

## General Visitor Terms and Conditions, Museum Boijmans Van Beuningen and the Depot of Museum Boijmans Van Beuningen, Rotterdam

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These General visitor terms and conditions apply to every visit to **the Museum** and **the Depot** in Rotterdam. The Museum and the Depot are publicly accessible, but are not public spaces as such. We therefore ask you to adhere to the rules we deem applicable to the Museum and the Depot. These rules are laid out in these Visitor Terms and Conditions.

- Section 1 (general) applies to every Visitor who comes to the Museum and/or the Depot on an individual basis or as part of a group.
- Section 2 (educational activities) applies to Visitors who book a Museum Boijmans Van Beuningen Educational Activity, such as a course, guided tour or lecture.
- Section 3 (general group visit) applies to Visitors who come to the Museum and/or the Depot as part of a group (for example from their company or organization).
- Section 4 (school group visit) applies to Museum and/or Depot visits by groups of school children.
- Section 5 (library and reading room visits) applies to every Visitor who comes to the library and/or the reading room on an individual basis or as part of a group.

### Section 1 – General

#### Article 1 Definitions

- 1.1 **Activity ticket:** a printed or digital ticket that entitles a Visitor to participate in a Museum Boijmans Van Beuningen Educational Activity.
- 1.2 **Visitor:** a person who enters the Museum and/or the Depot with or without a valid Admission ticket
- 1.3 **Admission ticket:** a ticket, a digital or printed ticket (together with a discount card where relevant) or a comparable document (such as a written invitation, voucher or annual pass), that provides access to one or more areas in the Museum and/or Depot during normal opening hours. 1.4 **Educational Activity:** an activity that is announced on the Museum Boijmans Van Beuningen website (for example a guided tour, course, workshop or lecture) and that Museum Boijmans Van Beuningen offers to members of the general public. An Educational Activity takes place on a specific date (or number of days), at a specific time and location and has a content described in the events calendar. There may be specific terms and conditions (such as a minimum age) that apply to participation in a given Educational

Activity. These are given on the Museum Boijmans Van Beuningen website or in the brochure concerned.

- 1.5 **Group:** 15 or more Visitors who visit the Museum and/or the Depot as a group (group visit).
- 1.6 **Museum Boijmans Van Beuningen:** Stichting tot Beheer Museum Boijmans Van Beuningen is the legal entity that manages and runs the Museum and the Depot and that operates pursuant to its objectives in accordance with the articles of association. All agreements are entered into between a Visitor and Stichting tot Beheer Museum Boijmans Van Beuningen, established at 4K Gedempte Zalmhaven, 3011 BT in Rotterdam, Netherlands, registered with the Chamber of Commerce of Rotterdam under number 24383967, VAT registration number: NL814995251.B.01.
- 1.7 **The Museum and the Depot:** the premises accessible to the general public located at 18-20 and 24 Museumpark that are managed and operated by Stichting tot Beheer Museum Boijmans Van Beuningen.
- 1.8 **Organizer:** a company or organization that professionally organizes group visits to the Museum and/or the Depot as part of its services to third parties, as referred to in section 3.
- 1.9 **Prohibited objects:** objects as referred to in article 3.6.
- 1.10 **General visitor terms and conditions:** the present terms and conditions apply to every Admission ticket or Activity ticket obtained by a Visitor. 1.11 **Opt in scheme:** during completion of the process of purchasing an Admission ticket or Activity ticket, a Visitor can state whether they want to be kept up to date about activities in the Museum or in the Depot. Museum Boijmans Van Beuningen will not use your personal data for this or any other purpose without this permission.

## Article 2 Applicability

- 2.1 These terms and conditions apply to an Admission ticket or Activity ticket obtained by a Visitor to the Museum and/or the Depot.
- 2.2 These terms and conditions are furthermore applicable to all natural persons who are brought in by Museum Boijmans Van Beuningen in the context of its objective, also if those people are employed by a contractor or supplier that provides the Museum and/or the Depot with services or goods, or by some other legal entity. That legal entity is responsible for compliance with these terms and conditions by every employee or contractor brought in by the legal entity.
- 2.3 Departures from these terms and conditions are only valid if they have agreed expressly and in writing.

