

General Terms and Conditions for Visitors

Stichting Koninklijk Kabinet van Schilderijen Mauritshuis (Mauritshuis Royal Picture Gallery Foundation), The Hague

1. General

1.1. These terms and conditions apply to all Visitors to the Museum.

1.2. These terms and conditions also apply to all natural persons and/or legal entities engaged by the Mauritshuis in pursuit of its objectives.

1.3. Any deviations from these terms and conditions are valid only if they have been expressly agreed in writing.

1.4 These General Terms and Conditions for Visitors apply to all Visitors to the Mauritshuis, unless additional terms and conditions apply to a specific activity, booking or category of visitor.

1.5 Additional terms and conditions may apply to, amongst other things, individual tickets, group bookings, events, educational programmes, guided tours and other activities. These additional terms and conditions form an integral part of the agreement between the Visitor and the Mauritshuis.

2. Definitions

For the purposes of these terms and conditions, the following definitions apply:

Mauritshuis: the Stichting Koninklijk Kabinet van Schilderijen Mauritshuis (Mauritshuis Royal Picture Gallery Foundation), which includes the Galerij Prins Willem V (Prince William V Gallery) and which, in accordance with its objectives, makes works of art accessible to a national and international audience.

Museum: the areas open to the public in and around the buildings of the Mauritshuis and the Prince William V Gallery, including the forecourt and other outdoor areas accessible to the public.

Visitor: any person who enters the Museum, with or without a valid Admission Pass, whether for a regular visit, or to take part in an activity during or outside regular opening hours.

Entrance Ticket: a ticket that grants the Visitor access to the exhibition spaces in the Museum during regular opening hours.

Admission Pass: an Entrance Ticket (whether or not in combination with a discount card) or similar pass (such as a written invitation, voucher or annual pass) that grants access to (specified) area(s) within the Museum.

Goods: all goods, including cash, monetary instruments and negotiable instruments.

3. Admission to the Museum

3.1. The Visitor is only entitled to enter the Museum upon presentation of a valid Admission Pass.

3.1a. An Admission Pass entitles the holder to admission solely on the date, at the time, during the time slot and for the location or activity for which the Admission Pass was issued, unless expressly stated otherwise.

3.1b. At the request of Mauritshuis staff, the Visitor is obliged to present a valid Admission Pass, discount card, Museum Card or other form of identification entitling them to a reduced rate or free admission. If a Visitor fails to comply with this requirement, admission to the Museum may be refused. In such cases, the Visitor is not entitled to a refund.

3.2. The Visitor will be refused (further) access to the Museum in the event that:

3.2a. the Admission Pass was not issued by the Mauritshuis or by an organisation authorised to do so by the Mauritshuis;

3.2b. the Visitor appears to be under the influence of alcohol, narcotics or similar substances;

3.2c. the Visitor is engaging in discriminatory or inappropriate behaviour or intends to do so; and/or

3.2d. the Visitor intends to enter the Museum barefoot and/or with a bare torso.

3.3. An Entrance Ticket purchased in advance is invalidated simply due to the fact that the date and/or time stated on the Entrance Ticket has passed. An expired Admission Pass does not entitle the holder to access, rescheduling, a refund or any other compensation, unless expressly stipulated otherwise in the applicable supplementary terms and conditions or required by mandatory law.

Resale of tickets

3.3a Resale of Admission Tickets is not permitted without prior written permission from the Mauritshuis. Tickets may not be resold, offered for sale, or otherwise used or distributed for commercial purposes. 'Commercial purposes' shall be understood to include offering Admission Tickets via resale platforms, packages, bundles or other third-party services whereby Admission Tickets are provided in return for payment or for some other benefit.

3.3b The Mauritshuis reserves the right to declare Admission Tickets used in breach of article 3.3a invalid. In such cases, the Visitor is not entitled to a refund.

3.3c The Mauritshuis reserves the right to set a maximum limit on the number of Admission Tickets that may be ordered and to cancel orders exceeding this limit, partially or completely.

3.3d. If access is granted on the basis of a time slot, the Visitor must arrive at the museum within the reserved time slot. A time slot lasts for 1 hour, unless otherwise stated. If the Visitor arrives outside the reserved time slot, the Mauritshuis cannot guarantee that access will still be possible on the same day. In that case, access may be refused. Once the Visitor has gained access within the reserved time slot, there are no restrictions on the length of their stay at the Mauritshuis, provided this falls within the applicable opening hours.

