

November 15, 2021

## Current Visitor Information

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



**2G-Regulation: a vaccination certificate or proof of recovery in digitally verifiable form and a valid photo identification card or passport is required for entrance.**



**Please cover your nose and mouth with the required medical grade mask. We further recommend using a FFP-2 Mask.**



**Please keep distance from other people.**



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

## Optimized 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 +49 (30) 42 18 45-10 (Monday through Friday 9 – 16 Uhr | Saturday, Sunday 10 – 17 Uhr). 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. It is currently not possible to book fixed seats.

Seats will be assigned to you by our staff. There is no entitlement to a specific seat, nor can we promise that an entire party will be able to be seated together.

We ask you to pay at the box office with a cashless payment option whenever possible. Thank you for your understanding.

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.

## **Proof VACCINATED | RECOVERED (2G-regulation) and a valid photo identification card or a passport**

Entrance into any of the locations of the Stiftung Planetarium Berlin is only possible with a proof of status VACCINATED or RECOVERED (exceptions for children and youths under the age of 18 years). Please have the required documents in digitally verifiable form ready to present at the entrance. We are obligated to ask for proof of identification along with these documents (identity card, passport, driving license or a residence document). Please have a corresponding original document ready. Children under 16 years of age are exempt from identity verification.

### **Excepted from the 2G-regulation are:**

- Children under 6 years of age
- Domestic students both in school and outside of school, are exempt from providing proof that they are VACCINATED | RECOVERED. The student status must be proven by a student ID.
- Other persons between the ages of 6 and 18 years need a **negative coronavirus test** (not older than 24 hours | performed by an approved testing facility, no private rapid test).
- Persons who cannot be vaccinated because of medical reasons need to proof this with a medical certificate and also need to bring a negative PCR-test (not older than 48 hours).

### **All the others need to proof the following evidences in the course of the 2G-regulation:**

- A coronavirus vaccination certificate of a **complete vaccination** in digitally verifiable form. The condition for this is that the vaccine has been approved by the Paul Ehrlich Institute and that at least 14 days have passed since the last required individual vaccination. Evidence can be provided via the vaccination certificate or equivalent certificates.
- **A Proof of recovery** from an infection with the coronavirus in digitally verifiable form that was at least 28 days ago and no more than a maximum of six months ago, and was verified in a laboratory.

**You cannot attend any event without the above evidence. Tickets will not be canceled, rebooked or converted into a voucher if the above obligations are not met.**

## Using the required medical grade mask

In all our locations, it is mandatory to wear a medical mask for the entire visit. We further recommend using a FFP-2 Mask. When you have reached your seat you may remove your FFP II mask.

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

- Children under the age of 6
- 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.)

## Onsite Processes

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 check-in upon arrival via the **LUCA App**. Simply scan the QR code near the doors at the main entrance. If your LUCA App is not configured for auto check-out, please remember to check-out manually in the app upon leaving.

Or alternatively: 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. Please be sure to note the marked routes for entrance and exit.

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

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.

# Stiftung Planetarium Berlin

## **Audio Guide/ Foreign Language System**

Audio guides with foreign language support are available to borrow at the Zeiss-Großplanetarium. Guides can be checked out from the box office for a deposit of 10 € per person, or 20 € for families and groups.

## **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 but you can rent a locker for 10 € deposit. (appropriate in cash please) 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 expired between March 1, 2020 and June 30, 2021 may be exchanged for new vouchers. New vouchers may be purchased at the box office. This exchange is possible through 31 December 2021.

## **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.**