

GENERAL TERMS AND CONDITIONS FOR VISITORS OF THE RIJKSMUSEUM IN AMSTERDAM

These General Terms and Conditions for Visitors apply for every visit to the Rijksmuseum in Amsterdam.

- **Section 1 (General)** applies to every visitor who visits the Rijksmuseum individually or in a group.
- **Section 2 (Educational activities)** applies to visitors who book an Educational Activity at the Rijksmuseum, such as a course, tour or reading.
- **Section 3 (General Group Visit)** applies to visitors who (whether or not with their company or institution) would like to visit the Rijksmuseum in a group.
- **Section 4 (Group Visit by schools)** applies to schools who would like to visit the Rijksmuseum with a group of students.

Section 1 - General

Article 1. Definitions

- 1.1. **Activities Ticket:** a printed ticket that entitles the holder to participate in an Educational Activity at the Rijksmuseum.
- 1.2. **Admission Ticket:** an Entrance Ticket (whether or not in combination with a discount card) or a similar ticket (such as a written invitation, voucher or annual season ticket) which gives access to an area or areas in the Rijksmuseum Building.
- 1.3. **Educational Activity:** an activity announced on the website of the Rijksmuseum (i.e. a tour, course, workshop or reading) that is offered by the Rijksmuseum to the general public. An Educational Activity takes place on a specific date (or several dates), time and location and includes the activities described in the events calendar. For each Educational Activity, specific requirements (such as a minimum age) may apply. These requirements are listed on the website of the Rijksmuseum or in the relevant brochure.
- 1.4. **Entrance Ticket:** a printed ticket giving the Visitor access during normal opening hours to the exhibition areas in the Rijksmuseum Building.
- 1.5. **Forbidden Objects:** objects as referred to in Article 3.9.
- 1.6. **Group:** a group of 15 or more Visitors who visit the Rijksmuseum Building as a group ("Group visit").
- 1.7. **Organiser:** a company or institution which, as part of its services to third parties, organises group visits to the Rijksmuseum professionally, as referred to in section 3.

- 1.8. **Rijksmuseum:** The Rijksmuseum Foundation [Stichting Het Rijksmuseum], which pursuant to its object displays works of art and historical objects to a national and international public. All agreements are entered into between the Visitor and the foundation Stichting Het Rijksmuseum of Amsterdam located at Hobbemastraat 20, 1071 ZC Amsterdam, the Netherlands, registered with the Amsterdam Chamber of Commerce under number: 41215141, VAT ID number: NL 8038 13 636 B01.
- 1.9. **Rijksmuseum Building:** the areas open to the public in and around the buildings of the Rijksmuseum, including the museum gardens.
- 1.10. **Visitor:** any person who, with or without a valid Admission Ticket, enters the Rijksmuseum Building.

Article 2. Applicability

- 2.1. These General Terms and Conditions are applicable to all Visitors of the Rijksmuseum Building.
- 2.2. In addition, these General Terms and Conditions apply to all natural persons that are used by the Rijksmuseum in connection with its object, including if those persons are in the service of a contractor or supplier that delivers services or goods in the Rijksmuseum Building, or another legal entity. The legal entity guarantees the compliance with these conditions by every employee or contractor used by the legal entity.
- 2.3. Deviations from these terms and conditions will only be valid if they have been agreed upon explicitly and in writing.

Article 3. Access to the Rijksmuseum Building

- 3.1 The Visitor shall only be entitled to enter one-time the exhibition areas of the Rijksmuseum Building on presentation of a valid Admission Ticket.
- 3.2 The Visitor is refused (further) access to the Rijksmuseum Building, if the Rijksmuseum determines that
- a) the Entrance Ticket/Admission Ticket has not been issued by the Rijksmuseum or a body or legal entity authorised by the Rijksmuseum for that purpose;
 - b) the Visitor is clearly under the influence of alcohol, drugs or substances with similar effects;
 - c) the Visitor is disturbing the peace or appears to have the intention to do so; or
 - d) the Visitor wishes to enter the Rijksmuseum Building with bare feet or a bare upper body.
- 3.3 Entrance Tickets can be purchased in advance online. An Entrance Ticket purchased in advance shall become invalid by the mere expiry of the time or period stated on the said Entrance Ticket.

