

VISITORS' CHARTER

In the interests of respect and comfort for visitors, [Royal Museums of Art and History] [Royal Museums of Fine Arts of Belgium] [Royal Belgian Institute of Natural Sciences] [AfricaMuseum] [KBR museum] undertakes to :

1. **Make this code available** to visitors at the reception desk of its establishment and on its website;
2. Provide visitors - prior to the planned activity - with **the most complete information possible**, which does not include information or representations likely to mislead them, in particular regarding the nature, price of access, duration, location and date of the activity requested;
3. **Inform visitors** as soon as possible in the event of **substantial modification or cancellation of the activity** concerned by the museum (whether occasional or permanent) and provide for arrangements for reimbursing visitors if access to the cultural activity is subject to a charge;
4. **Indicate all its prices** (admission tickets, cloakroom, audioguide, etc.) on its website and at the entrance to all the places where it welcomes visitors. In the same way, indicate any occasional reductions - specifying whether they can be combined with each other or with permanent reduced rates - any free tickets and the conditions for benefiting from them;
5. When buying on the spot, **spontaneously offer users the best price** applicable to them;
6. **Offer identical prices and discounts** regardless of the information media used;
7. **Disseminate targeted information** to encourage access and the widest possible participation by all visitors, particularly people with reduced mobility, visually impaired people, hard of hearing people, etc.);
8. **Ensure**, as far as possible, a **welcoming adapted** to people with reduced mobility, pregnant women, blind and partially sighted people, deaf and hard of hearing people (translation into sign language, subtitles, induction loop - increasing the volume of devices for the hard of hearing - etc.). Reserve easily accessible seats for them, inform

them of the adapted services that can be offered to them and the safety instructions specific to them;

9. **Visibly display full contact details**, including e-mail address, so that visitors can send any detailed written complaints;
10. **To provide a detailed response to written complaints** from visitors within 30 calendar days of receiving them. If [Royal Museums of Art and History] [Royal Museums of Fine Arts of Belgium] [Royal Belgian Institute of Natural Sciences] [AfricaMuseum] [KBR museum] and the visitor fail to reach an amicable solution following the detailed written complaint referred to above, the visitor may contact the **Federal Ombudsman**, whose contact details are posted on the: <https://www.federaalombudsman.be/en/homepage>