

# Rembrandt House Museum General Visitor Terms and Conditions

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The Rembrandt House Museum uses general visitor terms and conditions. These general visitor terms and conditions apply to all legal relationships between the Rembrandt House Museum and a visitor.

Dutch law applies to the Rembrandt House Museum.

## Definitions

**The Rembrandt House Museum:** The aim of the Rembrandt House Museum Foundation is to present Rembrandt's exceptional significance to as broad a cross-section of the public as possible in the house in Amsterdam where he lived and worked. The museum is located at Jodenbreestraat 4 in Amsterdam and consists of Rembrandt's house and two exhibition spaces.

**Visitor:** a person who enters the buildings of the Rembrandt House Museum.

**Admission ticket:** a ticket that provides admission to the Rembrandt House Museum during opening hours.

**Ticket:** an admission ticket or a comparable document (such as an invitation, a voucher, an e-ticket for a group visit or a Friends Card) that provides admission to the museum.

**Employees:** all the people working in the Rembrandt House Museum on the instructions of the Foundation.

## 1 Admission

- 1.1 A visitor is only entitled to enter the Rembrandt House Museum after presenting a valid ticket.
- 1.2 Upon request a visitor will show the ticket to Rembrandt House Museum employees, failing which the museum is entitled to refuse admission to that visitor.
- 1.3 A visitor receives no refund of the price of admission in the event of loss or theft.
- 1.4 An admission ticket purchased beforehand becomes invalid six months after its purchase or after expiry of the period of validity specified on it. Groups (with or without a supervised programme) are only admitted on the date specified in the reservation.
- 1.5 An admission ticket may not be exchanged.
- 1.6 The Rembrandt House Museum is not responsible for the purchase of admission tickets through third parties or parties with which the Rembrandt House Museum has not concluded a contract.
- 1.7 Objects that represent a risk to the safety of people, works of art or the museum buildings are prohibited. This includes:
  - a. firearms;
  - b. any object that can fire a projectile or cause injury or property damage, or appears to be able to be used as such;

- c. pointed and/or sharp objects or objects with points or cutting edges that can cause injury or property damage;
- d. explosive or flammable substances;
- e. chemical or toxic substances;
- f. bottles, tubes or vials of liquid, including water;

If a visitor wants to enter with one of these objects, admission to the museum buildings will be refused.

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 will be detained and handed over to the police.

- 1.8 The exhibition spaces are accessible to wheelchairs. Rembrandt's house is a listed building and is not accessible to wheelchairs.
- 1.9 The exhibition spaces are accessible to prams and buggies. Rembrandt's house is not accessible to prams and buggies.

## 2 Code of conduct

- 2.1 Smoking is prohibited in all buildings.
- 2.2 Pets are not permitted, with the exception of service dogs.
- 2.3 Large bags, backpacks, baby slings, umbrellas and comparable items must be left in the cloakroom, where there are free lockers available. Handbags and other small bags are permitted. These may be checked by security staff for safety and security reasons.
- 2.4 The use of mobile telephones in the museum is not permitted.
- 2.5 Eating and drinking is not permitted in the museum.
- 2.6 Do not come closer to the artworks than 50 centimetres and do not touch them.
- 2.7 When carrying out assignments involving writing or drawing, the paper must be supported, for example by a document or by a clipboard provided by the museum.
- 2.8 Schoolchildren may only use pencils to write or draw. Writing or drawing on walls or furniture is not permitted.
- 2.9 Sitting on chairs or other furniture in Rembrandt's house is not permitted.
- 2.10 Taking photographs or making video recordings is permitted in the museum, but without flash or a tripod. It is possible that taking photographs or making video recordings of specific objects may be prohibited in temporary exhibitions.
- 2.11 Photographs or video recordings may only be used for commercial purposes with permission from the Rembrandt House Museum.
- 2.12 A visitor is expected to be mindful of other visitors and to refrain from causing nuisance by making annoying or loud noises.

## 3 Liability

- 3.1 The Rembrandt House Museum is not liable for loss of, theft of or damage to personal property.

