

FAQ - Groups

Any questions? Find all the information you need to prepare your visit.

MUSEUM

What do you suggest for a group visit?

- Guided/self-guided tour of our exhibition
- Guided/self-guided tour of our Garden
- An Escape Game
- Anniversaries for kids (6-12 years)

What is included in the admission ticket?

- The exhibition
- The culinary demos in the *FoodAcademy* [Culinary demos | alimentarium](#)
- The animations in the Discovery area [The sweet transformations: a sugar tale | alimentarium](#)

VISITS

Is it possible to book a guided tour on your website?

- Yes, here is the link: [Guided tour of the Exhibition | alimentarium](#)

Do we have to book for a self-guided tour of the exhibition/Garden?

- Yes, here is the link: [Entrance ticket | alimentarium](#)

How much time does it take to visit the exhibition?

- ~1 hour

Do you have a temporary exhibition?

- No, our temporary exhibition area has now been transformed into a Discovery Area: [The Discovery Area | alimentarium](#)

Can we book a guided or self-guided tour every day?

- Every day except on Monday: This is the only day the museum is closed, and we take the opportunity to check our equipment and carry out maintenance.

Do you have audioguides ?

- Yes, for the permanent exhibition “Food – the essence of life”

Do we have to book them?

- We recommend you do this to ensure they are available. You can also contact the museum reception on arrival. Several languages are available, for more information please visit [Visit with our audio guide | alimentarium](#)

CHILDREN'S BIRTHDAY PARTIES

- Find out all the information here: [FAQ_Birthday parties in the JuniorAcademy_2021_0.pdf \(alimentarium.org\)](#)

ESCAPE GAME

Do you offer the Escape Game on weekends?

- No, the activity is available on Tuesday, Thursday and Friday between 14:00 and 16:00. [AL2049: The Alimentarium Escape Game! | alimentarium](#)

Is it possible to do the Escape Game for birthdays?

- Yes, please send your request by email to reservation@alimentarium.org, at least 7 working days before the chosen date.

Do you organize Escape Games in other languages?

- Yes, in English.

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CULINARY WORKSHOPS

What workshops do you offer for adults?

- Chef's tips at the *FoodAcademy* <https://www.alimentarium.org/en/activities/chefs-tips-foodacademy>

What is the program of the culinary workshop "Chef's tips"?

- All information is available on <https://www.alimentarium.org/en/activities/chefs-tips-foodacademy>

Will we get the recipes of the workshop "Chef's tips"?

- Yes, you will get them during the workshop.

METHOD OF PAYMENT

Can we pay by invoice?

- Payment can be made in cash or by credit card (CHF and Euros). If these two means of payment are not possible, an invoice can be considered, from CHF 500, by writing an email to reservation@alimentarium.org

DIVERS

Does a child under the age of 6 visiting the museum as part of a childcare group have to pay admission?

- Yes, at CHF 4.00 per child (from 3 years old). For every 12 children, 1 accompanying adult is admitted free of charge. If there are fewer than 12 children, the accompanying adult pays the reduced rate of CHF 12.

Can I cancel my booking?

- Please read the terms and conditions: [GENERAL TERMS AND CONDITIONS OF SALE | alimentarium](#)

Who should we inform about food intolerances, allergies and religious prohibitions?

- By sending an e-mail to reservation@alimentarium.org

Do you have a restaurant?

- For meals, the Alimentarium welcomes you to its *Café*, which seats about forty people. A selection of sweet and savoury snacks is available.

Can we have a "café-croissant" before our visit?

- Yes, by calling 021 924 44 18 at least 7 working days before your visit.

Can we have an aperitif before or after our visit?

- Yes, by calling 021 924 44 18 at least 7 working days before your visit.

Will Sunday brunch be reintroduced?

- No. There are no plans to bring back this offer.

Do you have a wheelchair available for the public?

- Yes, we have one. It can be reserved by calling 021 924 44 25 (from 10:00 to 17:00).

Is there a lift in the museum? Can it be accessed with a wheelchair?

- Yes, the lift complies with the standards for people with reduced mobility.

Does a person with a disability need to provide documentation?

- No, it is not necessary.

How many free accompanying persons are allowed per disabled person?

- One accompanying person. No proof of identity is required.

Do you have gift vouchers?

- Yes: [Gift vouchers | alimentarium](#)

Are dogs allowed in the Alimentarium?

- No, animals are not allowed in the museum, with the exception of assistance dogs for people with disability.

We need to contact marketing/communication department, how do we proceed?

- You can write an email to marketing@alimentarium.org or presse@alimentarium.org.

Which culinary workshop can I do with my son/daughter/niece/nephew... ?

- Our "Cooking together" workshops: <https://www.alimentarium.org/en/activities/cooking-together>

Who is the press contact?

- You can write to presse@alimentarium.org.
Find out more information here: [Press Room | alimentarium](#)

Is the Alimentarium a Nestlé museum?

- The Alimentarium is a museum dedicated to food and nutrition. It was created by Nestlé in 1985. It is not a company or brand museum, but a Nestlé foundation.