Article 3 Access to the Museum and the Depot

- 3.1 A Visitor is only entitled to enter the exhibition areas of the Museum and the Depot after presenting a valid Admission ticket.
- 3.2 A Visitor will be refused access or further access to the Museum and the Depot if Museum Boijmans Van Beuningen establishes that:
  - a) the Admission ticket was not issued by Museum Boijmans Van Beuningen or by a legal entity authorized by Museum Boijmans Van Beuningen to that end;
  - b) a Visitor does not give due regard to the house rules that have been declared applicable, the General visitor terms and conditions or the safety procedures;
  - c) a Visitor is evidently under the influence of alcohol, drugs or equivalent substances;
  - d) a Visitor is evidently disruptive or clearly intends to be disruptive;
  - e) a Visitor wishes to enter the Museum and/or the Depot with bare feet and/or a bare lower part of the body or torso.
- 3.3 Admission tickets for the Museum and/or the Depot can be purchased online in advance. If there is sufficient capacity, an Admission ticket can also be purchased in the Museum and/or the Depot. An Admission ticket purchased beforehand becomes invalid through the mere expiry of the time or period stated on the Admission ticket.
- 3.4 Museum Boijmans Van Beuningen is entitled to alter the regular opening hours because of incidental exercises connected with emergency response (article 23 of the Working Conditions (Arbo) Act) or, in the event of an emergency, to evacuate part or all of the Museum and/or the Depot as deemed necessary by Museum Boijmans Van Beuningen.
- 3.5 Museum Boijmans Van Beuningen reserves the right to subject every Visitor and their baggage to a security check. In this connection a Visitor may be asked to cooperate in a search of bags and such like by or on behalf of employees of Museum Boijmans Van Beuningen. A Visitor who refuses to cooperate in a search may be refused access to the Museum and/or the Depot and has no entitlement to a refund of the Admission ticket.
- 3.6 The following objects (hereinafter referred to as Prohibited objects) may not be brought into the Museum and/or the Depot:

- a) firearms: any object that can fire a projectile or cause injury or property damage, or appears to be able to be used as such;
- b) pointed and/or sharp weapons and sharp objects: objects with points or cutting edges that can cause injury or property damage;
- c) blunt objects that can cause injury;
- d) explosive and flammable substances;
- e) chemical and toxic substances;
- f) bottles, tubes or vials of liquid;
- g) equipment that can be used to disrupt digital systems. Please note: laptops, mobile phones, tablets and digital cameras are not included and are permitted;
- h) other objects or substances at the discretion of the staff of Museum Boijmans Van Beuningen.

3.7 If a security officer designated by Museum Boijmans Van Beuningen finds Prohibited objects during a security check, Museum Boijmans Van Beuningen will confiscate those objects. If a Visitor does not wish to hand over objects for confiscation, they will be refused access to Museum Boijmans Van Beuningen and that Visitor has no entitlement to a refund of the Admission ticket or Activity ticket.

3.8 Objects found during a security check that are prohibited by law will be handed over to the police. A Visitor in possession of these objects may be detained and handed over to the police.

3.9 For security and safety reasons, a Visitor must be able to identify themselves. A Visitor whose face is concealed and who refuses to expose their face during a security check will be refused access to the Museum and/or the Depot.

3.10 The Museum and the Depot are accessible to visitors with disabilities (see article 4.6). The use of vehicles, other than necessary mobility aids, as well as the use of skates and skateboards, is not permitted..