Opening hours

3.4. The Mauritshuis reserves the right to adjust its regular opening hours to allow for occasional drills carried out as part of the company emergency response plan (Article 23 of the Dutch Occupational Health and Safety Act) or, in the event of an emergency and when deemed necessary by the Mauritshuis, to order the partial or complete evacuation of the Museum.

3.4a The Mauritshuis reserves the right to adjust its opening hours. The current opening hours are published on the Mauritshuis website.

3.4b The Mauritshuis reserves the right to set a final admission time. Unless otherwise announced, the final admission time to the Museum is 30 minutes before closing time.

3.5. The Museum carries out security checks of the Visitor and his/her luggage. In this regard, the Visitor may be asked to cooperate with the inspection of bags and similar items by, or on behalf of, Mauritshuis staff. If the Visitor refuses to cooperate with such inspections, admission to the Museum may be refused. In such cases, the Visitor is not entitled to a refund.

3.6. The following items may not be taken into the Museum:

3.6a. guns, firearms and other weapons: any object capable of firing a projectile or of causing injury or damage to property, or which appears capable of being used for that purpose;

3.6b. pointed and/or sharp weapons and sharp objects: objects with points or cutting edges capable of causing personal injury or damage to property;

3.6c. blunt objects capable of causing injury;

3.6d. explosive and flammable substances;

3.6e. chemical and toxic substances;

3.6f. bottles or containers containing liquid;

3.6g. The use, carrying or operation of drones or other remotely controlled aircraft is not permitted.

3.6h The Mauritshuis reserves the right to refuse items or to decline to accept them for safekeeping.

3.6i. Items which, in the opinion of the Mauritshuis, are dangerous, disruptive, fragile, bulky or otherwise unsuitable for admission to the Museum may be refused access. The Mauritshuis is under no obligation to accept such items for safekeeping.

3.7. If these items are found at the security checkpoint, they will be confiscated. If a Visitor refuses to hand over the items subject to confiscation, they will be refused admission to the Museum. In such cases, the Visitor is not entitled to a refund.

3.8. Any items found at the security checkpoint that are prohibited by law will be handed over to the police. Any Visitor found in possession of such items may be detained and handed over to the police.

3.9. For security reasons, the Visitor must be identifiable. Any Visitor whose face is not visible and who refuses to show their face at the security checkpoint will be refused access to the Museum.

3.10. The Museum is not accessible to mobility scooters or skaters. Assistive devices that are essential for visitors with disabilities, such as wheelchairs, walking frames or similar mobility aids, are permitted provided that their use is safe and practical within the Museum. The Mauritshuis can provide further guidance on this matter.

4. Visit to the Museum

4.1. A visit to the Museum is at the expense and risk of the Visitor.

4.2. The Visitor is obliged to comply with these General Terms and Conditions for Visitors and with the directions and instructions given by staff of the Mauritshuis who are clearly identifiable as such. If a Visitor acts in breach of these General Terms and Conditions for Visitors or of any directions or instructions given, the Visitor may be refused further access to the Museum without the Mauritshuis being liable to pay any compensation or provide a refund. If a Visitor repeatedly breaches the provisions of these General Terms and Conditions for Visitors or the directions and instructions given by staff, the Mauritshuis may deny the Visitor access to the Museum for a specified period. The Visitor will be informed of the decision to refuse admission immediately, if possible in writing.

4.3 Children under the age of 12 may only visit the Museum when accompanied by an adult.

4.4. Use of the cloakroom is compulsory.

4.5. Bags no larger than A4 may be brought into the Museum. The Mauritshuis reserves the right to refuse to store items in the cloakroom. All pushchairs (including prams, buggies and mobility scooters) may be subject to inspection. Bicycle batteries, e-bike batteries or lithium-ion batteries with a capacity exceeding 100Wh are not permitted in the Museum.

4.5a Luggage, suitcases, trolleys, folding bicycles and similar bulky items are not permitted in the Museum. The Mauritshuis reserves the right to refuse these items or to decline to take them into safekeeping.

