

# Stiftung Planetarium Berlin

16. Oktober 2020

## Current Visitor Information

We are happy to finally reach for the stars again with you! In order to protect you and our staff as well as possible during your visit, we ask you to familiarize yourself with our current hygiene and safety plan:



**Please cover your nose and mouth.**



**Please keep a distance of 1.5 meters from other people.**



**Please disinfect your hands at our disinfection dispenser stations.**

## Reduced Show Schedule

We have adapted our show schedule to meet the needs of the current hygiene rules. There are deviations from the printed program booklet. You can find our current program on our website at: [www.planetarium.berlin/veranstaltungen](http://www.planetarium.berlin/veranstaltungen)

If you have any questions, please do not hesitate to contact our ticket hotline 030-42 18 45-10 (Mo through Fr 9 – 16 Uhr | Sa, So 10 – 17 Uhr).

Due to the social distancing rule, the capability of our bookable spaces is significantly reduced. Please book your tickets far enough in advance via our web shop.

## Ticket Purchase

We recommend to purchase tickets in advance in the online shop. Tickets can also be purchased at our box offices, provided there are still seats available. However, there are no discounts within the framework of the family card, group card or other discount programs available. It is also not possible to book fixed seats. Seats will be assigned to you by our staff. There is no entitlement to a specific seat. Groups of a maximum of 5 people living in one household may sit together.

We ask you to pay at the cash desks as cashless as possible. Thank you for your understanding.

# Stiftung Planetarium Berlin

Tickets that have already been purchased cannot, in principle, be canceled, rebooked, refunded or exchanged for a voucher.

Telephone reservations are possible for the following exceptions:

- You need wheelchair friendly seating
- You represent an educational institution (day care center, school) and would like to book our school programs
- You are a member of the Archenhold Observatory and Zeiss-Großplanetarium e. V.
- You are a member of the Wilhelm-Foerster-Sternwarte e. V.

In these cases you will receive your tickets at the box office.

## Onsite Processes

Masks are mandatory in all of our locations. Please cover your nose and mouth when entering the facility. Entry without a mask – even if you are in possession of a valid ticket – is prohibited. Please note: masks cannot be purchased from us.

The obligation to wear a nose and mouth cover does not apply to:

- Children under the age of 7
- People who cannot wear a mask due to a health condition or disability
- People using other devices that effectively reduce the spread of transferable droplet particles
- People who are deaf or hard of hearing, as well as those who communicate with them (accompanying persons, translators, etc.)

Please be at the venue 30 minutes before the event begins. Please Note: the number of seats in our foyers has been significantly reduced within the framework of the current hygiene rules.

Please write your party's contact information in the forms available at the checkout to document your presence (all members of every party must be included). It is possible to download the form in advance and bring it along with you already filled out:

- [Form for attendance documentation](#)

The form must be given to the staff when entering the theater. Your data is collected on the basis of and in compliance with the provisions of the General Data Protection Regulation (DSGVO).

Our staff will assign your seats. In the rows that are not blocked, there must always be two spaces between the visitors. Groups of a maximum of 5 people living in one household may sit together. Please be sure to note the marked routes for entrance and exit.

When you have reached your seat assigned by our staff, you may remove your nose and mouth cover. The cover or mask must be worn any time you leave your seat.

Leaving the theater during the event is not permitted. Please use our toilets in the foyer before or after the event.

# Stiftung Planetarium Berlin

Admission is not possible after the start of the event. In the event of a delay, tickets will not be refunded or rebooked.

Drinks and snacks may be purchased from our vending machines; these may not be taken into the theaters.

## **Cinema (3D Glasses)**

For 3D films in the cinema, you may obtain free 3D glasses that are disposable at the box office.

## **Observations at the Observatories**

The tickets for planetarium events do not currently entitle the holder to visit the observatories free of charge.

As part of our guided tours of the observatories, direct observation of celestial bodies through the telescope is not possible. Celestial objects will be projected, when possible, at observing events.

## **Cloakrooms**

Our cloakrooms are unstaffed and the lockers are locked. Strollers, wheelchairs, etc. may be parked in the cloakroom, however, we are not liable for any items left in the cloakroom.

## **Exchange of expired Vouchers**

Vouchers that have expired or will expire between March 1, 2020 and December 31, 2020 may be exchanged for new vouchers. New vouchers may be purchased at the box office.

## **Cleaning/Ventilation**

For your safety, we have significantly increased the intensity of our cleaning and disinfection measures. This applies in particular to contact-intensive surfaces. In addition, the air exchange was adapted to the requirements of the current hygiene plan.

If you have questions, our staff will be happy to assist you on site. You may also reach our visitor service by phone at 030-42 18 45-10.

**Thank you for your understanding and cooperation! Let's safely explore the universe together once again.**