#### Article 4 Presence in the Museum and the Depot

4.1 A Visitor is present in the Museum and/or the Depot at their own risk.

4.2 A Visitor is obliged to obey directions and instructions given by people who are recognizably employees of Museum Boijmans Van Beuningen. If, in the opinion of Museum Boijmans Van Beuningen employees, a Visitor is acting in any way whatsoever

that is contrary to these General visitor terms and conditions, house rules, safety procedures or directions or instructions that have been given, that Visitor can be refused further access to the Museum and/or the Depot. In that case Museum Boijmans Van Beuningen is not bound to pay compensation for any loss or damage or to refund the Admission ticket. If a Visitor repeatedly infringes the stipulations in the General visitor terms and conditions or house rules or safety procedures or directions and instructions given by employees, Museum Boijmans Van Beuningen can refuse them access to the Museum and/or the Depot for a certain period. A Visitor is notified immediately of such a decision to refuse access.

- 4.3 Children below the age of 12 may only enter the Museum if they are accompanied by an adult.
- 4.4 Visitors are only permitted to take a handbag or other personal baggage into the Museum if the item concerned is smaller than or the same size as an A4 sheet of paper, size 32x23x12 cm. All other objects must be handed in at the cloakroom or put in one of the lockers provided for the purpose. Museum Boijmans Van Beuningen reserves the right to refuse certain objects for custody and safekeeping. All wheeled items (prams, buggies and wheelchairs) can be subjected to an inspection.
- 4.5 Visitors to the Depot must hand in all handbags or other personal baggage at the cloakroom or store them in one of the lockers provided for the purpose. This also applies to wet, dirty and loose-fitting (winter)

coats. Museum Boijmans Van Beuningen reserves the right to refuse certain objects for custody and safekeeping. All wheeled items (prams, buggies and wheelchairs) can be subjected to an inspection.

- 4.6 The Museum and the Depot are accessible to visitors with disabilities. Necessary mobility aids such as electric wheelchairs and mobility scooters are permitted, provided that they can be used safely within the buildings of Museum Boijmans Van Beuningen, do not pose an unacceptable risk to visitors, staff or the collection, and do not obstruct passageways or evacuation routes.
  - a) Museum Boijmans Van Beuningen reserves the right to:
    - give additional instructions regarding the use of mobility aids;
    - restrict access to specific areas;
    - refuse a mobility aid in individual cases if safety, accessibility or protection of the collection makes this necessary;
  - b) If necessary, Museum Boijmans Van Beuningen may provide an alternative aid, such as a loan wheelchair.

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- 4.8 Prams and buggies are not permitted in the art storage compartments in the Depot.
- 4.9 Children below the age of twelve may only enter the art storage compartments in the Depot if they are in the arms of or are holding the hand of an adult.
- 4.10 A Visitor is liable for any damage that they do to the Museum and/or the Depot and the objects in them.
- 4.11 There is video camera surveillance in the Museum and the Depot. Video images are retained for a reasonable period, in accordance with the GDPR (General Data Protection Regulation). Video images will be passed on to the police if Museum Boijmans Van Beuningen sees reason to do so.
- 4.12 In addition to the reasons referred to in articles 3 and 4.2, Museum Boijmans Van Beuningen is entitled to refuse a Visitor access to the Museum and/or the Depot for a certain period:
- if that Visitor has damaged one or more objects as a result of negligence, gross negligence and/or intent during one or more previous visits to the Museum and/or the Depot;
  - if Museum Boijmans Van Beuningen has other reasons for fearing that the Visitor concerned will damage one or more objects. In any event Museum Boijmans Van Beuningen can always subject the Visitor concerned to the measures referred to in article 3.5. Museum Boijmans Van Beuningen notifies the Visitor concerned immediately, if possible in writing, about a decision to refuse access.
- 4.12 In the event of emergencies, for example the sudden disappearance of an artwork, a terrorist attack or other violent acts, Museum Boijmans Van Beuningen is entitled to close the doors and then escort the Visitors who are present out of the building one by one. Visitors can then be asked to cooperate in a search of bags and other objects by or on behalf of employees of Museum Boijmans Van Beuningen. Museum Boijmans Van Beuningen can ask a Visitor who refuses to cooperate in a search to produce proof of identity before they leave the Museum or the Depot.
- 4.13 Museum Boijmans Van Beuningen regularly permits third parties to take photographs or make video or film recordings in the Museum and the Depot. This material may be used for publicity purposes on the website, in folders and such like. By entering the Museum and the Depot, a Visitor declares agreement to the publication of images. If a Visitor objects to the publication of images in which they are recognizable, they can notify Museum Boijmans Van Beuningen of this. In that case Museum Boijmans Van Beuningen will use its best efforts to prevent further publication of the material.