4.6. The Visitor is liable for any damage they cause to the property of the Mauritshuis and to the collection held in the Museum.

4.7 There is CCTV surveillance in the Museum. CCTV footage and other personal data are processed and stored in accordance with the privacy policy of the Mauritshuis.

4.8. The Mauritshuis reserves the right to refuse admission to the Museum for a specified period, to any Visitor who, during one or more previous visits to the Museum or to other museums, damaged an object through negligence, gross negligence and/or intent, or if there are legitimate grounds for fearing that the Visitor may cause damage. The Mauritshuis is in any case at liberty to subject such a Visitor to the measures stipulated in 4.2 during all his/her visits. The Visitor will be informed of the decision to refuse admission immediately, if possible in writing.

4.9. In the event of an emergency – such as the sudden disappearance of a work of art, a terrorist attack or violence of a different order – the Mauritshuis reserves the right to seal its doors and escort Visitors present out of the building one by one. Visitors may then be asked to cooperate with a search of their bags and other items conducted by, or on behalf of, Mauritshuis staff. Visitors refusing to cooperate with the search shall be asked to present proof of identity before they leave the Museum.

5. House Rules

5.1. In the Museum, the Visitor shall:

5.1a. not touch any exhibits or the wall coverings and keep a distance of at least 50 centimetres from the exhibits;

5.1b. keep a safe distance from picture frames, wall hangings, period furniture and other interior features of the Museum. Visitors must not lean on, sit on, draw on, place objects on or otherwise touch these items. In the exhibition galleries, visitors may only use the seating provided by the Mauritshuis. Visitors are not permitted to sit on window sills, stairs, radiators, air-conditioning units or any other parts of the building or interior that are not intended as seating.

Visitors are required to follow immediately any instructions given by Mauritshuis staff regarding the protection, safety and preservation of the collection, the interior and the historic building, as well as instructions regarding visitor flow, safety and emergencies.

5.1b. not offer goods of any kind for sale to third parties, or provide them free of charge;

5.1c. not disturb other visitors, including, but not limited to, obstructing the view of exhibited objects for prolonged periods, or causing a noise nuisance, for example by using the multimedia tour without earphones, making phone calls or engaging in any other behaviour that causes a disproportionate noise nuisance;

5.1d. not bring pets or domestic animals, with the exception of guide dogs;

5.1e. not use cigarettes, cigars, pipes, e-cigarettes, vapes or other electronic or similar products that emit smoke, vapour, aerosols or other substances;

5.1f. not consume any food or drink, except in the Brasserie and on the forecourt, without prejudice to the obligation to purchase a drink in the Brasserie; food and drink, including bottled beverages, may not be brought into the exhibition spaces;

5.1g not take photographs, videos or film using lamps, flash units, additional lighting, stabilisers and/or tripods (including 'selfie sticks') without prior written permission from the Mauritshuis. Filming for private purposes is permitted only using a smartphone. The Mauritshuis reserves the right to restrict or prohibit filming and photography if this is deemed necessary for safety, security, public comfort or the protection of the collection.

When taking photographs or filming, the Visitor must respect the privacy of other visitors, staff, volunteers and contractors at the Mauritshuis. Deliberately filming or photographing these individuals in such a way that they are recognisable, or in a manner that may infringe upon their privacy, safety, work or visit to the museum is prohibited. Mauritshuis staff may ask a visitor to stop taking such photographs or films, or to delete them.

Photography and filming must not cause a nuisance to other visitors and must not jeopardise the safety of people, the building or the collection.

5.1h not draw or paint in the Museum, unless prior permission has been granted by the Mauritshuis; and

5.1i be respectful and mindful of other visitors, staff, volunteers, contractors, the building and the collection. Offensive, discriminatory, intimidating, aggressive, threatening or otherwise inappropriate behaviour will not be tolerated.

5.2. Parents, teachers and other supervisors are at all times responsible for, and can be held accountable for, the behaviour of any minors, individuals or groups they have brought with them or are supervising. They must strictly ensure that the objects on display are not touched by any minors, individuals or groups they have brought with them or are supervising.

