

**Conference System:**

- Zoom

**Requirements:**

- Device with internet access (computer, tablet, smartphone)
- Broadband internet connection
- Internet browser: Google Chrome or Microsoft Edge

**Procedure:**

- You will receive an invitation for the Zoom conference by email. Please be sure to check the spam folder in your inbox.
- Log in with the link provided in the invitation before the event begins.
- In a Live Tour, your guide will give a virtual tour with a 360-degree view of the exhibition rooms. In a Live Talk or Live Lecture, you and all participants will be able to see the guide's screen.

**Q&A**

**1. When will I receive the link for participating in an event?**

*Public tours booked online:*

A few minutes after you have booked your tour, you will receive a link by email along with your booking confirmation. Please be sure to check the spam folder in your inbox.

*Group tours through visitor services:*

A link will be provided by email in due time for the event, possibly on the day of the event.

**2. What should I do if I do not receive a link?**

Please be sure to check the spam folder in your inbox.

If the email you received does not contain a link, please contact visitor services at:

**T +49 331 236014–499**

**besucherservice@museum-barberini.de**

Mon.–Fri. 9 a.m.–7 p.m., Sat.–Sun. 9 a.m.–3 p.m.

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**3. Can I share the link?**

If you purchased your ticket online, you will receive a link with your booking confirmation. If you purchased multiple tickets, you may share the link with the other participants.

For group bookings, the link is generally only sent to the group leader. The group leader should share the link with the participants.

**4. Can Barberini Friends take part in a Live Tour free of charge?**

Live Tours and Live Talks are not free of charge to holders of the annual membership pass. Although visitors with an annual pass can enter the museum for free, they are not entitled to participate in events free of charge. Tickets must be purchased for all events.

**5. Can I use the same link on multiple devices?**

If you have purchased multiple tickets for a public Live Tour, each ticket is valid for one device only.

**6. Can I book a Live Tour for a private group?**

It is possible to book a Live Tour for your group. You can choose between offers for up to twenty-five, one hundred, or two hundred participants.

Please contact us at [live\\_tour@museum-barberini.de](mailto:live_tour@museum-barberini.de)  
or by telephone at **+49 331 236014-499**.