



KAPUZINERGRUFT

HOUSE RULES

The team of the Capuchin Crypt welcomes you to this Austrian and European cultural monument! In order to ensure a pleasant stay for all visitors and to preserve the valuable artefacts, we ask you to observe the following rules:

Appropriate behavior

- Please remember that you are at a Roman Catholic burial site and behave in a manner appropriate to the dignity of this place. In particular, we ask you to be quiet and considerate. The following are prohibited: noise, loud conversations, telephoning, smoking, bringing animals (except assistance dogs), bringing and consuming food and drink and alike.
- Sarcophagi, metal elements and walls react sensitively to moisture and dirt. Please do not lean on, touch or place anything on the coffins!
- To keep humidity low, it is not permitted to carry umbrellas or wet rainwear. It is also not permitted to carry bulky items and large items of luggage, bicycles, scooters, skateboards, inline skates and alike. Please use the lockers provided for this purpose in the basement. (We are not liable for any items left in the lockers).
- Please be considerate of other visitors, try not to obstruct each other during your tour and make sure you keep designated passageways and escape routes clear!
- If there is an increased number of people, the carriage of a stroller may be refused. In this case, you will be allocated a parking space.
- Please hand in any lost property at the ticket office. They will be kept there for 14 days and then handed over to the lost property office of the city.

Respect for the deceased

- The Capuchin Crypt is also a place of remembrance and history. However, we would ask you in particular not to place any floral decorations on the delicate metal coffins and not to bring or place any vases or candles.
- Floral decorations, wreaths and other items are disposed of at regular intervals. In order to avoid misunderstandings, we ask you to register the laying of flowers, wreaths and bouquets at the ticket office and to place them according to the instructions of the staff.
- We ask you to refrain from making political declarations of any kind.

Group visits and guided tours

- In regards of the space available in the Capuchin Crypt, the number and size of groups is limited. All guided tours must be booked in advance, regardless of the number of people taking part. The same applies to groups of ten or more without a guided tour. We ask you to keep to the agreed visiting times to avoid unnecessary waiting for yourself and others. If you do not arrive on time, we reserve the right not to admit groups to the Capuchin Crypt until the next available time slot.
- Currently, the maximum number of people for group visits is 25; in individual cases, an exception for up to 30 people is possible with express prior agreement and the mandatory use of an audio guidance system. Larger groups must be divided.





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- The commercial activity as a tourist guide in the Capuchin Crypt may only be carried out by persons from outside the house with proof of a state examination and the consent of the Capuchin Crypt. (No rights can be derived from exceptions that have been practiced or tolerated!)

Image and sound recordings

- Photography is only permitted for private purposes and only without flash or tripod. Please pay attention to other people and respect their right to their own image.
- Any film and sound recordings as well as photography for publications of any kind are only permitted with the prior written consent of the management.
- Commercial use of pictures or recordings of any kind from the Capuchin Crypt and associated rooms and spaces without the express consent of the management, in particular offering them via agencies and online platforms, is expressly prohibited and will be prosecuted.
- We reserve the right to generally prohibit photography at any time.

Violations of the house rules and staff instructions

- Written and verbal instructions from staff must be followed at all times.
- Persons who violate the house rules or do not follow the instructions of the staff may be prohibited from continuing their stay. The admission ticket will then lose its validity and the admission price paid will not be refunded.
- Persons who do not appear to be willing or able to behave appropriately during their visit, in particular individuals under the influence of alcohol, may be denied access to the crypt.
- Parents and guardians are liable for their children or for persons entrusted to their care.
- Claims for compensation will be made for any damage or soiling caused. In the event of suspected wilful intent or gross negligence, a report will also be made.

Privacy policy

- The crypt rooms are under video surveillance. Information on data protection within the meaning of the General Data Protection Regulation (GDPR) can be found at www.kapuzinergruft.com/site/de/datenschutzerklaerung.

*We wish you a pleasant visit to the Capuchin Crypt
and a pleasant stay in Vienna!*

The Team of the Capuchin Crypt

Vienna, February 2024