5.3. For primary schools, at least one supervisor must be present for every 15 pupils when taking part in a guided tour or museum lesson. For independent group visits, the minimum is two supervisors for every 15 pupils. For secondary schools, at least one supervisor must be present for every 15 pupils. The Mauritshuis reserves the right to refuse access to groups that do not meet these conditions.

5.4. For guided tours, there is a maximum of 15 people per museum guide and 15 people per external guide.

5.5. Without prejudice to the provisions of 5.1g, photographs, video and/or film recordings taken in the Museum may only be used for commercial purposes with the explicit written permission of the Mauritshuis; in such cases, the applicable price list will be used.

6. Refund

6.1. The Mauritshuis is not obliged to refund the cost of an unused Entrance Ticket.

6.2. The following circumstances shall under no circumstances give rise to any obligation on the part of the Mauritshuis to refund any sums paid or to pay any other compensation to the Visitor:

6.2a. the fact that items from the Museum's permanent collection are not on display;

6.2b. the partial closure of the Museum, including, but not limited to, partial closure relating to installing or dismantling exhibitions;

6.2c. a change to the usual opening hours due to emergency response drills or, in the event of an emergency and when deemed necessary by the Mauritshuis, a partial or complete evacuation of the Museum. This also includes the earlier closure of the Museum due to special or large-scale events, provided that this change has been announced in advance via the Mauritshuis website or through other usual communication channels.

6.2d. nuisance or inconvenience caused by other visitors, including, but not limited to, noise nuisance, inappropriate behaviour (including harassment) and theft;

6.2e. damage caused by other visitors;

6.2f. nuisance or inconvenience caused by temporary maintenance work, including, but not limited to, refurbishment or the (re)installation of rooms;

6.2g. nuisance or inconvenience caused by the failure of facilities within the Museum to function properly;

6.2h. refusal of access to the Museum as a result of breaching these General Terms and Conditions for Visitors or failing to comply with the instructions and guidance provided;

6.2i. loss of the Admission Pass/Entrance Ticket.

6.2j. A Visitor arriving late when time slot admission applies. If access is still granted, this may affect the available visiting time.

6.2k Failure to produce a discount card, Museum Card or other form of identification entitling the holder to a reduced rate.

6.2l Presenting an expired, damaged, non-functioning or non-scannable discount card, Museum Card or similar admission pass.

6.2m Additional or different terms and conditions may apply to certain activities, events, guided tours, group visits, educational programmes, public activities, bookings and other forms of service provision. Where applicable, these will be published in advance and shall form an integral part of the agreement between the Visitor and the Mauritshuis.

6.3 Entrance Tickets, time slot bookings, guided tours, workshops, educational programmes and other activities at the Mauritshuis purchased online are subject to a right of withdrawal. This concerns leisure services for which a specific date or period has been reserved, as referred to in Article 6:230p(e) of the Dutch Civil Code. Cancellations, changes and requests for refunds are also subject to the applicable supplementary terms and conditions of the Mauritshuis.

6.4 Audio tours, multimedia tours or similar digital products purchased online are subject to a statutory right of withdrawal. Visitors have the right to withdraw from the contract relating to these products, without giving reasons, within 14 days of purchase unless the performance of the service has already commenced with the Visitor's consent or a statutory exception applies. To exercise the right of withdrawal, Visitors may contact the Mauritshuis via mail@mauritshuis.nl.

7. Liability

7.1. The Mauritshuis shall only be liable for any loss suffered by a Visitor that is a direct consequence of gross negligence or wilful misconduct on the part of the Mauritshuis. In any event, the claim shall be limited to the lower of the following two amounts:

7.1a. the amount paid out by the Museum's insurer to the Mauritshuis in respect of that specific claim; or

7.1b. the compensation paid to the Mauritshuis by a third party in respect of the damage caused in that specific incident.

7.2. Clauses 7.1a and 7.1b do not apply in the event of loss arising from death or personal injury.

7.3. The liability of the Mauritshuis for indirect damage, including consequential damage, loss of profit or wages, lost savings, etc., is excluded at all times.

8. Force majeure

8.1. All foreseeable or unforeseeable circumstances that, through no fault of the Mauritshuis, complicate the execution of the agreement by the Mauritshuis to such an extent that it becomes difficult or impossible for the Mauritshuis to do so, whether temporarily or permanently, will be considered force majeure and as such, will mean that the Mauritshuis cannot be held accountable for any resulting shortcomings.