- 3.4 Without the prior consent of the Rijksmuseum, Entrance Tickets may not be resold, offered for sale or provided to third parties for commercial purposes in any way whatsoever. The Rijksmuseum is entitled to take any measures it deems appropriate to prevent this.
- 3.5 If the prohibition described in article 3.4 is violated, the Rijksmuseum reserves the right to invalidate Entrance Tickets without the right to a refund of the amount paid to the Rijksmuseum or to the reseller appointed by the Rijksmuseum. The holder of an invalidated Entrance Ticket shall not be entitled to a refund or other compensation.
- 3.6 The Rijksmuseum has the right to set a maximum number of Entrance Tickets to be ordered and to cancel any Entrance Tickets that exceed this maximum.
- 3.7 The Rijksmuseum shall be entitled to alter its normal opening hours to allow for occasional first aid exercises and emergency drills (as referred to in Article 23 of the Working Conditions Act [Arbo-wet]), or, in the event of an emergency, to allow for the total or partial evacuation of the Rijksmuseum building as the Rijksmuseum considers necessary.
- 3.8 The Rijksmuseum Building reserves the right to subject each Visitor and his or her bags to a security screening. In this context, the Visitor may be asked for his or her cooperation while Rijksmuseum employees or others acting on their behalf search bags and other items. A Visitor who refuses to allow his bags or other items to be searched may be refused admission to the Rijksmuseum and shall not be entitled to a refund of the Entrance Ticket.
- 3.9 The following items (hereinafter referred to as “Forbidden Objects”) may not be taken into the Rijksmuseum Building:
- a) rifles, guns and fire-arms: any object that can be used to shoot a projectile or that can cause injury or material damage, or that seems to be able to do so;
 - b) pointed and/or sharp weapons and sharp objects: objects with pointed or cutting edges that could cause injury or material damage;
 - c) blunt objects that could cause injury;
 - d) explosive and inflammable substances;
 - e) chemical and toxic substances;
 - f) bottles or bottles containing liquid.
- 3.10 When the Rijksmuseum finds Forbidden Objects during the security screening, the Rijksmuseum shall confiscate those items. If the Visitor does not wish to surrender the objects that are to be confiscated, he or she shall be refused entrance to the Rijksmuseum Building and this Visitor shall not be entitled to a refund of the Entrance Ticket.
- 3.11 Objects discovered during the security screening that are forbidden by law shall be handed over to the police. The Visitor who is in possession of such objects may be apprehended and handed over to the police.

3.12 For security reasons, the Visitor must be able to identify himself. A Visitor whose face is not visible and who refuses to show his or her face during the security screening shall be refused admission to the Rijksmuseum Building.

3.13 The use of skates and skateboards is not permitted. The use of vehicles in any form is also not permitted, unless necessary to support a Visitor with a disability.

Article 4. Your visit to the Rijksmuseum Building

4.1. The Visitor's visit to the Rijksmuseum Building shall be at his or her own risk.

4.2. The Visitor shall be obliged to comply with these General Terms and Conditions for Visitors and directions and instructions given by persons clearly identifiable as Rijksmuseum employees. If, at the discretion of Rijksmuseum employees, a Visitor acts in a way that violates the General Terms and Conditions for Visitors, or directions or instructions he or she receives, he or she could be refused subsequent admission to the Rijksmuseum Building. In this event, the Rijksmuseum is not obligated to compensate any damages or to refund the Entrance Ticket. The Rijksmuseum may also decide to deny a Visitor access to the Rijksmuseum Building on a temporary or permanent basis if a violation of the provisions of the General Terms and Conditions for Visitors or the instructions and directions given by staff is of such a nature that temporary or permanent denial of admission is justified in the opinion of the Rijksmuseum. Such a decision to refuse admission will be notified to the Visitor in writing, if possible.

