



Visitor Regulations (Status: 27 April 2018)

Dear Visitor,

We are glad to have you as a visitor at the Mauthausen Memorial. Please support us in our task of protecting this site by observing the following Visitor Regulations. By visiting the Mauthausen Memorial you are acknowledging the rules in place on the site.

Preamble

The Mauthausen concentration camp was a site of suffering and death for thousands of people during the National Socialist dictatorship. For the purpose of preserving the dignity of the site, and to increase overall security, there is a need for binding Regulations for all visitors, which shall be valid on the entire area of the Memorial. You acknowledge these Regulations when entering the Memorial.

General Safety Information

The Mauthausen Memorial is a historical site protected by a preservation order. The layout of the grounds and buildings is based on the historical remains and therefore does not comply with currently valid safety standards. The particularly hazardous areas of the Memorial are therefore off-limits and closed to visitors.

Please be aware before entering the historic site that you should behave and move carefully and prudently throughout the grounds.

Safety measures are in place in the areas that are accessible to the public, but there are still uneven surfaces and trip hazards, steep stairs, raised areas with low railings or no railings at all, areas without fences etc. both indoors and outdoors. You therefore enter the Memorial at your own risk.

We ask you not to leave the marked paths or to walk on the grass. For design reasons and because of the size of the site, it is not possible to indicate all potential hazards with signs. Please also note that there is little or no clearing of snow and ice on paths and external areas during the winter months.

Visitors are advised to wear appropriate shoes and, if applicable, to use walking aids so that they can move carefully and prudently around the historic site. If you need support, please ask our staff. They can help you make your way around the historic site.

Because the Memorial is a historic monument, not all pathways have been improved and not all buildings are suitable for people who use wheelchairs. If this affects you, please speak to one of our staff at the information points. They will be able to support you.

General Rules of Conduct

- Please behave and dress in a way that befits the dignity of a memorial site. Visitors who by their behaviour, their attire or by their use of political symbols express an ideology of racism and contempt for human life, or who in any other manner violate the dignity of the site or the Visitor Regulations, will be expelled from the site.
- Visiting the Memorial and the museum is only recommended for persons aged 14 and over. Responsibility for children and juveniles during visits lies with the adults accompanying them. Parents are liable for their children.

- The Memorial site is a cemetery. Candles may only be lit next to the memorial monuments and gravestones; otherwise fire is not allowed anywhere in the Memorial area.
- For guides: Mutual respect is essential. Please choose a position for your group such that other groups are not obstructed or disturbed. Guides must not speak to their groups anywhere in the Crematorium area.
- Noise disturbance is to be avoided! Megaphones or other voice amplification products are not allowed.
- Please only eat in the designated rooms in the Visitor Centre, the Bistro, the break room of the former Administration Building and in the visitor areas of the former Infirmary.
- There are ashtrays in front of the Visitor Centre and the former Administration Building. These are the only places where smoking is permitted.
- There are lockers in the Bookshop and the foyer of the former Infirmary. For security reasons, these are opened at the end of visiting hours. Any objects left behind are kept for seven days in the Bookshop. If they are not collected during this time we hand them over to the lost property office of Mauthausen town council.
- Diaper-changing tables are located in the ladies' toilet in the Visitor Centre and in the toilet for disabled persons in the Museum.
- Please leave bicycles in one of the bicycle stands. Any vehicles including bicycles may only be driven/ridden at walking pace on the pathways and roads. The Austrian Road Traffic Act (StVO) applies. Camping is prohibited.
- Please ensure that you do not soil or damage anything.
- Use of sports or exercise equipment is not allowed.

Dogs

The whole of the Mauthausen Memorial site is considered a cemetery. Dogs are therefore not permitted. Exceptions are guide dogs and companion dogs for people with special needs, which must be labelled accordingly.

Dog owners who breach this rule will be prosecuted for civil nuisance, even if they enter outside of opening hours. There are not exceptions.

The following is only permitted with the approval of the management of the Memorial:

- any form of commercial film or video recording.
- distributing printed matter of any kind.
- surveys or questionnaires of visitors and staff.
- bringing and displaying placards or posters.
- events, independent memorial ceremonies, demonstrations or musical or artistic performances.

Our employees have been instructed to enforce these rules for visiting the Memorial. They are authorised to issue behaviour orders. Anyone who does not comply with one of these can be removed from the site. Any non-compliance with the Rules of Conduct or instructions issued by staff may result in a visiting ban. In this event, any fees paid will not be refunded.

We thank you for your understanding!
The management of the Mauthausen Memorial