8.2. Such circumstances shall also include those relating to persons and/or services and/or organisations that the Mauritshuis wishes to employ when executing this agreement, as well as everything that constitutes force majeure or a suspensory or resolute condition for the aforementioned parties, as well as any attributable shortcomings on the part of the aforementioned parties. Force majeure shall also be understood to include pandemics, epidemics, government measures, terrorist threats, strikes, failure of utility services, power cuts, network and IT failures, and other circumstances beyond the reasonable control of the Mauritshuis.

9. Lost property

9.1 Items found by the Visitor in the Museum can be handed in to the Service Desk of the Mauritshuis.

9.2. The Mauritshuis will take found items into safekeeping and, in the case of valuable items, hand them over to the police in The Hague. Should the alleged owner of a found item make themselves known, he or she has the option of collecting the item in person or having it sent cash on delivery. In both cases, the owner must be able to provide valid proof of identity. The Mauritshuis reserves the right to request proof of ownership if it has any doubts regarding the status of the alleged owner.

9.3. The Mauritshuis reserves the right to dispose of lost property that has not been collected after three months.

9.4. The Mauritshuis accepts no liability for the loss, damage, theft or depreciation of lost property.

10. Complaints procedure

Should visitors have any complaints, they may send an email outlining their complaint to mail@mauritshuis.nl or report their complaint to the Service Desk.

11. Other terms and conditions and applicable law

The applicability of these General Terms and Conditions for Visitors in no way prejudices the potential applicability of other contractual terms and conditions and/or provisions of the Mauritshuis, as published from time to time on Mauritshuis.nl.

These General Terms and Conditions for Visitors and the agreement between the Visitor and the Mauritshuis are subject to Dutch law.

11.1 The purchase, amendment, cancellation, refund and use of Entrance Tickets, time slot bookings, group bookings, events and other bookings are also subject to the applicable supplementary terms and conditions of the Mauritshuis, as published on the Mauritshuis website.

By purchasing a ticket, making a reservation or booking, the Visitor accepts the applicability of both these General Terms and Conditions for Visitors and any additional terms and conditions that may apply.

Article 11.2 Prices quoted for products and services for private visitors include VAT, unless expressly stated otherwise.

These Terms and Conditions for Visitors have been adopted by the Board of Directors.

The Board of Directors of the Mauritshuis,

M. Gosselink
Director

A.P. van Dommele
Business Director

APPENDIX 1 – Booking and cancellation terms and conditions for museum admission tickets – individual visitors

1. General – time slots and access

- Tickets are valid for a **time slot of 1 hour**.
- **The start time of the time slot is shown on the ticket.**
- You may enter the museum within this time slot.
- We cannot guarantee that other time slots will be open that day.

1.1 Arrival and access

- You may enter the museum within your booked time slot.
- We advise you to arrive within your time slot.
- If you arrive later than your time slot, access may be refused. If access is still granted this may affect the time available for your visit.

2. Reschedule

- You can reschedule a paid ticket for a different date or time slot up to 24 hours before the start of your visit.
- An amendment fee of €1.50 per ticket is charged for this service.
- You can only reschedule if there is an open slot on your preferred date and time.

2.1 24 hours before your visit

- Tickets cannot be rescheduled 24 hours before the start of your visit.

2.2 Price differences

- If you select a more expensive ticket, you will need to pay the additional amount.
- If you select a cheaper ticket, you will not receive a refund.

2.3 Validity of tickets

- After rescheduling, the new visit must always take place within one year of the original purchase date.
- A ticket is valid for a maximum of one year from the original purchase date no matter how many times the ticket is rescheduled.
- Repeatedly rescheduling the ticket does not change the expiry date.

3. Cancellation and refunds (standard museum tickets)

- Paid tickets cannot be cancelled.
- Paid tickets are non-refundable except in cases of force majeure or where the Mauritshuis is at fault.
- We therefore advise our visitors to choose the date of their visit carefully when purchasing tickets.

4. 0-euro tickets (Museum Card, ICOM and other discount cards)

- If you have a ticket for which you have not paid, for example using a Museum Card, ICOM card or another discount or free admission scheme, you can cancel or reschedule your reservation free of charge up until the start of your time slot.
- Visitors will receive a reminder in advance with the option to cancel or reschedule.

