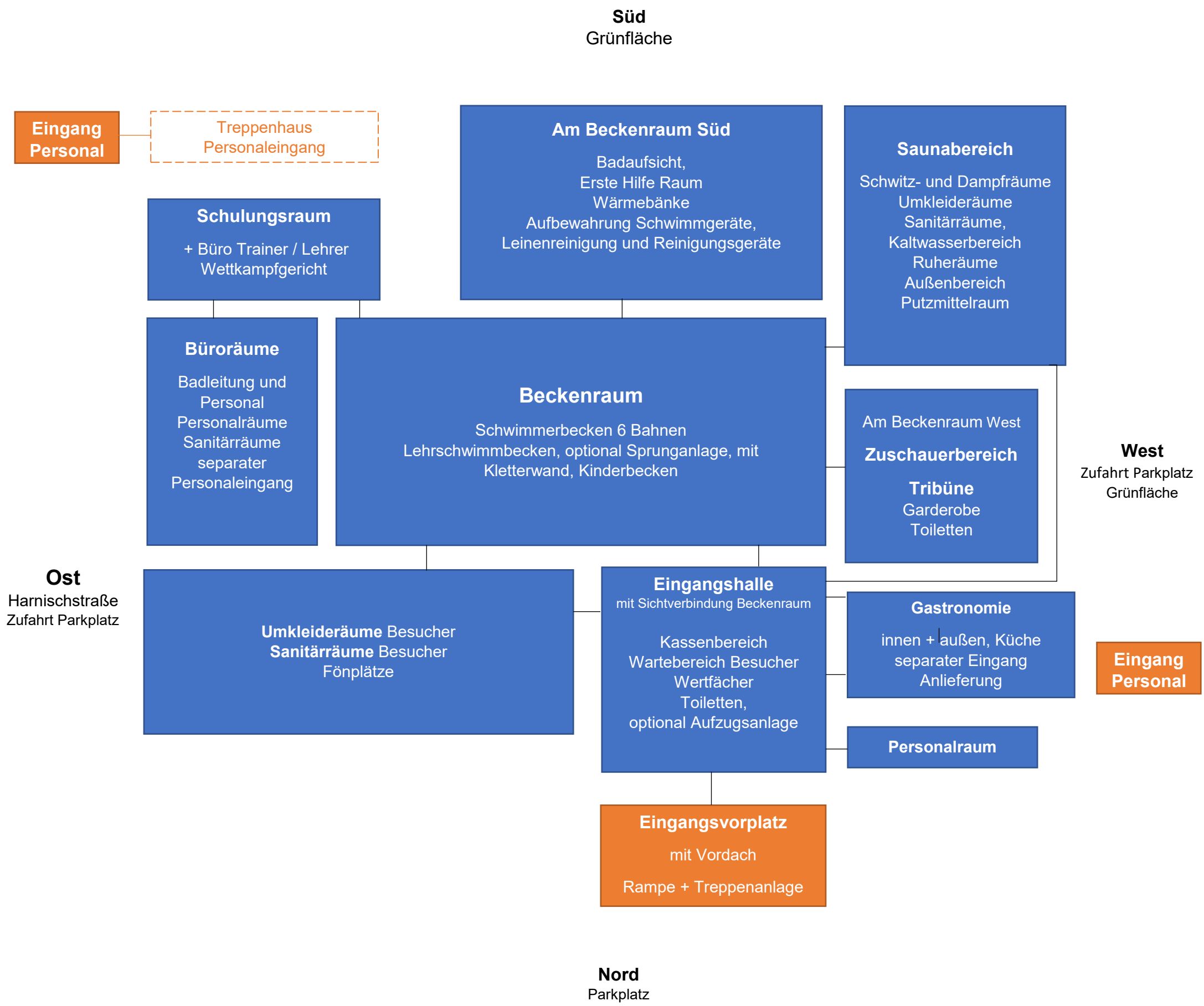Besuchergeschoss