself, please contact our communication department by e-mail: presse@casino-luxembourg.lu

Security of persons, works and the building

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Casino Luxembourg is equipped with a video surveillance system installed in the various public areas, in order to ensure the safety of people and property. This installation has been authorised by the National Commission for Data Protection.

Visitors are requested to refrain from any action that could threaten the safety of people and property.

No work of art may be moved by persons other than duly authorised Casino Luxembourg staff, unless otherwise specified.

In case of accident

Any accident or unusual incident must be reported immediately to the agents at reception desk.

In the event of an accident or illness of a visitor, it is imperative to inform the reception desk, which will contact the emergency services.

Any competent visitor who offers help – such as a doctor, a nurse or a first aider – is asked to stay with the sick or injured person until the latter has been taken

to hospital, and to leave his or her name and address at the reception desk.

In case of theft

In the event of an attempted theft, warning measures can be taken, including closing off accesses and controlling exits. A video surveillance system is installed in the various areas open to the public, in order to ensure the safety of people and property.

In the event of theft, the police will be contacted.

In case of evacuation

If the evacuation of the building is necessary (alarm), visitors must remain calm and follow the instructions of the staff and the evacuation officers. Emergency exits are clearly indicated.

Specific rules for the InfoLab

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Access to the InfoLab and consultation of documents are submitted to the following conditions:

- documents are freely accessible and can only be consulted on-site in the InfoLab
- after use, the accessed documents are to be put on the white trolley provided for this purpose
- it is forbidden to eat or drink in the InfoLab; however, the consumption of water is tolerated
- visitors are not allowed to make telephone calls in the InfoLab, whether there are other visitors present or not
- a computer is provided for access to the a-z.lu library catalogue and the Casino website; it is not meant for private use
- the visitor is required to handle the documents with care. The visitor is not allowed to write on the documents or to damage/alterate them in any way. For any damage caused, a fine of €200 will be charged
- on request, access to the archives of the documentary files and magazines is available. Please send your request by e-mail to: infolab@casino-luxembourg.lu

- for any specific questions or documentary research, there is a permanent presence on Friday afternoons from 14:00 to 17:00, or contact: infolab@casino-luxembourg.lu

Non-compliance with the rules

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Any visitor who does not comply with the rules, even in cases not specifically mentioned in the present document, or who causes any disturbance to public order and peace, may be refused entry or expelled from the premises by representatives of Casino Luxembourg.

Failure to comply with the provisions of the present regulations may result in legal proceedings.

These rules and regulations can be accessed on request at the Casino Luxembourg reception desk, as well as on Casino's website.