

Visitor Terms and Conditions for Museum Amersfoort: A Summary

Welcome to Museum Amersfoort. In our historic houses, originated from the old city walls, you'll discover stories about the city, from the past and present. We want everyone to feel welcome, safe and at ease here. That's why we've agreed on some guidelines for visiting the museum.

This visitor-friendly version summarises [the official terms and conditions](#). In the event of any queries or discrepancies, the full legal version shall always prevail.

Good to know in advance

- Large bags are not permitted in the museum galleries.
- Photography is usually permitted without a flash.
- Food and drink are not permitted in the museum galleries.
- Assistance dogs and guide dogs are welcome.
- Do you have a question? Our staff will be happy to help you.

Tickets and admission

- You need a valid ticket to visit Museum Amersfoort.
- Please keep your ticket with you during your visit. Our staff may ask to see it.
- Buy your ticket via Museum Amersfoort or an official sales partner. Only then is it valid.
- If you are unexpectedly unable to attend, we do not, in principle, issue refunds.

If visitors are unexpectedly required to leave the museum due to an emergency or evacuation,

Museum Amersfoort will refund the admission fee paid and any travel costs incurred.

Working together to ensure an enjoyable visit

Museum Amersfoort is a place to look, discover and experience stories. We therefore ask that you be considerate of one another, the building and the collection.

Museum Amersfoort is housed in historic walled houses. We therefore ask you to take extra care of the building, the works of art and the objects in the museum.

- Always follow the instructions of our staff.
- Do not touch works of art, display cases or exhibition materials, unless it is clearly indicated that this is permitted.
- Be considerate of other visitors and avoid causing a noise disturbance.
- Parents, carers and group leaders are responsible for their children or group.
- Keep young children close by. If, despite a warning, someone continues to cause a disturbance or behave unsafely, we may ask them to leave the museum.

Things to bear in mind during your visit

Certain items are not permitted in the exhibition galleries. These include large bags, umbrellas or other objects that could cause damage. Our staff will be happy to help you find a safe place to leave these items.

The following also applies:

- Food and drink are not permitted in the museum galleries.
- Smoking is only permitted in designated areas.
- Pets must remain outside, except for assistance dogs and guide dogs.

In exceptional circumstances, staff may ask to check your bags. We only do this if it is necessary for the safety of visitors and the collection.

Taking photos and videos

Would you like to capture a lovely memory? In many galleries, you are allowed to take photos for private use. We do ask you to be considerate of other visitors.

Therefore, please do not use:

- a flash, tripod or additional lighting.

In some exhibitions, you are not permitted to take photos or videos. This is always clearly indicated. Would you like to use images for publication or commercial purposes? If so, please request permission from Museum Amersfoort in advance.

Accessibility and facilities

Museum Amersfoort aims to be an open space where everyone feels welcome and seen. Due to the historic nature of the building, different rules may apply in some areas regarding pushchairs, prams or mobility aids. Our staff are happy to help ensure that everyone can enjoy their visit to the museum. Further information on accessibility and facilities can be found on the [visitors' page of Museum Amersfoort](#).

Complaints or suggestions

Do you have a question, complaint or idea? Please let us know. We'd love to hear how we can improve your museum visit. Email: info@museumamersfoort.nl

Please submit complaints preferably within six weeks of your visit. We will respond as soon as possible, at the latest within 30 days.

Personal data

Museum Amersfoort handles personal data with care and complies with the rules of the GDPR. You can read about how we process and protect data in our [privacy policy](#) on the website.

Lost and found

Have you lost something or found something? Please report it at the reception desk. We keep found items for a maximum of six months.

Liability

We do our best to ensure your visit is safe and enjoyable. However, you visit Museum

Amersfoort at your own risk. Museum Amersfoort is only liable for damage or injury

where this is directly caused by wilful misconduct or gross negligence on the part of the museum or its staff. Thank you for helping us look after the museum, the collection and the stories of Amersfoort.