Article 5 House Rules (house rules concerning users and renters are specified in a separate document)

5.1 In the Museum and the Depot a Visitor must not:

- a) touch any exhibited items; parents, teachers and other escorts must rigorously see to it that exhibited items are not touched by the minor or minors or individuals they are escorting;
- b) offer goods or services of any kind whatsoever for sale to third parties, or supply them at no cost;
- c) impede other Visitors, including but not limited to impeding their view of exhibited items for a prolonged period or causing excessive noise;
- d) behave in any other way than in accordance with the generally accepted standards of decency towards other Visitors and towards employees of the Museum and the Depot. If a Visitor treats other Visitors or employees inappropriately in the form of discrimination, physical or verbal aggression, intimidation, or other forms of undesirable behavior, the museum reserves the right to remove the Visitor in question or deny them admission, without refunding the entrance fee.
- e) bring pets or other animals, with the exception of service dogs;
- f) smoke;
- g) consume food or drinks, except in the café/restaurant and the museum courtyard/garden/terraces; all such without affecting the obligation to consume refreshments when in the café/restaurant; food and drinks may not be taken into any area accessible to the general public, for example exhibition spaces, storage compartments, conservation workshops, the cinema, video cabins, the photographic studio, educational areas, art handling areas etc.;
- h) take photographs or make video or film recordings using lights, flash and/or tripods (including selfie sticks) unless a Visitor has obtained prior written permission from Museum Boijmans Van Beuningen to do so;
- i) make drawings or paintings without prior written permission from Museum Boijmans Van Beuningen concerning the materials used. Visitors can request this permission at the information desk.

5.2 Parents/carers, teachers and other escorts are responsible and accountable at all times for the behaviour of the minors, individuals or Groups they are accompanying.

- 5.3 There must be two escorts with each Group of 15 primary school pupils. There must be at least one escort and a maximum of two escorts with each Group of 15 secondary school students. Museum Boijmans Van Beuningen reserves the right to refuse access to Groups that do not comply with these terms and conditions. See section 4 of these General visitor terms and conditions for the other rules relating to visits organized by schools.
- 5.4 Groups being given a guided tour in the Museum must not exceed 15 people per Museum Boijmans Van Beuningen guide and 20 people per external guide.
- 5.5 Groups taking guided tours through the Depot's art storage compartments, art handling areas and building services areas may not be larger than 13 people and are accompanied by a guide and a security guard.
- 5.6 a) Without affecting the stipulations of article 5.1h (limited use of photographic, video and film equipment), photographs or video and/or film recordings made in the Museum and the Depot may only be used for commercial purposes after express written permission from Museum Boijmans Van Beuningen to do so, in which case the appropriate list of rates will apply.
- b) It is not permitted to photograph or otherwise capture recognizable images of Depot employees. Photos, videos, and film recordings in which employees are recognizable may only be published with the permission of the employee(s) in question. If the Visitor wishes to take images for private use, they must not disturb others.
- 5.7 Without affecting the other stipulations in these General visitor terms and conditions, it is not permitted to have pets (other than service dogs) and bicycles in the Museum, the Depot, the Museum's courtyard and garden, and the Depot's roof. It is similarly not permitted to smoke, consume alcoholic drinks brought into the Museum or the Depot, have barbecues or have naked flames in the Museum's courtyard and garden and on the Depot's roof.

