

General visitor conditions

Stedelijk Museum Schiedam wants everyone to feel at home when visiting an exhibition or an activity in the museum. We also want our employees to have a pleasant working environment and for our building, materials and our exhibitions to be treated with care. That is why these general visitor conditions have been drawn up, so that everyone knows what is allowed and possible in the museum - and what is not allowed. Stedelijk Museum Schiedam does everything reasonable to limit any inconvenience and nuisance during the visit to a minimum.

1. General provisions: Definitions

1.1. Stedelijk Museum Schiedam: the areas open to visitors (public) in the Museum building at Hoogstraat 112.

1.2. Visitors: anyone who enters Stedelijk Museum Schiedam to view the chapel, an exhibition, or to participate in an activity. People who are invited to attend a reception, lecture or similar meeting in Stedelijk Museum Schiedam Building also fall under the chapter 'Visitor.'

1.3. Admission ticket: an entrance ticket (whether or not in combination with a discount card) or a comparable proof (such as a written invitation, voucher, friends pass), that provides access to Stedelijk Museum Schiedam. An admission ticket also includes an electronic entrance ticket (an entrance ticket that is printed by the visitor or shown on the smartphone).

1.4. Employee of Stedelijk Museum Schiedam: all natural persons who work in and around the Stedelijk Museum Schiedam Building on behalf of Stedelijk Museum Schiedam.

2. Applicability

2.1. These conditions apply to all Visitors to Stedelijk Museum Schiedam.

2.2. These conditions also apply to special activities outside regular opening hours and/or aimed at other than regular Visitors, such as (but not limited to) lectures, exclusive receptions or workshops.

3. Access to Stedelijk Museum Schiedam

3.1. Visitors are only entitled to enter Stedelijk Museum Schiedam upon presentation of a valid admission ticket. This must be shown to the Employees at the Entrance Desk in the chapel of the Museum. If the Visitor is unable or unwilling to comply with such a request, access to Stedelijk Museum Schiedam may be denied. In this case, the Visitor is not entitled to a refund.

3.2. Stedelijk Museum Schiedam is entitled to change its prices.

3.3. The Visitor will not receive a refund of the entrance fee in the event of loss or theft of the entry ticket/entry ticket before he/she has entered Stedelijk Museum Schiedam.

3.4 A pre-purchased entrance ticket becomes invalid by the mere expiry of the date stated on the entry ticket.

3.5. If a potential visitor does not use the pre-purchased entrance ticket, this is at the visitor's own expense and risk. An entrance ticket that has already been obtained cannot be exchanged. The entrance fee will never be refunded if the visitor, for whatever reason, cannot or does not want to use his/her entrance ticket.

3.6. Visitors may be denied access to Stedelijk Museum Schiedam if they are clearly under the influence of alcoholic beverages, narcotics or similar substances.

3.7 Stedelijk Museum Schiedam is entitled to adjust the regular opening hours to incidental exercises in the context of company emergency response (article 23 of the Working Conditions Act) or, in the event of an actual calamity, to a necessary, full or partial evacuation of Stedelijk Museum Schiedam. In the event of such an adjustment of the regular opening hours, the Visitor is not entitled to a refund of any paid admission price or travel expenses incurred.

4. Stay in Stedelijk Museum Schiedam Building

4.1. The Visitor's stay in Stedelijk Museum Schiedam is at their own expense and risk.

4.2. Children under the age of 12 may only visit Stedelijk Museum Schiedam under supervision.

4.3. During their stay in Stedelijk Museum Schiedam Building, the Visitor will behave in accordance with the safety regulations, public order, and other rules applicable to visits to the museum. The Visitor is hereby obliged to immediately follow the directions and instructions given by Employees of Stedelijk Museum Schiedam. If, in the opinion of this Employee, a Visitor acts in any way in conflict with these regulations, standards, directions and instructions, they may be denied further access to Stedelijk Museum Schiedam Building without Stedelijk Museum Schiedam being liable for any damages.