5. Too late?

- You can enter the museum within your time slot.
- If you arrive later than your designated time slot, we cannot guarantee access on the same day.

6. Unused ticket

- If you cannot come on the scheduled date and didn't reschedule 24 hours before your designated time slot, the ticket automatically expires after the visit date.
- A ticket cannot be rescheduled, cancelled or refunded after the visit date.

7. Public programmes and events

Different terms and conditions apply to special programmes and events:

- Tickets for these activities **cannot be cancelled or rescheduled**.
- These tickets cannot be converted into a regular museum visit.

8. Force majeure or closure

- If we have to cancel your visit due to unforeseen circumstances, we will help you find a suitable solution, such as a new visit date or a refund of the admission fee.

9. Group bookings

- Different terms and conditions apply to group bookings; see Appendix 2.

APPENDIX 2 – Terms and conditions and house rules - groups

Application

These terms and conditions apply to all group bookings, including:

- Guided tours.
- Self-guided visits (free flow), possibly with audio tours.
- School groups (guided tour and/or workshop and self-guided visit).
- All bookings for 10 or more people (max).

These terms and conditions do not apply to:

- Groups with venue hire or events.
- Trade groups (separate terms and conditions).
- Individual visitors (separate terms and conditions).

Payment

For all groups, the booking must be:

- Paid for in full in advance,
or
- Paid by invoice (for selected organisations only).

Option A – Immediate payment online

- The full amount is paid upon completion of the online booking.
- An invoice can be downloaded immediately after payment.

Option B – Payment by invoice

- Only available for selected organisations (e.g. schools, government bodies or regular partners).
- Not intended for private individuals or groups (such as museum clubs, birthday parties, etc.), but only for corporate visits and schools.
- Payment term: 30 days.
- After making the group booking online, the applicant will receive an invoice detailing all the information and the total amount. This must be paid within 30 days.
- The required organisational details must be approved in advance.

Definitive numbers

- The final number of participants and the booking must be confirmed no later than 10 working days before the visit.
- 'Working days' means: Monday to Friday, excluding public holidays in the Netherlands.
- After this deadline, the number provided will be considered final and charges will be payable for any cancelled participants.
- The total amount will be determined and invoiced on the basis of this confirmation.

Cancellations and changes

- A group booking may be cancelled or changed free of charge up to 10 working days before the scheduled visit date.
- In the event of a full cancellation within 10 working days before the visit, the full booking amount is payable.
- If the number of participants is changed within 10 working days before the visit, the costs for the cancelled number of participants are payable.
- Changes are subject to availability only.

Examples

- A group makes a booking for 20 people and cancels the booking in full 5 working days before the visit. The full amount remains payable.
- A group books a visit for 20 people and reduces the number to 16 people 3 working days before the visit. The cost for the 4 cancelled participants will be charged.
- A group reschedules the visit for a new date. The 10-working-day cancellation and amendment period applies again for this new date.

Rescheduling

- Group reservations may be rescheduled once, free of charge, for another available date or time, provided this is done no later than 10 working days before the scheduled visit date. The visit cannot be rescheduled again.
- Rescheduling is subject to availability only.
- Rescheduling is not possible within 10 working days of the visit. In that case, the cost of the original booking remains payable.
- If, when rescheduling, the number of participants is reduced within 10 working days of the visit, the cost for the cancelled number of participants remains payable.
- If, as a result of a change, the number of participants falls below 15, the group rate will no longer apply.

Group sizes and rates

- The group rate applies only if at least 15 standard Admission Tickets are purchased in a single booking (full-price tickets, excluding discount cards or free tickets).
- Bookings that do not meet this minimum are not eligible for the group rate and will be charged the standard admission price.
- Visitors with a Museum Card, VriendenLoterij VIP Card, ICOM card or other discount or complimentary tickets do not count towards the minimum of 15 standard admission tickets.
- The current group rate can be found on the Mauritshuis website.