## Article 6 Online Purchase of Admission Tickets, Activity Tickets and Multimedia Tours

- 6.1 Museum Boijmans Van Beuningen does not accept payments in cash. All payments in the Museum and the Depot must be digital.
- 6.2 Museum Boijmans Van Beuningen does not provide paper receipts. It only provides digital ones.
- 6.3 Admission tickets, Activity tickets (including guided tours) and multimedia tours can be purchased in advance online on

www.boijmans.nl. An offer is deemed to have been made by the customer if the customer has completed the order form in full and has sent it electronically to Museum Boijmans Van Beuningen by clicking on the 'confirm order' button in the

ordering procedure. The agreement between the customer and Museum Boijmans Van Beuningen is created at the moment when Museum Boijmans Van Beuningen has sent a reservation confirmation to the customer by e-mail.

- 6.4 Payments for purchases made online must be made using one of the payment modules provided by Museum Boijmans Van Beuningen's payment provider. The general terms and conditions of the bank concerned and the payment module concerned apply to the payment.
- 6.5 Article 11.2 (privacy; Opt in scheme) applies to all online purchases.
- 6.6 Article 6:230 under e of the Dutch Civil Code applies to all the types of tickets that can be purchased on the website. On the grounds of this statutory provision, the right of withdrawal under the Dutch Distance Selling Act does not apply to services relating to leisure activities.
- 6.7 Tickets purchased online can be printed out so that the ticket can be scanned. The purchased ticket can also be scanned if it is displayed on the screen of a smartphone or a notebook.
- 6.8 Museum Boijmans Van Beuningen is not obliged to refund an unused Admission ticket, Activity ticket or multimedia tour.
- 6.9 The following circumstances will never lead to any obligation to the refund of money paid or the payment of compensation by Museum Boijmans Van Beuningen to a Visitor:
  - a) cancellation of the purchased Admission ticket or Activity ticket and refund of the purchase price after the agreement has been entered into as referred to in article 6.3;
  - b) not being present at the time specified on the Admission ticket or Activity ticket;
  - c) one or more items from Museum Boijmans Van Beuningen's permanent collection not being on display;
  - d) the partial closure of the Museum and/or the Depot, including partial closure in connection with changing exhibitions;
  - e) changes to the regular opening hours because of exercises connected with emergency response or, in the event of an emergency, to evacuate part or all of the Museum and/or the Depot as deemed necessary by

Museum Boijmans Van Beuningen;

- f) nuisance or inconvenience caused by other Visitors, such as excessive noise, inappropriate behaviour (including annoyance) and theft;
- g) loss or damage caused by other Visitors;
- h) nuisance or inconvenience caused by maintenance work, including but not limited to alterations or the redecorating, furnishing and fitting out of spaces;
- i) nuisance or inconvenience caused by the failure of facilities in Museum Boijmans Van Beuningen and/or the Depot to function properly;
- j) refusal of access to the Museum and/or the Depot if there are legitimate reasons for doing so;
- k) loss of an Admission ticket or Activity ticket.

## Article 7 Limitation of Museum Boijmans Van Beuningen's Liability

7.1 Museum Boijmans Van Beuningen is only liable for loss or damage that a Visitor sustains if and in so far as it is the direct result of gross negligence or intent by Museum Boijmans Van Beuningen. The claim is in any event limited to the lower of the following two sums:

- a) the sum paid out by Museum Boijmans Van Beuningen's insurer to Museum Boijmans Van Beuningen in respect of that individual claim or;
- b) the sum paid out to Museum Boijmans Van Beuningen by a third party in regard to that individual claim.

7.2 In the event of loss in the form of death or bodily injury, Museum Boijmans Van Beuningen's total liability will not in any circumstances be more than the sums paid in compensation described in article 7.1.

7.3 Museum Boijmans Van Beuningen's liability for indirect loss, including consequential loss or damage, loss of profit or pay and missed savings, is ruled out at all times.

