



MUIDERSLOT

Visiting Conditions Rijksmuseum Muiderslot

Within the limits of reasonableness, the Muiderslot will do everything possible to make the visit to the museum complex and the exhibitions and activities organised by the Muiderslot in accordance with the wishes of the visitor. The Muiderslot will make every effort to minimise any nuisance or inconvenience to the visitor, as well as to guarantee the visitor's safety as much as possible.

Definitions

1.1

'Stichting Rijksmuseum Muiderslot' (hereinafter referred to as 'Muiderslot') is defined as the organisation that manages and operates the museum complex, and includes the management, curators, attendants, tour guides, and other museum officials who are authorised to act on behalf of this organisation.

1.2

'The museum complex' is defined as the whole of spaces (developed and undeveloped), located in Muiden on Herengracht 1, which fall under the legal or management powers of the board of the Muiderslot, including presentation rooms, castle routes, tavern, museum shop, castle moat, falconer, gardens, casemate, water shield, scaffolding, gatehouse, other outside spaces, and the depot.

1.3

'Visitor' is defined as anyone who enters the museum complex and/or visits an exhibition and/or attends an activity organised in the museum complex, by the Muiderslot or third parties with the permission of the Muiderslot.

1.4

'Admission ticket' is defined as an entrance ticket (whether or not in combination with a discount card) or comparable proof (such as a written invitation, voucher, or annual pass) that provides access to (specified) space(s) in the museum complex of the Muiderslot.

Applicability

2.1

The moment that a visitor enters the museum complex, either as a paying visitor or as a guest, they are deemed to have entered into an agreement with the Muiderslot to which the visiting conditions apply. The visiting conditions also apply to special activities within or outside of regular opening hours and/or aimed at visitors other than regular visitors, such as in the case of rental of spaces, catering, shop visits, and the like.

2.2

These conditions apply to all visitors of the Muiderslot.

These conditions also apply to all natural and/or legal persons who have been engaged by the Muiderslot in the context of its objectives.

2.3

Deviations from these conditions are only valid if they have been explicitly agreed in writing.

Accessibility

3.1

The (historical) buildings with multiple floors in which the museum complex is located are not accessible to wheelchair users, people using walkers, buggies and prams, and are also difficult to access for the disabled. The courtyard and the outside area are accessible; wheelchair users do not have to pay an entrance fee for this. Assistance dogs and guide dogs are allowed throughout the entire museum complex if they are guiding a visitor with an identification pass.

3.2

Upon entering the museum complex, the visitor is advised to make themselves aware of the escape routes that must be used in the event of an emergency or a threat.

Ticket sales, offers, prices, and refunds

4.1

All quotations, announcements, or other information provided by the Muiderslot are not without obligation. The Muiderslot accepts liability for any errors made by the museum in the quotations, announcements, or other written information provided to the visitor. This liability is limited to (reimbursement of) the costs of the admission ticket. The Muiderslot is not liable for errors that are attributed to intent, fault, or negligence of third parties.

4.2

The visitor is at all times obliged, upon request, to show the admission ticket to such recognisable officials, such as attendants and tour guides. The admission ticket provides access to the designated entrances, paths, and spaces.

4.3

The potential visitor is not entitled to receive a refund of the admission price or any other compensation in the event of loss or theft of the admission ticket before they enter the museum complex.

If a potential visitor does not use the ticket purchased in advance, this is at the visitor's own expense and risk; this is also the case if the admission ticket is only valid for a specific time and/or date. Once an admission ticket has been obtained, it cannot be exchanged. A refund of the admission price will also not be provided. The paid admission price can, however, be refunded if circumstances beyond the influence of the ticket purchaser make it impossible to visit the museum, however, this is at the discretion of the management.

4.4

The potential visitor can be denied access to the museum complex if it appears that the admission ticket has not been obtained from the Muiderslot or an institution authorised for this purpose by the Muiderslot.

4.5

The Muiderslot only refunds the admission price actually paid by the visitor if the visitor has to leave the museum complex prematurely due to an unannounced exercise in the context of company emergency services, as well as in the event of an actual emergency that involves the complete or partial evacuation of the museum complex.

Stay in the museum complex

5.1

The visitor is forbidden to stay in or go to another part of the museum complex other than that to which the admission ticket entitles them to.

5.2

During the stay in the museum complex, the visitor must behave in accordance with public order, good morals, and the rules of decency that apply to the nature of the activity visited. The visitor is also obliged to immediately follow the instructions and directions given by Muiderslot officials, such as attendants or guides. If, in the reasonable opinion of an authorised Muiderslot official, who should be recognisable as such, the visitor acts in any way that violates these standards, instructions or directions, the visitor may be denied further access to the museum complex, without the visitor having any right to reimbursement of the costs of the admission ticket or any other costs incurred.