4.3. Children under the age of 12 shall only be permitted to enter the Rijksmuseum Building if accompanied by an adult.

4.4. Visitors may bring handbags and briefcases into the Rijksmuseum Building that are smaller or the same size as an A4. Larger handbags, umbrellas, daypacks and (school) backpacks can be handed in at the cloakroom and lockers. Luggage and other objects may not be taken into the Rijksmuseum Building and you will be stopped at the entrance if in your possession. The Rijksmuseum reserves the right to refuse to keep certain objects in the cloakroom. All carriages (prams, pushchairs and wheelchairs) may be subject to searches.

4.5. The Visitor is liable for any damages he or she inflicts to the Rijksmuseum Building and the collection displayed there.

4.6. The Rijksmuseum operates CCTV surveillance in the Rijksmuseum Building. Camera images are kept for a reasonable period of time, in accordance with the General Data Protection Regulation. If the Rijksmuseum sees reason to do so, the camera images are made available to the police.

4.7. In addition to the reasons mentioned in Article 3 and Article 4.2, the Rijksmuseum is authorised to refuse the Visitor entrance to the Rijksmuseum Building for a certain period of time or permanent:

- in the event that the Visitor, during one or more previous visits to the Rijksmuseum Building or to other museums, has damaged one or more objects through negligence, gross negligence and/or intentionally;
 - in the event that the Rijksmuseum for other reasons fears that this Visitor shall damage one or more objects. In any case, the Rijksmuseum may subject the respective Visitor to the measures as mentioned in Article 3.5 each time. The Rijksmuseum shall notify the Visitor immediately of the decision to refuse admission, in writing if possible.
- 4.8. In the event of an emergency, at the discretion of the Rijksmuseum, the Rijksmuseum shall be entitled to close the doors and to subsequently let out Visitors one at a time. The Visitor may then be requested to cooperate with the inspection, by or on behalf of staff of the Rijksmuseum, of his/her bag and other objects. The Rijksmuseum may request a Visitor who refuses to cooperate with such inspection to provide proof of identity before leaving the Rijksmuseum Building.
- 4.9. The Rijksmuseum regularly grants permission to third parties to take photographs, video recordings and filming in the Rijksmuseum Building. The material may be used for marketing purposes on the website, in brochures, etc. Any objections a Visitor may have to the publication of visual material in which he/she is recognisable should be made known to the Rijksmuseum. In that case, the Rijksmuseum shall undertake to prevent the further publication of the material.
- 4.10. The Rijksmuseum shall at all times comply with regulations requested or imposed by the authorities, such as wearing a face mask. Visitors must comply with these regulations when visiting the Rijksmuseum Building.

Article 5. Museum Rules

- 5.1. While in the Rijksmuseum Building, the Visitor shall:
- a) not touch objects on display; parents and teachers or supervisors must closely monitor the minor(s), individuals or groups they are accompanying or are joined by, to ensure that they do not touch any of the objects on display;
 - b) not offer goods or services of any kind for sale to third parties, or provide goods free of charge;
 - c) not be a nuisance to other visitors by their actions, including, but not limited to, blocking the view of objects on display for a long period of time and making noise;
 - d) not bring any animals (including pets) along, with the exception of service dogs;
 - e) not smoke;
 - f) not consume food or drink, except in the Atrium of the Rijksmuseum, the picnic area (when open), the café/restaurant and the museum gardens; without prejudice to the obligation to consume some form of refreshment when using the café/restaurant; food and bottles of drinks may not be taken into the exhibition areas;

