

FAQs about virtual tours held online via ZOOM

What are the technical requirements for participating?

You will need a device with a stable internet connection (1.2 Mbps (upload/download) for 720p HD video; for 1080p HD video you will require 1.8 Mbps (upload/download) and access to Google Chrome, Mozilla Firefox, or a similar browser in order to participate.

When will I receive a link?

You will receive the link by e-mail along with the confirmation of your reservation. Please don't forget to check in your spam folder.

What happens after I receive the link?

On the day of the online tour you should ideally click on the link five to ten minutes before the event starts. You will automatically be directed to a ZOOM page, where you should click the rectangular blue "Launch Meeting" button. Or your device will ask you to confirm that a ZOOM meeting is being launched. After this confirmation you will be admitted to the meeting either automatically or once the hosts have also sent a confirmation. In the latter case it is possible that you will be asked to remain in a virtual waiting room until you can be admitted.

Do I have to install ZOOM beforehand?

No. You can take part in our online tours without installing the app.

However, if you wish to install the app you are welcome to do so [here](#). ZOOM can also be downloaded from Google Store or from the App Store.

What is the etiquette for participants?

We respectfully ask all participants to switch off their camera and ensure that they are muted upon entering the meeting. Unless the hosts expressly ask you to switch on your microphone or camera, we request that you communicate purely via the Chat function.

Are the number of places limited?

Yes. Tours are restricted to a maximum of fifty people per session, and for this reason we ask you to reserve a place via the website in good time. The number of participants for workshops depends on the specific theme. Please do not pass on the link to anybody else.

Is there anything else I need to consider?

Not really! The meeting will be ended by the hosts. Anyone who wants to leave before the end can do so by clicking the "Leave Meeting" button (bottom right). If you come late, do

please understand that there might be a delay before one of our hosts can admit you to the meeting.

You can find further information about ZOOM [here](#).