



# MUSÉES ROYAUX D'ART ET D'HISTOIRE

## **VISITOR REGULATIONS**

### **Introduction**

Welcome to the Royal Museums of Art and History! We hope your visit is as enjoyable as it is informative. In order to make your visit to the museum as pleasant and peaceful as possible, we ask you to respect the following guidelines and the instructions of our staff.

### **General rules**

The Royal Museums of Art and History (RMAH) are a federal scientific institute managed by the Belgian Science Policy (BELSPO).

The RMAH include:

- the Art & History Museum,
- the Musical Instruments Museum,
- the Halle Gate,
- the Pavilion of Human Passions.

### **Visitor Regulations**

The Visitor Regulations apply to each visitor in all RMAH areas accessible to the public. Visitors are presumed to accept these rules upon entry. They can consult a copy of these rules at the museum reception desk.

The Visitor Regulations apply to:

- visitors of the collections and exhibitions;

- any person not belonging to the institution who is on the premises for professional purposes;
- people or groups who have been granted permission to use a space for meetings, receptions, lectures, concerts, performances or other gatherings;
- people eating at the restaurant and using the toilets, and customers of the museum shops.

Exceptions to these visitor rules can only be explicitly granted by the management.

## **Behaviour**

In the halls, it is forbidden to cause noise nuisance by talking on the telephone or shouting.

It is forbidden to run, push others, slide, lean or jump against the walls or windows, as well as to climb, lie or stand on the benches, whatever your age.

It is forbidden to sit on the stairs, to obstruct passageways, entrances or exits, to deliberately impede other visitors or to lean over handrails.

Advertising, business, recruitment and propaganda are only permitted with the express authorisation of the management.

Smoking, in any form whatsoever, is prohibited on all premises, including outdoors, as is the use of narcotics. Eating and drinking are only permitted in the areas reserved for this purpose.

It is forbidden to be under the influence of alcohol, drugs or stimulants.

Unless the objects are displayed in a showcase or behind a glass wall, it is forbidden to approach them at less than an arm's length.

It is strictly forbidden to touch any of the objects exhibited. It is forbidden to use torches, flashlights or other sources of light.

Large bags, backpacks and any other items deemed too bulky by the security staff must be stored in a special area, such as the lockers or cloakrooms. Authorised small items, such as handbags, must always be carried in the hand or on the shoulder, not on the back.

Lost property can be handed in to the security staff or at the reception

desk. After identification, the owner of the lost item can come and recover it.

### **Opening hours**

The various RMAH departments are accessible on the days and at the times announced on their website.

### **Groups**

Visits for groups of up to 15 people are supervised by a group leader, who reports to the reception desk and ensures that the group is kept together.

### **Schools**

School groups should report to reception desk and leave their bags in the group cloakrooms. Each group of 15 students is accompanied by at least one supervisor.

### **Children**

Children under the age of 12 must be accompanied by an adult. Any lost children will be taken to the reception desk.

### **Tickets and reservations**

The collections and temporary exhibitions are only accessible on presentation of a valid admission ticket. The museum shops, restaurants and toilets are freely accessible.

Ticket prices are indicated on the institution's website.

Tickets can be purchased at the reception desk, at the ticket machines located at the entrance of the museum, or online in advance on the institution's website.

Tickets sale stops one hour before closing time.

The admission ticket relates exclusively to the product purchased and cannot be exchanged for other products.

An admission ticket issued in a specific name cannot be used by another person.

Admission tickets cannot be resold.

The purchase of an admission ticket via the website is established only after receipt of a confirmation e-mail from the RMAH reservations department.

Visitors are asked to keep their admission ticket with them for the duration of their visit. Tickets may be checked at any time.

If time slots are indicated on admission tickets, entry to the museum is only permitted within these slots.

Payment for an admission ticket is final. Once the payment has been made, it is no longer possible to obtain a refund of the ticket price or a benefit in kind, except in the event of an error on the part of the RMAH.

In all cases of ticket fraud, the RMAH will lodge a complaint with the police.

### **Forbidden objects**

It is strictly forbidden to bring in objects which, by their nature, size or smell, could cause a nuisance or present a danger to the building, the collections, the staff or the other visitors.

More specifically, bringing in the following items in any of the RMAH museum is prohibited:

- explosive, inflammable, radioactive or volatile substances or poisons;
- all means of transport;
- firearms, bladed weapons, flamethrowers or anti-tank weapons;
- heavy chains;
- banners, paint, glass or cans;
- bulky items that cannot be stored in the larger lockers.

### **Clothing**

It is forbidden to enter the RMAH with clothing covering the face, bare feet, shirtless or with clothing likely to damage the floors or display cases. Roller skates and spiked soles are also prohibited.

## **Animals**

It is forbidden to bring animals into the RMAH. Guide and assistance dogs are accepted.

## **Use of the lockers**

Lockers must be used for a maximum of one working day for the following items:

- bags larger than 34 x 22 cm;
- coats and capes;
- wet or damp clothing;
- hats, caps, beanies and helmets;
- motorbike clothing;
- walking sticks (unless used as a mobility aid), umbrellas and parasols;
- laptops, lamps, spotlights, sticks, selfie poles, tripods, spotlights;
- luggage;
- large items;
- baby carriers, pushchairs and folding chairs not intended for disabled people.