- g) not take any photographs, video and film recordings for which lamps, flash equipment and/or stands are used (including *selfie sticks*), unless the Visitor was granted prior written permission by the Rijksmuseum to do so;
 - h) not draw or paint without prior permission from the Rijksmuseum with regard to the materials to be used. The Visitor may request such permission from the Information Desk.
- 5.2. Parents/caretakers, teachers and other supervisors shall be responsible and accountable at all times for the behaviour of the minors, individuals or groups whom/which they have brought into the Rijksmuseum Building.
- 5.3. For the primary schools, two supervisors must be present per Group of 15 pupils. For secondary schools, at least one and a maximum two supervisors must be present per Group of 15 pupils. The Rijksmuseum retains the right to refuse admission to Groups that do not comply with these standards. For the other rules that apply to school visits, please refer to section 4 of these General Terms and Conditions for Visitors.
- 5.4. For tours of the museum, a maximum of 15 people per Group applies per tour guide, both Rijksmuseum and external tour guides.
- 5.5. Without prejudice to the provision in 5.1(g) (limited use of photographing and filming equipment), photographs, video recordings or films made in the Rijksmuseum Building may only be used for commercial purposes with the explicit written consent of the Rijksmuseum, with the relevant rates of payment applying.
- 5.6. Without prejudice to the other provisions in these General Terms and Conditions for Visitors, it is not permitted to take pets (other than service dogs) or bikes into the museum gardens. It is also not permitted to smoke in the museum gardens, to drink alcoholic beverages that were brought along, to barbecue or to build an open fire.

Article 6. Remote sales of Entrance Tickets, Activity Tickets and Multi-media tours

- 6.1. Entrance Tickets, Activity Tickets (including tours) and Multi-media tours can be purchased in advance at www.rijksmuseum.nl. An offer from the purchaser is deemed to have been made if the purchaser has completed the order form and has sent it electronically to the Rijksmuseum by means of clicking “confirm order” in step 5 of the order procedure. The agreement between the purchaser and the Rijksmuseum is established the moment the Rijksmuseum has sent a reservation confirmation to the purchaser by email.
- 6.2. Payments of online purchases must take place by means of one of the payment module (including iDeal) as offered from time to time by the payment provider of the Rijksmuseum. The payment is subject to the general terms and conditions of the bank and the payment module that applies.

- 6.3. Article 11.2 (privacy; opt in scheme) applies to all online purchases.
- 6.4. For multimedia tours and other products sold via the Rijksmuseum website, with the exception of Entrance Tickets and Activity Tickets, a right of revocation shall apply under the Remote Sales Act. This means that the Visitor has the right to dissolve the agreement relating to the above online purchases, without giving reasons, within 14 days of receipt of the multimedia tours ordered. To exercise that right, the Visitor must complete and send an questionnaire (<https://www.rijksmuseum.nl/en/visit/faq>), and include the order number in their booking confirmation. Within 30 days of receipt of the email, the Rijksmuseum will refund the purchase amount. No right of revocation applies to any other online purchases made through www.rijksmuseum.nl, including the purchase of the entrance tickets or activity tickets. Pursuant to Article 6:230p sub e of the Dutch Civil Code, the right of revocation from the Remote Sales Act does not apply to leisure services if the agreement stipulates a specific time or period of compliance.
- 6.5. Tickets that are purchased online do not need to be printed out to be scanned upon entry. They can also be scanned via your telephone.
- 6.6. The Rijksmuseum is not obliged to refund an unused entrance ticket, activity ticket or multimedia tour, unless article 6.4 of these General Terms and Conditions for Visitors applies.
- 6.7. The following circumstances shall in no case lead to any obligation on the part of the Rijksmuseum to refund the Visitor for any moneys paid or to pay damages:
- a) objects in the permanent collection of the Rijksmuseum not being visible;
 - b) the partial closing of the Rijksmuseum Building, including a partial closing as a result of the construction or dismantling of exhibitions;
 - c) a change in the regular opening hours in connection with exercises relating to company emergency response provision, or, in the event of emergency, partial or complete evacuation of the Rijksmuseum Building deemed necessary by the Rijksmuseum;
 - d) nuisance or inconvenience caused by other visitors such as noise, inappropriate behaviour (including molestation), or theft;
 - e) damage caused by other Visitors;
 - f) nuisance or inconvenience caused by maintenance work, including, but not limited to, the rebuilding or the arranging/rearranging of spaces;
 - g) nuisance or inconvenience caused by facilities in the Rijksmuseum Building not functioning properly;
 - h) being refused entry to the Rijksmuseum Building;
 - i) loss of the Admission Ticket/Entrance Ticket.

