PET-FRIENDLY RULES

Illusions are even better when enjoyed together!

We want our museum to be a pleasant, safe and fun space for both visitors and their four-legged companions. To help us make that possible, please follow these rules:

1. 🐶🐱 Pets are welcome

Dogs, cats and other companion animals are welcome, provided they can remain under the responsible person's control and their presence is compatible with the museum's safety, hygiene and operation.

The accompanying person is responsible at all times for their pet's behaviour, wellbeing and control.

2. 🕒 Entry time subject to availability

To ensure the wellbeing of all pets and the smooth operation of the museum, entry times for visitors with pets may be subject to change if there is already a high number of animals inside the museum.

This does not mean that you will be unable to enter. In that case, our team will offer you the nearest available entry slot. This applies to tickets purchased both online and at the museum ticket desk.

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3. 🦮 Always under control

Pets must remain accompanied and under control at all times.

Dogs must be kept on a leash. Animals are not allowed to move freely around the museum.

Small animals that cannot be properly controlled on a leash must remain in a carrier, pet bag or other suitable containment system.

4. ⚠️ Potentially dangerous dogs

Dogs classified as potentially dangerous under applicable regulations must comply with all legal requirements at all times.

In particular, they must enter and remain under the control of an adult, wearing a muzzle and a non-retractable leash shorter than 2 metres. A maximum of one dog per person is permitted.

5. 🧠 Some illusions may be… too illusionary!

Our museum features mirrors, lights, visual effects, sounds, spaces that create sensations of movement, depth or disorientation, and other optical experiences.

Do not force, bring close to or place a pet inside an installation if they show signs of fear, anxiety or reluctance. Your pet's wellbeing is more important than completing the experience.

If your pet does not feel comfortable, that is completely fine—you can move on to the next illusion. ❤️

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6. 🧼 If there is an accident, please let us know

If your pet relieves itself inside the museum or causes any kind of mess, the responsible person must take care of the cleaning and inform a member of staff immediately, so that we can carry out any necessary cleaning and disinfection.

7. 🤝 Respect others' space

Not everyone wants to interact with animals, and not all animals want to interact with people or other pets.

Please ask before bringing your pet close to another person or animal.

8. 🐕‍🦺 Animals that may pose a risk

For safety reasons, an animal whose behaviour poses a risk to people, other animals, the facilities or the animal itself will not be allowed to remain in the museum, without prejudice to the legally recognised rights of assistance dogs.

9. 🩺 Health and hygiene

Pets must be in appropriate hygienic and health conditions. They must not enter the museum if they show symptoms that could pose a risk to other people or animals, or if their condition makes it inadvisable for them to remain in a public space.

✨ **Above all…**
Enjoy yourselves, take photos, discover the illusions and let your pet be part of the experience.

🐾 **Here, illusions are for everyone** 🐾

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