## Article 8 Force Majeure

8.1 There is force majeure if circumstances occur that are not attributable to Museum Boijmans Van Beuningen. As far as Museum Boijmans Van Beuningen is concerned, force majeure is any foreseeable or

unforeseeable circumstance that makes fulfilment of the agreement by Museum Boijmans Van Beuningen so difficult that fulfillment of the agreement is made impossible or onerous temporarily or permanently.

8.2 Such circumstances also include circumstances relating to people and/or services and/or organizations that Museum Boijmans Van Beuningen wishes to make use of in the execution of the agreement with a Visitor, as well as everything that applies to the aforesaid people, services and organizations as force majeure or as a suspensive or resolutive condition, and also as an attributable shortcoming of that party.

## Article 9 Lost Property

- 9.1 Lost property found by a Visitor in Museum Boijmans Van Beuningen can be handed in to an employee or at the ticket or information desks in the Museum and/or the Depot.
- 9.2 Museum Boijmans Van Beuningen will keep safe all lost property.
- 9.3 If the apparent owner of an item of lost property gets in touch, they can collect the object in person or have it sent cash on delivery. In both cases the owner must be able to convincingly prove their identity. If Museum Boijmans Van Beuningen has doubts about the status of the apparent owner, Museum Boijmans Van Beuningen is entitled to demand proof of ownership.
- 9.4 Museum Boijmans Van Beuningen reserves the right to destroy lost property that has not been collected after three months.

## Article 10 Complaints Procedure

- 10.1 In the event of a complaint, a Visitor can make it known by filling in a digital form provided for the purpose that can be obtained from [www.boijmans.nl](http://www.boijmans.nl).

## Article 11 Privacy

- 11.1 Careful handling of Visitor data on the Museum Boijmans Van Beuningen website, including the part concerning the online sale of Admission tickets or Activity tickets, is very important to Museum Boijmans Van Beuningen and all the businesses associated with it. The Museum Boijmans Van Beuningen website is geared to protecting the privacy of website Visitors as much as possible.

11.2 By ticking the box 'I would like to be kept informed about Museum Boijmans Van Beuningen's activities', a website Visitor agrees to Museum Boijmans Van Beuningen (and/or an associated business) informing that website Visitor from time to time about its activities and the products offered by Museum Boijmans Van Beuningen. The possibility for a website Visitor to let it be known that they do not wish to receive further information will be provided at all times.

#### Article 12 Other Terms and Conditions and Applicable Law

12.1 The applicability of these General visitor terms and conditions does not affect the possible applicability of other contractual conditions and/or rules, schemes, arrangements and procedures of Museum Boijmans Van Beuningen, such as those published on [www.boijmans.nl](http://www.boijmans.nl).

12.2 The stated prices of products and services intended for private Visitors include VAT.

12.3 These General visitor terms and conditions and the agreement between a Visitor and Museum Boijmans Van Beuningen are governed by and interpreted in accordance with the law of the Netherlands. Any disputes that cannot be resolved by consultation will be exclusively submitted to

the competent court in Rotterdam, unless Museum Boijmans Van Beuningen selects another competent court.

### **Section 2 – Special Terms and Conditions for Educational Activities**

#### Article 13 Purchase of Activity tickets 13.1

Activity tickets can be purchased by:

a) digital payment in the Museum and/or the Depot prior to the Educational Activity concerned; or

b) purchasing on the Museum Boijmans Van Beuningen website as referred to in article 6.

13.2 An Activity ticket does not include access to exhibition spaces in the Museum and/or the Depot unless it is part of the Educational Activity concerned, for example a guided tour of a particular department.