Objects or means of transport too large to fit in a locker are not permitted.

We strongly advise against leaving items outside of the lockers in the room where the lockers are located.

Items left in the lockers after the museum rooms are closed will be removed and kept for 48 hours, after which they will be considered lost property. Perishable foodstuffs, valueless items or items posing a security threat will be destroyed immediately.

The RMAH are not responsible for damage to or theft of items entrusted to them.

## **Persons with reduced mobility**

The entrance for persons with reduced mobility is indicated on the institution's website. Security staff are happy to provide assistance.

## **Guides**

Guides are not permitted in the RMAH without the express authorisation of the management. A request for prior authorisation must be sent in writing to the reservations service.

## **Breastfeeding**

Breastfeeding is allowed in the museum. Mothers who prefer to breastfeed in a more discreet area can ask the security staff.

## **Security staff**

Security staff wear clearly recognisable uniforms and badges.

On the basis of these regulations, the security staff from external companies and RMAH's own security staff have the right to give visitors instructions and, if necessary, to enforce them or to call in the public authorities.

Security staff may interpret the visitor regulations according to the circumstances.

Security staff may ask visitors to open their bags or luggage to check the contents and, if necessary, ask them not to bring them into the RMAH. If visitors do not comply, entry to or exit from the RMAH may be refused.

Security staff are authorised to give binding instructions to visitors in the event of an evacuation.

## **Expulsion**

In the event of repeated or serious incidents caused by a visitor, they may be temporarily or permanently denied access to the RMAH.

## **Museum shops**

The opening hours of the museum shops coincide with those of the museums.

The RMAH are not liable for any damage resulting from the use of products purchased in the museum shop.

### **Plaster cast workshop**

The opening hours of the plaster cast workshop are indicated on the website. It can also be visited by appointment. Group visits are possible by reservation.

### **Photography and sketches**

In the collection and exhibition rooms, photography and filming without flash are permitted for private use only. For any other use, express permission must be sought from the management. For the use of flashes, tripods, microphone booms and other equipment, authorisation must be requested by sending an e-mail to [info@kmkg-mrah.be](mailto:info@kmkg-mrah.be). Prior authorisation must also be sought for footage involving more than three people.

It is forbidden to film or photograph people without their consent.

It is forbidden to photograph, film or draw the security installations.

Visitors or groups wishing to draw or sketch the objects on display may only do so using pencils on a drawing size no larger than A3. They may do so only after informing the reservations department in advance and without disturbing other visitors.

### **Restaurants**

The RMAH restaurants are open to visitors and non-visitors during their own opening hours.

### **Libraries**

The RMAH libraries are accessible by appointment for study and research purposes only. The rules of use can be consulted on the RMAH website.

## **Force majeure, closure of exhibition halls, refunds**

The closure of the RMAH for reasons of force majeure, or the partial or total closure of certain rooms and the fact that some collection items may not be visible, for whatever reason, never automatically entitles the holder to a refund of the admission ticket, a reduction or compensation.

In the event of overcrowding, natural circumstances, disturbances or any other circumstance which may endanger the safety of visitors, staff, building or property, the management may take the decision to close the RMAH, without the right to compensation or reimbursement of the admission ticket.

The RMAH cannot under any circumstances be held responsible for damage suffered by a visitor as a result of the actions of third parties.

The use of lifts is prohibited in the event of fire.

Visitors are required to remain in the building when police intervention has been requested.

## **Complaints**

Visitors can submit complaints and suggestions to [secr-direction@kmg-mrah.be](mailto:secr-direction@kmg-mrah.be) or by post to the RMAH Secretariat, Parc du Cinquantenaire 10, 1000 Brussels, using the appropriate form, which is available on the website or at the reception desk.

## **Privacy policy**

The RMAH treat all matters of data protection very seriously, and ensure that all personal data is protected and processed in accordance with European Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and with the Act of 30 July 2018 on the protection of natural persons with regard to the processing of personal data. If you have any questions or wish to exercise your rights, please contact the RMAH Data Protection Officer ([dpo@kmg-mrah.be](mailto:dpo@kmg-mrah.be)). The RMAH process your personal data as part of their usual operations.

When you order tickets online, the RMAH process your first and last name, address, e-mail address, telephone number, bank account number and any other data you voluntarily provide, as well as your activities on



our website and your browsing behaviour.

This data is kept for as long as permitted by law.

You have the right to access, correct or delete your personal data, as well as to have your data anonymised. You also have the right to withdraw your consent to data processing or to object to it. The RMAH will reply as soon as possible and within 30 days at the latest.

You have the right to lodge a complaint with the Data Protection Authority, Rue de la Presse 35, 1000 Brussels, [contact@apd-gba.be](mailto:contact@apd-gba.be).

Visitors have the right to refuse to take part in surveys and questionnaires and to demand the strictest anonymity when taking part.

The RMAH are monitored by cameras to ensure the safety of visitors, staff, collections and buildings. The images are kept for a reasonable period. They may be made available to the authorities.

Visitors must immediately express their objections if they are photographed or filmed by the RMAH as part of photographic or cinematographic reports.

### **Competent jurisdiction**

These regulations are governed by Belgian law and any disputes arising therefrom shall be submitted to the Brussels Court of First Instance or to the administrative judicial authorities.

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