Article 7. Limitation of liability of the Rijksmuseum

- 7.1. The Rijksmuseum shall only be liable for damage sustained by the Visitor which is the direct consequence of gross negligence or of an intent on the part of the Rijksmuseum. The liability is in any case limited to the lower of the following two

sums:

- a) the sum paid out to the Rijksmuseum by its insurance company with respect to that individual claim; or
- b) the reimbursement made to the Rijksmuseum by a third party for the damage with respect to that individual claim.

7.2. In the event of damage and/or loss caused by death or physical injury, the total liability of the Rijksmuseum shall in no case amount to more than the arrangement for compensation specified in Article 7.1.

7.3. The Rijksmuseum shall in no case be liable for indirect damage, including consequential damage, lost profits, salary or savings etc.

Article 8. Force Majeure

8.1. If circumstances occur that cannot be attributed to the Rijksmuseum, this is considered force majeure. Force majeure for the Rijksmuseum shall be defined as any foreseeable or unforeseeable circumstance which impedes the performance of the agreement by the Rijksmuseum, either permanently or temporarily, in such a way as to make performance of the agreement impossible or difficult.

8.2. Said circumstances shall include circumstances affecting persons and/or services and/or institutions which the Rijksmuseum wishes to make use of in performing the visitor agreement, as well as everything which shall constitute force majeure with respect to the aforesaid, or which shall constitute a suspensive condition, a condition subsequent, or an attributable shortcoming on the part of the aforesaid.

Article 9. Lost Property

9.1. Lost property found by the Visitor in the Rijksmuseum Building can be handed over either to a Rijksmuseum employee or to the ticket desk or the information desk at the Rijksmuseum.

9.2. The Rijksmuseum shall keep the lost property.

9.3. Should the alleged owner of an object make him or herself known, he or she shall have the option of collecting the property himself or herself or of having it posted to him or her, cash on delivery. In either case, the owner must provide proper proof of identity. Should the Rijksmuseum be in any doubt as to the status of the supposed owner, it is entitled to demand that proof of ownership be provided.

9.4. The Rijksmuseum reserves the right to destroy lost property that has not been claimed within three months.

Article 10. Complaints

- 10.1. Should the Visitor wish to register a complaint, he or she may do so by filling in the form provided for the purpose, which is available from the information desk.

Article 11. Privacy

- 11.1. The Rijksmuseum and all its affiliated enterprises consider it of great importance that the data of Rijksmuseum website visitors, including the part with the online sale of Entrance Tickets and Activity Tickets, be handled with due care. The privacy policy of the Rijksmuseum is published on the website.
- 11.2. By checking the box “I would like to be kept informed about Rijksmuseum activities”, you grant the Rijksmuseum (and/or an affiliated enterprise) permission to inform you from time to time with regard to its activities and products offered by the Rijksmuseum. However, the website visitor will always have the option to indicate that he or she does not wish to be sent any further information.

Article 12. Other conditions and applicable law

- 12.1. The applicability of these General Terms and Conditions for Visitors shall not prejudice the potential applicability of other contractual terms and conditions and/or regulations applied by the Rijksmuseum, such as those published from time to time on www.rijksmuseum.nl.
- 12.2. Prices of products and services intended for private visitors are listed including VAT.
- 12.3. These General Terms and Conditions for Visitors and the agreement between the Visitor and the Rijksmuseum shall be subject to Dutch law. Any disputes that cannot be resolved in mutual consultation shall only be brought before the competent court in Amsterdam, unless the Rijksmuseum chooses a different competent court.

