



## **FAQ Time Slot Ticket**

### **What does “time slot ticket” mean?**

Your time slot ticket is valid for a maximum of 30 minutes for entry. Within this timeframe, you must enter the exhibition. After this period, the ticket becomes invalid. There is no time limit on how long you can stay in the exhibition.

### **Can I just turn up at the ticket office?**

In principle, you can also purchase tickets on site at the box office. However, there is only a remaining contingent at the box office if the tickets have not been sold out online. We therefore advise you to book your tickets in advance via the online store and thus secure a ticket for your desired visit period.

### **Who is eligible for reductions?**

You can find a list of eligibility criteria for reductions in the ["Your Visit"](#) category.

### **Can I cancel my Ticket?**

We kindly ask for your understanding that time slot tickets are exempt from the 14-day right of withdrawal. The tickets are therefore binding and excluded from subsequent exchanges, time slot changes, and/or refunds.

### **What should I do if I haven't received my ticket?**

If you have not received your tickets via email after booking, please check your spam folder. If they are not there either, feel free to email your booking reference number to [besucherservice@muenchenticket.de](mailto:besucherservice@muenchenticket.de).

**Do I need a printed ticket?**

You can also purchase online tickets via your smartphone. Simply visit our online shop on your smartphone. Your purchased ticket will be scanned from your phone's display at the entrance control. In this case, you do not need to present a printed ticket.

**What happens if I lose my ticket?**

If a ticket is lost by the customer/visitor, there is no entitlement to a replacement ticket or any other form of compensation.

**Where can I find the exhibition?**

The exhibition "Velvet Terrorism: Pussy Riot's Russia" is located in the LSK Gallery. The LSK Gallery is located at the rear of the building, near the car park in the direction of Eisbach. With an online ticket, you can go directly to the exhibition entrance.

**I have more questions?**

If you have any further questions, please feel free to contact us at [mail@hausderkunst.de](mailto:mail@hausderkunst.de).