4.4. Suitcases, (back)bags and other objects larger than 20x30 cm (approx. A4 format) are not allowed into Stedelijk Museum Schiedam.

4.5. Bringing umbrellas, (back)bags and carrying other large objects is not permitted. allowed in the museum rooms. These must be left in the cloakroom or lockers.

4.6. Stedelijk Museum Schiedam accepts no responsibility for damage to or loss of goods that have been hung/placed in the cloakroom or lockers by the Visitor.

4.7. The Visitor is liable for any damage he causes. Also if the Visitor

participates in a workshop, guided tour or other activity organised by Stedelijk Museum Schiedam.

5. Code of Conduct

5.1. The Visitor will:

- not touch any exhibited objects in Stedelijk Museum Schiedam, unless this is expressly and explicitly permitted;
- parents or teachers or supervisors must strictly ensure that exhibited objects are not touched by the minors, individuals or groups they bring with them or are supervising. • parents, guardians or teachers or supervisors are at all times responsible for and accountable for the behaviour of minors, individuals or groups they bring with them or supervise.
- not to hinder other Visitors, including but not limited to by obstructing their view of exhibited objects for a long period of time or by causing noise pollution (including the use of mobile telephones and other sound equipment);
- not to bring (domestic) animals, except in areas where they are explicitly permitted or when it concerns assistance dogs;
- not to smoke;
- not to consume food, except in the chapel of and the square in front of Stedelijk Museum Schiedam. Consumption of food brought with you is not permitted in the chapel.
- not to move around on roller skates, inline skates, skateboards or skates.

5.1 Taking photos, videos and films using lamps, flash equipment and/or tripods (including selfie sticks) is not permitted without prior written permission from Stedelijk Museum Schiedam.

5.2 Photos, videos and/or films taken at Stedelijk Museum Schiedam may not be used for commercial purposes other than with the express written permission of Stedelijk Museum Schiedam.

5.3 Breastfeeding is permitted at Stedelijk Museum Schiedam.

5.4 Buggies and prams are permitted at Stedelijk Museum Schiedam, we ask visitors to handle them with care and to have them pushed by adults.

5.5 Stedelijk Museum Schiedam is accessible to disabled people, the use of vehicles such as mobility scooters is permitted.

5.6 The following objects, hereinafter referred to as prohibited objects, may not be taken into Stedelijk Museum Schiedam:

- a) guns, firearms or shooting weapons: any object that can be used to fire a projectile or cause injury or property damage or that can possibly be used for that purpose;
- 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) explosives and flammable substances;
- e) chemical and toxic liquids;

f) bottles or flasks containing liquids.

5.7 If Stedelijk Museum Schiedam finds these prohibited objects on a visitor, they will be confiscated. If the visitor does not want to hand over the prohibited objects, access to the museum will be denied, without the right to a refund of the ticket.

6. Refund

6.1. Stedelijk Museum Schiedam is not obliged to reimburse the costs of an unused entrance ticket. Any associated transaction costs and/or other costs are also not eligible for reimbursement.

6.2. The following circumstances will never lead to any obligation to refund paid amounts or other compensation by Stedelijk Museum Schiedam to Visitor:

- objects from the permanent collection of Stedelijk Museum
- Schiedam not being visible;
- the partial closure of Stedelijk Museum Schiedam, including, but
- not limited to, partial closure as a result of the construction or dismantling of
- exhibitions;
- nuisance or inconvenience caused by other Visitors, including, but
- not limited to, noise nuisance, inappropriate behaviour (including molestation),
- theft;
- damage caused by other Visitors;
- nuisance or inconvenience caused by maintenance work, including, but not limited
- to, a renovation or the (re)design of spaces;
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7. Liability

7.1 Stedelijk Museum Schiedam is only liable for damage to Visitor that is the direct result of gross negligence or intent on the part of Stedelijk Museum Schiedam. This liability is limited to:

- a maximum of the amount paid by the insurer of Stedelijk Museum Schiedam to Stedelijk Museum Schiedam in respect of the damage,
- or the amount paid by a third party to Stedelijk Museum Schiedam in respect of the damage.