Section 2 - Special conditions for Educational Activities

Article 13. Purchase of Activity Tickets

- 13.1. Activity Tickets can be purchased
- (a) by paying at the cash register of the Teekenschool of the Rijksmuseum, prior to the respective Educational Activity; or
 - (b) by means of purchase on the website of the Rijksmuseum www.rijksmuseum.nl.
- 13.2. With an Activity Ticket, access to the exhibition areas of the Rijksmuseum is not included, unless this follows from the nature of the respective Educational Activity, such as a tour of a certain department.

Article 14. Cancellation, change and transfer of an Activity Ticket

- 14.1 Once the agreement has been effected as referred to in Article 13, the Educational Activity purchased cannot be cancelled, nor can the purchase amount be refunded.
- 14.2 Change of the date of the Educational Activity which is offered on several dates is not possible, unless the Rijksmuseum honours a request for change in writing. Such request must be made at least five weeks before the start of the respective Educational Activity, by completing and sending an questionnaire (<https://www.rijksmuseum.nl/en/visit/faq>) including the name of the participant(s), the original date and the desired date. Whether or not the request is honoured shall depend on the timeliness thereof, the assessment of which shall be at the discretion of the Rijksmuseum, and on the availability of the preferred date.
- 14.3 Unless otherwise stipulated on the website, an Activity Ticket can be transferred to another person, provided (a) the participant has provided all the particulars on the other person to the Rijksmuseum via the Rijksmuseum questionnaire (<https://www.rijksmuseum.nl/en/visit/faq>) in a timely fashion; and (b) the other person satisfies the conditions with respect to the Educational Activity in question, such as the minimum age; and (c) the Rijksmuseum has granted approval via e-mail for the transfer.
- 14.4 The Rijksmuseum reserves the right to change the programme of an Educational Activity. In the event that the programme of an event is modified, participants will be notified accordingly by e-mail or telephone. Should the changes to the contents of an Educational Activity be of a fundamental nature, the Rijksmuseum will offer the participants the opportunity to cancel their reservations free of charge. These do not include a change in location, but do include a change of date, starting time and/or content of the event.

Article 15. Communication about Educational Activities

- 15.1 For all questions, comments and other communication with the Rijksmuseum with regard to Educational Activities, please use the Rijksmuseum questionnaire (<https://www.rijksmuseum.nl/en/visit/faq>). You can also contact the Rijksmuseum in writing at the address mentioned in Article 1.8, clearly stating your name, address, phone number and, if possible, an email address.

Section 3 - Special conditions of Organisers of Group Visits

Article 16. General provisions:

- 16.1 This section 3 applies to all agreements between the Rijksmuseum on the one hand and an Organiser of a Group Visit on the other hand, as referred to in Article 1.6. All agreements are concluded between the Organiser and the Rijksmuseum.
- 16.2 A Group Visit is only possible by means of the online purchase, prior to the visit, of Entrance Tickets for each participant of the Group. Booking a Group Visit in advance is not a guarantee that there will be no waiting time at the ticket counter or the entrance.
- 16.3 For all questions with regard to Group Visit and tours, the Organiser can contact the Rijksmuseum via the Rijksmuseum questionnaire (<https://www.rijksmuseum.nl/en/visit/faq>). You can also contact the Rijksmuseum in writing at the address mentioned in Article 1.8, clearly stating your name, address, phone number and an email address. The department Group Reservations can be reached on the general phone number +31 (0)20-6747000.
- 16.4 The Rijksmuseum reserves the right to refuse groups access to the museum. It is the responsibility of the Organiser to ensure that the members of the Group comply with the Terms and Conditions for Visitors. Group bookings cannot be changed or cancelled.
- 16.5 Upon arrival of a Group at the Rijksmuseum, one guide will report to the desk to register the Group upon presentation of the Entrance Tickets (purchased by the Organiser online in advance). The rest of the Group is requested to wait outside until the cash register employee has given the Group permission to enter the Rijksmuseum Building. The guide who accompanies a registered Group can enter the museum upon presentation of the Entrance Tickets.
- 16.6 The Organiser is free to have his own guide accompany the group around the museum, up to a maximum of 15 people per guide. When the Organiser has booked a guide from the Rijksmuseum in advance, as referred to in Article 18, the maximum group size is also 15 persons. An own guide must also have an Entrance Ticket himself and has an obligation to register with the Rijksmuseum (<https://www.rijksmuseum.nl/en/groups/registration-guest-tour-guides>).