- 3.2 The Rembrandt House Museum 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 on the part of the Rembrandt House Museum.
- 3.3 The following circumstances will never lead to any obligation to refund money paid:
- a. items from the permanent collection not being on display;
  - b. the partial or complete closure of the museum rooms or exhibition spaces, including partial closure as a result of setting up or dismantling exhibitions;
  - c. nuisance or inconvenience caused by other visitors, such as excessive noise, inappropriate behaviour, violence or theft;
  - d. loss or damage caused by other visitors;
  - e. nuisance or inconvenience caused by maintenance work, including alterations or the furnishing and fitting out of areas;
  - f. nuisance or inconvenience caused by the failure of facilities in the museum to function properly.

## 4 Safety, security and emergencies

- 4.1 A visitor is present in the Rembrandt House Museum at their own risk.
- 4.2 Instructions given by employees must always be followed.
- 4.3 Children below the age of 12 may only enter the museum if they are accompanied by an adult. Parents or escorts or guides are responsible and accountable at all times for the behaviour of the minors they are accompanying or guiding.
- 4.4 People under the influence of alcohol or drugs may be refused admission to the museum.
- 4.5 A visitor is liable for any damage they do to the building or the collection in it.
- 4.6 The Rembrandt House Museum 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 or other possessions by Rembrandt House Museum security staff. A visitor who refuses to cooperate in a search may be refused admission to the museum.
- 4.7 The Rembrandt House Museum uses camera surveillance. Video images are retained for a reasonable period, in accordance with the Dutch Data Protection Act. Video images will be passed on to the police if the museum sees reason to do so.
- 4.8 In the event of emergencies, for example the sudden disappearance of an artwork, violent acts or a terrorist attack, the museum is entitled to close its doors and then escort the visitors who are present out of the building one by one. In such a case a visitor may be asked to cooperate in a search of bags and objects by museum employees.
- 4.9 The Rembrandt House Museum is entitled to refuse a visitor admission to the Rembrandt House Museum for a certain period:
- a. If that visitor has damaged an object during a visit as a result of negligence, gross negligence and/or intent;
  - b. If the museum has other reasons for fearing that the visitor concerned will damage an object;

- 4.10 The Rembrandt House Museum reserves the right to alter the regular opening hours if this is necessary in connection with operations, emergencies or exercises by the emergency response team.

## 5 Group visit

- 5.1 There is limited capacity for group visits for safety and security reasons. Larger groups therefore need to be split into smaller ones of no more than 15 people per group.
- 5.2 The date and timeslot of the admission ticket for a group visit may be changed up to 48 hours beforehand provided there is capacity available on the desired new date and in the desired timeslot.
- 5.3 The Rembrandt House Museum reserves the right to refuse groups admission to the museum.
- 5.4 The organizer of a group visit is the focal point and is responsible for seeing to it that members of a group comply with the general visitor terms and conditions.
- 5.5 The escorts or guides from schools who accompany groups of schoolchildren are also responsible for the schoolchildren's conduct during the visit. A museum employee may approach the escort or guide and request appropriate measures to be taken.
- 5.6 Coats and bags must be put in the group cloakroom. Valuables can be put in the lockers in the cloakroom.
- 5.7 The spiral staircase in the old house is used exclusively to go up. The staircase in the new wing is used to come down.
- 5.8 Paid tickets for groups and individuals cannot be cancelled and money is not refundable. The tickets remain valid for six months from the date of purchase. Tour operators with a partner contract and school groups can cancel their reservations free of charge, up to two weeks in advance.

## 6 Other conditions

- 6.1 The Rembrandt House Museum will keep safe all lost property.
- 6.2 If the owner of an item of lost property gets in touch, they can collect the object in person or have it sent cash on delivery.
- 6.3 The museum reserves the right to destroy lost property that has not been collected after three months.

- 6.4 A visitor can make suggestions or complaints known using a suggestion form. Forms can be obtained at the cash desk or can be completed online. Complaints will be investigated and a response will be sent within ten working days.
- 6.5 Displayed prices of products and services include value added tax.
- 6.6** Departures from these general visitor terms and conditions are only valid if they have agreed expressly and in writing.