

House rules for the Lindt Home of Chocolate

Dear visitors. We are very pleased to welcome you to the Lindt Home of Chocolate and wish you a pleasant stay. In order for you to feel comfortable with us, it is necessary that some things are regulated. That is why we have drawn up these house rules. The house rules apply to the entire area of the Lindt Home of Chocolate, including all outdoor areas.

1. A stay at the Lindt Home of Chocolate obliges you to comply with the house rules.
2. The Lindt Home of Chocolate is non-smoking. You can smoke outside the building in the designated outdoor areas.
3. The Lindt Home of Chocolate is under video surveillance for your safety. You can find detailed information about this on site at each camera symbol using the QR code.
4. Begging and peddling is not permitted.
5. The offering of advertising material, playing music, playing recordings, performances and events, the display of advertising material, customer surveys, etc. is not permitted without the written consent of the management.
6. Animals are not permitted in the building. This does not apply to marked guide dogs for the blind (=assistance dogs) with a pass from a non-profit Swiss training organization.
7. Bags, suitcases, rucksacks, musical instruments, jackets and coats, umbrellas are not permitted in the exhibition and must be deposited in the lockers which are available to you free of charge. No liability is accepted for items deposited in the lockers. It is not permitted to carry rucksacks, bags or items of luggage larger than DIN A4 inside the exhibition.
8. Items deposited in the lockers must be removed from the lockers when leaving the Lindt Home of Chocolate. For security reasons, the lockers are opened and emptied every evening by Lindt Home of Chocolate staff.

9. Large baby carriages are not permitted in the exhibition rooms. There are storage facilities for baby carriages in the rear checkroom. You can borrow a smaller buggy from the Welcome Desk for your visit to the museum.
10. Photography and filming for private purposes is permitted without flash or tripod. Professional photography and filming is only permitted with prior written permission.
11. The exhibited objects may not be damaged or impaired in any other way. Visitors are liable for any damage they cause.
12. No food or drink may be taken into the exhibition. The consumption of food is only permitted in the Lindt Café and at events organized by the Lindt Home of Chocolate. Food and drinks brought in may only be consumed in the outdoor area provided for this purpose.
13. No bicycles, skateboards, kickboards, roller skates, inline skates or similar may be used in the Lindt Home of Chocolate, including the parking garage.
14. Sitting is only permitted on the seating provided for this purpose, but not on stairs or floors.
15. The behavior of visitors must not obstruct, harass or endanger third parties. Violations may be punished with trespassing.
16. Willful soiling, damage or misuse of Lindt Home of Chocolate facilities will be punished with a ban from the premises and claims for damages.
17. Some of the parking spaces in the underground garage are reserved for visitors to the Lindt Home of Chocolate. Use of the parking spaces is subject to a charge. The parking levels are under video surveillance. No liability is accepted for the parked vehicles and their contents.
18. The instructions of the staff and management of the Lindt Home of Chocolate must be followed at all times. Violations of the house rules may lead to eviction, prosecution and claims for damages. In the event of expulsion, the admission price will not be refunded.

We thank you for your understanding and wish you a pleasant stay.