Article 17. Conditions Multimedia tour

- 17.1 The multimedia desk is located in the foyer of the Rijksmuseum. Multimedia tours that are booked in advance shall be held for a maximum of 15 minutes after the registered time of arrival. Therefore, late arrivals must wait for Multimedia tours that become available.

- 17.2 Payment of a Multimedia tour takes place directly when booking online. Without a Multimedia tour reservation prior to the visit, payment on the day of the visit itself is possible at the multimedia desk.

Article 18. Conditions Tour by a Rijksmuseum Guide

- 18.1 The Organiser who would want to have his Group guided by a Rijksmuseum guide, must reserve the guide in advance online and must pay via the website of the Rijksmuseum.
- 18.2 A Rijksmuseum guide should be booked at least two weeks in advance. The Rijksmuseum will endeavour to provide enough tour guides, but cannot guarantee that each Organiser's request for one can be granted. In the unlikely event that it is not possible to provide the required number of tour guides, the Organiser shall be contacted at least one week in advance. Suitable alternatives will then be explored in mutual consultation.
- 18.3 In the event that the assigned tour guide is unable to give the tour, the Rijksmuseum will endeavour to find a replacement. The Organisers shall be informed of this as promptly as possible.

Section 4 - Summary of the rules for school visits

Article 19. School visit

- 19.1 A school visit is considered a Group Visit within the meaning of Article 16 of the General Terms and Conditions for Visitors. Children aged 18 and under may enter the Rijksmuseum for free.
- 19.2 The Rijksmuseum informs pupils and teachers/supervisors of the following rules in order to make the school visit go smoothly:
1. For **primary schools**, 15 pupils per two supervisors applies.
 2. For **secondary schools**, a minimum of **one supervisor** per 15 pupils and a maximum of two supervisors applies.
 3. The **supervisors** of a school visit may enter for free. As a supervisor, you are **responsible for the behaviour** of the pupils you are accompanying, from beginning to end. Please discuss the “golden rules” listed below with your pupils prior to your visit to the museum.
 4. **Think of other visitors.** Do not be too loud and do not run through the building.
 5. Be careful with the art collection. **Touching the art is not permitted.**
 6. **Smoking, eating and drinking** are not permitted in the museum. It is also forbidden to smoke in the gardens around the Rijksmuseum.
 7. **Using a phone is not permitted in the museum.**
 8. The Rijksmuseum has a strict **security policy**. Pointed and/or sharp objects may not be brought in and shall be confiscated.
 9. The cloakroom and lockers are free. There is a **special mobile cloakroom** for coats and bags of school groups. Please ensure that the pupils bring as little as possible to the Rijksmuseum. This improves the flow.
 10. **Touring cars** can use the Q-park bus parking on the Paulus Potterstraat.

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These General Terms and Conditions for Visitors of the Rijksmuseum have been approved by the Board of Directors of the Rijksmuseum. The General Terms and Conditions for Visitors are published on www.rijksmuseum.nl.

Stichting Het Rijksmuseum in Amsterdam
Board of Directors
July 2024