#### Article 14 Cancellation, Change and Transfer of Activities Ticket

- 14.1 As soon as the agreement has been entered into as referred to in article 13, cancellation of the purchased Educational Activity and refund of the purchase price are not possible.
- 14.2 Changing the date of an Educational Activity that is being provided on several dates is not possible unless Museum Boijmans Van Beuningen accepts a written change request. Such a request must be made at least seven days before the start of the Educational Activity concerned by sending an e-mail to [educatie@boijmans.nl](mailto:educatie@boijmans.nl) stating the name of the participant or participants, the original date and the desired date. The assessment of the request depends on the timeliness of the request, all such at the discretion of Museum Boijmans Van Beuningen, and the availability on the desired date.
- 14.3 Unless it is stated otherwise on the website, an Activity ticket is transferable to another person, provided that a) the participant passes on complete information about the other person in good time in an e-mail ([educatie@boijmans.nl](mailto:educatie@boijmans.nl)) to Museum Boijmans Van Beuningen; and b) the other person complies with the conditions that apply to the educational activities concerned, such as minimum age; and c) Museum Boijmans Van Beuningen has agreed by e-mail to the transfer.
- 14.4 Museum Boijmans Van Beuningen reserves the right to change the programme of educational activities. Participants in these activities will be notified by e-mail or telephone. If the content of an Educational Activity changes fundamentally, Museum Boijmans Van Beuningen will offer the participant the opportunity to cancel at no cost. This does not apply to changes in the location, but it does for example apply to a change in the date, starting time or content of the Educational Activity.

## Article 15 Communication about Educational Activities

- 15.1 The e-mail address [educatie@boijmans.nl](mailto:educatie@boijmans.nl) can be used for all questions, comments and other communication with Museum Boijmans Van Beuningen about educational activities. Visitors can also write to Museum Boijmans Van Beuningen at the address referred to in article 1.6, stating clearly their name, address, telephone number and if possible an e-mail address.

## **Section 3 – Specific Provisions for Organizers of Group Visits**

### Article 16 General Provisions

- 16.1 This section applies to all agreements between on the one hand Museum Boijmans Van Beuningen and on the other hand an

Organizer of a group visit as referred to in article 1.5. All agreements are entered into between the Organizer and Museum Boijmans Van Beuningen.

- 16.2 A group visit is only possible by means of the online purchase, before the visit, of Admission tickets for every member of the Group. Announcing a Group gives no guarantee that there is no waiting at the ticket desk or the entrance.
- 16.3 Organizers can ask all their questions about group visits and guided tours by sending an e-mail to [educatie@boijmans.nl](mailto:educatie@boijmans.nl). You can also write to Museum Boijmans Van Beuningen at the address referred to in article 1.6, stating clearly your name, address, telephone number and an e-mail address. The education department can be reached on the general telephone number +31 (0)10 441 94 65.
- 16.4 Museum Boijmans Van Beuningen reserves the right to refuse Groups access to the Museum and/or the Depot. The Organizer is responsible for seeing to it that members of a Group comply with the General visitor terms and conditions. It is not possible to change or cancel Group bookings.
- 16.5 When a Group arrives at the Museum or the Depot, a guide reports to the information counter/assembly point to announce the Group's arrival and to present the Admission tickets (purchased online beforehand by the Organizer). The rest of the Group is requested to wait in the entrance hall concerned. The guide escorting an announced Group can then enter the Museum and/or the Depot upon presentation of the Admission tickets.
- 16.6 The Organizer is at liberty to have the Group guided around the Museum by their own guide, up to a maximum of 20 people per guide. If the Organizer has booked a Museum Boijmans Van Beuningen guide beforehand, as referred to in article 18, the maximum group size is 15 people. An Organizer's guide must also have their own Admission ticket.
- 16.7 Group visits and guided tours in the Depot can only take place under the supervision of a Museum Boijmans Van Beuningen guide.