5.3

Parents or guardians of children are at all times responsible and accountable for the behaviour of the children they are accompanying. Teachers and supervisors of groups are responsible and accountable for the behaviour of group members they supervise.

5.4

Among other things, when in the museum complex, the visitor is prohibited from:

- offering goods of whatever nature, for sale or free of charge, to third parties;
- blocking access to or obstructing the view of exhibited objects for other visitors, intentionally and for an extended period of time;
- disturbing other visitors, such as through the use of mobile phones or other sources of noise nuisance; the use of such equipment can be explicitly permitted by the Muiderslot in certain spaces;
- bringing pets or other animals, unless they are explicitly permitted in certain areas or when it concerns assistance dogs or guide dogs that guide a visitor with an identification pass;
- smoking indoors and/or using fireworks, smoke machines, and torches; flying drones above the museum complex;
- bringing food and drinks to the museum complex;
- taking along objects or substances that are considered dangerous according to a Muiderslot official who is recognisable as such, such as walking sticks, umbrellas, or large bags; these can be handed over at a location to be designated by the Muiderslot;
- using wheelchairs, walkers, prams, and buggies indoors;
- touching exhibited objects and exhibition materials such as showcases, lighting, partitions, and the like unless this is expressly and explicitly permitted. Parents and guardians of children must strictly ensure that the exhibited objects are not touched by the children that they are accompanying. Small children must be held by the hand; similarly, teachers and supervisors of groups must ensure that the group members they supervise do not touch the exhibited objects.

5.5

In special cases where the general safety of persons or the collection reasonably requires it, a Muiderslot official, who must be recognisable as such, may require access to the (hand) luggage carried by the visitor. If this is deemed necessary, specially trained staff may also request the visitor to cooperate in a security search when entering or leaving the museum complex.

5.6

A monitoring system is operational in the Muiderslot. Visitors agree that video recordings can be made of them. The recordings are stored in accordance with the legal provisions. If necessary, the footage is made available to the police.

5.7

Unless prior written permission from the management of the Muiderslot has been granted, the visitor is prohibited from making photo, video, and film recordings using lamps, flash equipment, and tripods.

5.8

The museum can permanently or temporarily deny a visitor access to the museum complex if they have intentionally damaged an object during one or more previous visits to a Dutch museum complex, or if the museum can otherwise justify the fear of damage; the museum can, in any case, subject this visitor during all of their visits to the measures as mentioned in Article 5.5 of these Visiting Conditions.

The visitor must be informed of the decision to deny access without delay and be provided with the reason for that denial, if possible, in writing.

5.9

The Muiderslot regularly makes photo/film reports of activities in the museum complex. This material can be used for publicity purposes on the website, in brochures, etc. When entering the museum complex, the visitor agrees to the publication of this material. If the visitor objects to the publication of visual material in which they are recognisable, this can be made known to the Muiderslot. The Muiderslot will then endeavour to prevent disclosure of the material.

Complaints

6.1

The Muiderslot will make every effort to make the visit to the museum complex or the presentations and activities organised by the Muiderslot in accordance with the published offer; this also includes the obligation to inform the public as accurately as possible about full, partial, or early closure of the museum complex and/or presentations and activities organised by the Muiderslot. Furthermore, the Muiderslot informs the potential public about maintenance work, renovations, or (re)furnishing spaces that are a nuisance. The visitor can never derive a right to compensation from this.

6.2

Complaints that can never lead to any obligation for the Muiderslot to compensate the visitor for damage:

- Complaints relating to objects not being visible from the permanent collection of the Muiderslot;
- Complaints relating to the museum complex being partially closed, for example, partial closure as a result of the construction or dismantling of exhibitions;
- Complaints and circumstances relating to nuisance or inconvenience caused by other visitors, such as noise nuisance, inappropriate behaviour, theft, and molestation;
- Complaints and circumstances relating to nuisance or inconvenience caused by maintenance work, such as a renovation or the (re)design of spaces;
- Complaints and circumstances relating to nuisance or inconvenience caused by the inadequate functioning of facilities in the museum complex.

6.3

The visitor can submit complaints and suggestions in writing by filling in a form that is available at the cash register, or via info@muiderslot.nl.

6.4

The Muiderslot investigates the complaint and responds to it in writing within 30 days of receipt. If the investigation has not yet been completed, the complainant will be informed of this, as well as the probable moment at which it will be completed.

Liability of the museum

7.1

The Muiderslot is never liable for damage caused as a result of quotations, announcements, or other forms of information provided to visitors by the Muiderslot and/or third parties, except if and insofar as this damage is the direct result of intent or gross negligence on the part of the Muiderslot and/or its employees.

