



## Terms and Conditions for Room Hire and Catering at the Mauritshuis

These terms and conditions form part of every agreement for the hire of space and facilities entered into by the Museum, the customer or third parties, and are intended to supplement the General Terms and Conditions of the Mauritshuis. By signing the Hire Agreement drawn up by the Mauritshuis, the customer confirms that he/she is in agreement with the terms and conditions and will also ensure compliance therewith.

### 1. Definitions

#### *Museum*

The Mauritshuis Royal Picture Gallery Foundation where the Museum is referred to in the terms and conditions, it also means – in addition to the building – the historical building, Foyer and Royal Dutch Shell Wing located at Plein 29 in The Hague (inclusive of associated outdoor spaces) and the Prince William V Gallery located at Buitenhof 33.

#### *Customer*

The hirer of the spaces in the Museum and as such the organiser of the event.

#### *Caterer*

The caterer for the event. Since the Museum has an exclusive agreement with Sociëteit de Witte, Caterer will usually refer to this organisation.

#### *Event*

The gathering, in whatever form, that the customer wishes to organise at the Museum.

#### *Offer*

The quotation drawn up by the Museum with regard to the event to be organised by the customer.

### 2. Offer, Confirmation and Cancellation

All offers are valid for one month from the date of issue, unless explicitly stated otherwise in the offer. If the programme and/or number of guests is changed unilaterally, the Museum reserves the right to automatically pass on all additional costs or to cancel the offer.

Upon signing, the offer becomes confirmation of the event booking and serves as the contract between the parties. The customer cannot invoke a verbal agreement made by or on behalf of the Museum, unless the agreement has been explicitly confirmed in writing by the Museum.

The Museum cannot be bound by an offer if the customer can reasonably understand that the offer, or any parts thereof, contain an apparent or demonstrable mistake.

The final number of guests must be confirmed at least five working days prior to the event. This number will form the basis of the invoice.

The hire of a space also includes the use of any equipment provided in that space. The technology provided should, however, be operated by a designated member of Museum staff.

The hiring of any additional materials or technology is only possible in consultation with the Museum. Preferred suppliers of the Mauritshuis can provide these services.

The customer is responsible for the booking and payment of any entertainment. This also includes the

payment of taxes and social security premiums.

The cancellation of an agreement for an event must be made in writing.

- a. In the event of cancellation more than one month prior to the date of the event, the customer is not liable to pay any cancellation fee to the Museum;
- b. In the event of cancellation within one month of the date of the event, the customer is liable to pay 35% of the reservation value to the Museum;
- c. In the event of cancellation more than 14 days before the date of the event, the customer is liable to pay 60% of the reservation value to the Museum;
- d. In the event of cancellation more than seven days before the event, the customer is liable to pay 85% of the reservation value to the Museum;
- e. In the event of cancellation seven days or less before the event, the customer is liable to pay 100% of the reservation value to the Museum.

### **3. Customer's Use of Event Space**

#### *3.1 Setting Up and Dismantling*

The setting up and dismantling of events at the Mauritshuis must take place in consultation with the Museum. As a general rule, setting up in public spaces can only begin before opening and/or after the Museum closes.

Delivery of materials for the event can only take place in agreement with the Museum, for which a appointment must be made up prior to the event.

Third-party equipment, leads, plugs etc must be of sound quality and conform to European guidelines (CE and NEN3140). The Mauritshuis will not provide any leads, spools, cables etc. The Mauritshuis is in possession of a power distribution box that must be used by the customer. Maximum currency levels apply to the installation of any equipment.

The customer must adhere to fixed power levels(wattage and volt) per room.

There is no storage space available for the customer's equipment or materials unless other arrangements have been made.

#### *3.2 Vibrations and Music*

- Amplified music is not permitted in the museum rooms.
- Music should primarily be used as background music. The rooms are not suitable for dancing.
- Loudspeakers and other sound sources should be placed on sound dampening material or hung free-standing (but not attached to the wall);
- For exhibitions with high-risk objects, the Collections department reserves the right not to permit an event with amplified sound during the exhibition period.

#### *3.3 Safety*

In connection with the safety of visitors, the building and the collection, the following is not permitted:

- The use of naked flames in the form of burners, hotplates or candles. Neither are heating elements, smoke machines or fireworks permitted.
- The use of flammable gas or gas-filled tanks, bottles or balloons, or highly flammable substances;
- The consumption of food or drink in museum spaces;

- The use of loose objects in the form of runners, carpets etc or any fabric materials other than tablecloths, place mats and napkins.
- The placement of objects near artworks, in the view of security cameras or places where they hinder employees;
- Blocking or hindering access to safety devices, emergency exits, fire/compartment doors and extinguishing equipment;
- The attachment of items on or to walls, doors, windows, light fixtures etc or the placement of objects against walls.

Instructions given by Museum employees or the emergency services must be immediately and promptly followed. A Museum employee designated for this purpose by the management has the authority to:

- Bring the event to an end in case of non-compliance with terms and conditions and house rules;
- Instruct the Caterer not to serve any (more) alcoholic drink(s);
- Have people removed who do not comply with the authorised person's instructions.

The Museum requests that guests of the customer show their invitations at the Museum entrance upon arrival.

The customer agrees that individuals who do not comply with these terms and conditions or house rules will be denied access to the Museum.

### *3.4 During the Event*

(Table) decoration must be submitted to the Mauritshuis in writing for approval at least one week prior to the event. The Museum reserves the right to refuse any decoration that has not been approved. The Museum works with preferred suppliers for catering, decoration, furniture and technology.

Unless otherwise agreed an event van run no later than 23.00 pm. If an event overruns by more than 30 minutes, the Museum reserves the right to charge an additional fee of €800 (+ VAT) per half hour. The maximum overrun for an event is one hour.

### *3.5 Damage*

Anyone who hires the Museum or has it available to them for an event is liable for any damage caused directly or indirectly to the building and its surroundings by the customer and his/her guests, as well as to the inventory inclusive of works of art, whether or not as a result of non-compliance with these terms and conditions and house rules. Causing a disturbance to areas immediately surrounding the museum is to be avoided at all times.

In the event that the space is left excessively dirty, additional cleaning costs will be charged to the Client.

## **4. Other Provisions**

The Museum reserves the right to refuse requests or terminate events if these could harm the Museum's interests or violate government regulations or these terms and conditions and house rules.

Changes and exceptions to the provisions included in these terms and conditions and house rules are only valid if agreed in writing by both parties.