#### Article 17 Terms and Conditions for a Guided Tour with a Museum Boijmans Van Beuningen Guide

- 17.1 An Organizer who wants their Group to have a Museum Boijmans Van Beuningen guide give a guided tour must book that guide beforehand online and pay on the Museum Boijmans Van Beuningen website.
- 17.2 It is advisable to book a guide at least three weeks in advance. Museum Boijmans Van Beuningen uses its best efforts to keep sufficient guides available, but it cannot guarantee that every Organizer who requests a guide will have one assigned to their Group. In the unlikely event that it is not possible to provide the necessary number of guides, contact is made with the Organizer at least a week beforehand. Efforts will then be made through consultation to find suitable alternatives.
- 17.3 If the assigned guide is unable to conduct the guided tour, Museum Boijmans Van Beuningen uses its best efforts to find another guide. The Organizer is notified about the situation as quickly as possible.

## **Section 4 – Summary of the Rules for Visits Organized by Schools**

### Article 18 School Visit

- 18.1 A visit organized by a school is treated as a group visit within the meaning of article 16 of the General visitor terms and conditions. Minors are admitted to the Museum and/or the Depot free of charge.
- 18.2 Museum Boijmans Van Beuningen points out the following rules to pupils/students and teachers/escorts so that their visit goes smoothly:
  1. There must be two escorts with each Group of 15 primary school pupils;
  2. There must be at least one escort and a maximum of two escorts with each Group of 15 students from a secondary school;
  3. The escorts of a Group of students/pupils may enter free of charge. An escort is responsible for the behaviour of the underage pupils/students they are escorting from the start to the end of the visit. Escorts are requested to discuss the golden rules given below with their pupils/students prior to their visit;
  4. Be considerate to other Visitors, do not be too noisy and do not run through the building;
  5. We treat other visitors and staff respectfully. Discrimination, aggression (physical or verbal), intimidation, or other forms of undesirable behaviour will not be tolerated.
  6. Be careful with the art collection. It is not permitted to touch works of art unless there is an explicit statement otherwise;
  7. Smoking, vaping, eating and drinking are not permitted in the museum. Smoking or vaping is also not permitted in the courtyard and garden of

and on the terraces around Museum Boijmans Van Beuningen or on the roof of the Depot.

8. Making or receiving telephone calls in the Museum and the Depot is not permitted;
9. Photos and videos in which employees are recognizable may only be shared with the permission of the employee in question (for example, if you want to post a photo on social media). You may not disturb other visitors or employees when taking photos or videos.
10. Museum Boijmans Van Beuningen maintains a strict safety policy. Pointed and/or sharp objects may not be taken inside and will be confiscated;
11. The cloakroom can be used free of charge. There is a special cloakroom for the coats and personal baggage of school Groups. Please ensure that pupils/students take as little personal baggage as possible to the Museum and/or the Depot. That will speed up entry procedures.
12. Coaches can use the loading/unloading area in front of the Museum.

## **Section 5 – Special Terms and Conditions for Visits to the Library and Reading Room**

### Article 19 Visits to the Library and Reading Room

The following supplementary terms and conditions apply to a visit to the library and reading room in addition to the General visitor terms and conditions:

- 19.1 Coats and bags must be handed in at the cloakroom or left in the lockers.
- 19.2 Instructions from museum staff in the reading room must be followed.
- 19.3 Notes may only be made in pencil.
- 19.4 Visitors are not permitted to bring their own books.
- 19.5 Items may only be consulted on the spot and are never loaned.
- 19.6 Instructions about handling works on paper and other vulnerable items are given on the spot by museum staff. These instructions must be followed.
- 19.7 Publications must be handled with respect.
- 19.8 Visitors are permitted to take photographs of library items for their own private use. Permission must be given by museum staff with regard to photographing works on paper and other vulnerable items.
- 19.9 Making telephone calls is prohibited.

19.10 The library and reading room are quiet work areas. Visitors work in silence.

These General visitor terms and conditions of Museum Boijmans Van Beuningen and the Depot Boijmans Van Beuningen have been approved by the management and filed under number 23/2025 with the Court of Rotterdam. The General visitor terms and conditions have been published on [www.boijmans.nl](http://www.boijmans.nl) and elsewhere.

Stichting tot Beheer Museum Boijmans Van Beuningen

Management

July 2025