Examples

- Example 1: A group consists of 20 people, 15 of whom purchase a standard admission pass and 5 of whom hold a Museum Card. The group is eligible for the group rate, since a minimum of 15 standard tickets were purchased. The 15 standard visitors pay the group rate; Museum Card holders gain access on presentation of a valid Museum Card.
- Example 2: A group consists of 20 people, 10 of whom purchase a standard admission pass and 10 of whom hold a Museum Card. The group is not eligible for the group rate, since fewer than 15 standard tickets were purchased. The standard admission price therefore applies to standard visitors; Museum Card holders are granted access on presentation of a valid Museum Card.

Arriving late

- The Mauritshuis requests that groups arrive by the agreed time at the latest.
- In the event of a delay of up to 15 minutes, the guide will wait and, if possible, the guided tour will still go ahead. The duration of the guided tour may be shortened in such cases.
- If a group arrives more than 15 minutes late without informing the Mauritshuis in advance, the Mauritshuis reserves the right to cancel the guided tour or the programme completely.
- If a group arrives more than 15 minutes late and has informed the Mauritshuis of this in good time, the Mauritshuis will assess whether the guided tour or programme can still go ahead (partially or completely). This will depend on availability and the schedule at that time.
- If the tour can go ahead, the Mauritshuis reserves the right to offer the programme in an abridged form, to offer a modified programme, or to convert the tour into a self-guided visit.
- In all cases, the costs will be payable in full.
- If it is agreed that the guided tour can still go ahead for its full duration, additional costs will be charged. This depends on the overall schedule and the availability of museum educators and tour guides.

No-show

- If a group fails to turn up on the scheduled date and time without giving prior notice of cancellation, the full booking fee remains payable.

Application deadlines

A distinction is made between school groups and other groups:

- School groups: submit applications no later than 5 weeks before the visit.
- Other groups: submit applications no later than 3 weeks before the visit.

APPENDIX 3 House Rules for School Groups

Supervision

1. **Primary and secondary schools**
 - At least **1 supervisor per 15 pupils**
 - At least **2 supervisors per group**
2. **After-school care (BSO)**
 - At least **1 supervisor per 5 children**
3. For every **15 pupils, 2 supervisors have free access.**
4. **Special needs education:** At least 1 supervisor for every 10 pupils

As a supervisor, you must take responsibility for the behaviour of the minors in your care **from the moment they arrive until they leave.**

When making your booking, please let us know how many people with disabilities will be taking part in the programme. This will enable us to prepare accordingly.

Conduct and house rules

We strongly recommend that, prior to the visit, you:

- Go through the **house rules of the Mauritshuis** with the pupils.
- Prepare the pupils properly for a visit to the museum, so that they know what is expected of them.

During the visit:

1. Please be respectful and mindful of other visitors; the museum prohibits **running, shouting and disruptive behaviour.**
2. Please treat our collection with care:
 - Do not stand too close to the paintings.
 - Do not touch the artworks or exhibits.
3. **Smoking, eating and drinking** is not permitted in the museum. Bottles of water are also not permitted.
4. **There is no dining area or picnic area for school groups.** If the weather permits, food can be eaten in the square or at another location outside the museum.

5. Photography for private use is permitted without flash lighting, a tripod, additional lighting equipment or a selfie stick. Please be respectful and mindful of other visitors and staff.

Group size and logistics

- For guided tours, there is a **maximum of 15 students per tour or workshop**.
- For all groups of more than 15 people, we assume that the division into smaller groups will be made **prior to the visit**. This ensures that the programme can start on time.

Cloakroom and bags

- Coats and bags may not be brought into the exhibition galleries.
- The Mauritshuis has a **free cloakroom and lockers**.
- For school groups, there are **mobile storage trolleys** for coats and bags. Due to limited space and the limited number of trolleys, we kindly ask that pupils bring **as little luggage as possible**. This also applies to any **new purchases** made in town prior to the museum visit.

Tour guides

- We do our utmost to book tour guides for a booking, but cannot guarantee that there will be enough tour guides available in the desired language. In the unlikely event that we are unable to provide the required tour guides, we will contact you prior to the visit to discuss possible alternatives.
- If a scheduled tour guide is unexpectedly unable to attend, we will do our best to find a suitable replacement. We will, of course, keep the person who made the booking informed.
- During weekends, in the event of illness or unforeseen circumstances, you might only be informed on arrival that a tour guide is unavailable. In such cases, we will always arrange a suitable alternative.