7.2

The visitor's stay in the museum complex is at their own expense and risk.

The museum is only liable for property and/or consequential damage suffered by the visitor or injury inflicted on the visitor that is the direct and exclusive result of intent or gross negligence on the part of the museum, whereby only that damage qualifies for compensation, against which the museum is insured, or should have been insured in reasonableness and fairness.

7.3

In no case is the Muiderslot obliged to pay a higher amount in compensation than:

- the actually paid admission price and actual travel costs incurred within the Netherlands, or, if that amounts to more;
- the amount paid by the insurer to the Muiderslot relative to the damage, or;
- the compensation received relative to the damage from a third party.

7.4

The Muiderslot is never liable for damage caused to visitor's vehicles, except if and insofar as the damage occurred on or in the museum complex and this damage is the direct result of intent or gross negligence on the part of the Muiderslot and/or its employees.

7.5

The Muiderslot is never liable for any (in)direct damage whatsoever, arising as an (in)direct consequence of any defect, capacity, or circumstance in, at or on any property of which the Muiderslot is the holder, leaseholder, tenant or the owner, or is otherwise available to the Muiderslot, except if and insofar as the damage is the direct result of intent or gross negligence on the part of the Muiderslot and/or its employees.

7.6

If the Muiderslot receives goods or if goods are deposited, stored, and/or left behind by anyone in any way whatsoever without the Muiderslot stipulating any compensation for this, then the Muiderslot is never liable for damage to or in relation to goods that arise in any way whatsoever, unless the damage is the result of intent or gross negligence on the part of the Muiderslot and/or its employees.

7.7

The total liability of the Muiderslot for attributable failure in the performance of the visitor agreement is limited to compensation for direct damage and will in no case amount to more than the compensation arrangement described under Article 7.3.

7.8

In the event of damage due to death or personal injury, the total liability of the Muiderslot will in no case amount to more than the compensation scheme described under Article 7.3.

7.9

Liability of the Muiderslot for indirect damage, including consequential damage, lost profit or wage, missed savings, et cetera, is excluded.

7.10

The maximum amounts referred to in article 7.3 will lapse if and insofar as the damage is the result of intent or gross negligence on the part of the Muiderslot or one of its officials.

Force majeure

8.1

Force majeure for the Muiderslot, which means that any shortcoming caused by it cannot be attributed to the Muiderslot, occurs when any unforeseeable circumstance that makes the execution of the agreement by the Muiderslot so difficult that, temporarily or permanently, the execution of the agreement is impossible or indeed becomes objectionable.

8.2

Such circumstances are also understood to include circumstances with persons and/or services and/or institutions that the Muiderslot uses to execute the visiting agreement, as well as everything that applies to the aforementioned as force majeure or suspending or resolute condition, as well as an attributable shortcoming of the aforementioned.

Found objects

9.1

Objects found by the visitor in the museum complex can be handed in at the cash register.

9.2

The Muiderslot will endeavour as much as possible to trace the owner or beneficiary of the found object and, if necessary, keep in touch with the local police. The Muiderslot retains found objects for a maximum of one month.

9.3

If the owner or person entitled to a found object reports their loss of that object, they have the choice to collect the goods themselves or to have them shipped, after the advance payment of the shipping costs. In both cases, the owner or entitled party must provide proper identification.

Applicable law

10.1

Dutch law applies to these Visiting Conditions and to the agreement between the visitor and the Muiderslot.

10.2

All disputes arising from the agreement between the visitor and the Muiderslot are submitted exclusively to the court that has jurisdiction in Muiden, the Netherlands.

Appendix venue rental

When renting (part of) the museum complex for holding receptions, dinners, musical performances, theatrical performance, or other events of any kind whatsoever, the following applies in addition to the general conditions:

11.1

The facilities that are required in connection with the reception are deployed in consultation with and approval of the officer of the Muiderslot. These provisions are borne by the user.

11.2

The user is liable for damage of any nature whatsoever arising from their presence in the museum complex. It is not allowed to nail, glue, or attach anything to/in/on walls, ceilings, and beams.

11.3

The lessor is not liable for the loss, misplacement, leaving behind, etc. of clothing and objects of any kind whatsoever, which were taken to the museum complex by the lessee and his/her guests or by persons on behalf of the lessee.

The lessor is also not liable for personal injury resulting from the use of such an object.

11.4

Parking on the site of the Muiderslot is only permitted in consultation with and after approval from the Muiderslot official.

These Visiting Conditions of the Muiderslot were established by the director and filed on 1 June 2019 at the Chamber of Commerce Gooi & Eemland in Hilversum, the Netherlands.

The director of Stichting Rijksmuseum het Muiderslot,
Annemarie den Dekker