

VISITORS REGULATIONS

A visitor who enters one of the locations of Musea Brugge is assumed to have knowledge of following regulations, which he/she must obey.

ACCESS TO THE MUSEUMS

The various locations of Musea Brugge are open to the public from Tuesday to Sunday (both days included) between the hours of 9.30 a.m. and 5.00 p.m. (Belfort (Belfry) until 6.00 p.m.) The Belfry (Belfort), the Liberty of Bruges (Brugse Vrije), the Church of Our Lady (Onze-Lieve-Vrouwekerk) and the Town Hall (Stadhuis) are open on Monday. Any changes to the hours of opening will be posted at the entrance to the museum in question. The last admittance each day is 30 minutes before closing time, with the exception of the Belfry, where entrance is only possible up to 45 minutes before closing time. The museums are closed on Monday (with the exception of Easter Monday and Whit Monday) and also on 1 January, Ascension Day (afternoon) and 25 December.

ACCESS TO THE MUSEUM ROOMS

Article 1

Visitors must have a valid entrance ticket in order to visit the museum rooms. If some of the rooms cannot be visited for whatever reason, this does not entitle the visitor to a refund.

Article 2

Musea Brugge is not responsible for any loss, theft or damage resulting from the free use of the cloakroom and lockers. After closing time, any articles not collected by their owners will be regarded as a lost property.

Article 3

It is forbidden to enter the exhibition rooms with:

- hand-held bags and luggage that is larger than 34 x 22 cm;
- baby carriers and large rucksacks;
- walking sticks with unprotected ends;
- umbrellas;
- wet coats;
- capes and cloaks that visitors cannot carry/wear over their arm/shoulders;
- objects which, by virtue of their characteristics and purpose, form a potential risk for people, works of art or the buildings;

- (domestic) animals, unless assistance dogs;
- food and drink;
- personal folding chairs, unless the owner is a person with a limitation and has been given permission by a member of the security staff.

Small rucksacks are permitted but must be carried in the hand and not worn on the back.

This is a non-limitative list. The security staff are authorized to assess whether or not an object may be retained by the visitor during their visit to the exhibition rooms

Article 4

For reasons of safety, the security staff are authorized to ask visitors at the entrance to open and show them the contents of their bags and packages.

VISITOR BEHAVIOUR

Article 5

1. Throughout the duration of their visit to the museum visitors are expected to behave in a manner that is compatible with public order and public decency. The visitor must immediately comply with any instructions given by the authorized officials of the museum. In the event of non-compliance, the visitor may be denied further access to the museum, either temporarily or permanently.
2. Children must be accompanied by an adult. Toddlers and nursery school children must be held by the hand. Parents, guides and teachers are deemed to be responsible for the behaviour of the people they are supervising.

Article 6

Amongst other things, it is forbidden to:

- approach to within an unsafe distance (minimum 60 cm) of a work of art, to touch the exhibited works of art, or to point at works of art with an object;
- lean against the walls, run, push, slide, climb or lay on the public seating;
- hinder other visitors deliberately or for any length of time, or form an obstacle in the corridors, walkways and exits, in particular by sitting on the staircases;
- smoke;
- cause excessive noise;
- carry out any commercial, advertising, propaganda or canvassing activity.

RECORDINGS AND SURVEYS

Article 7

Unless expressly stated to the contrary, visitors are allowed during normal opening hours to film or photograph for private use the works of art on display in the rooms of the permanent exhibition, providing they do NOT use a flash or a tripod.

Filming and photography is not allowed in the rooms where the temporary exhibitions are being held.

Article 8

Unless prior written permission has been obtained, it is forbidden to make photographic, video or film recordings that require the use of lighting, flash units, tripods or other aids. The same rules also apply for the use of sound booms during the making of audio recordings. Requests for permission to use the items mentioned in this article must be addressed to the Press and Communication Service.

Article 9

It is possible that visitors may be photographed or filmed during their visit. These photographs and recordings can be used in the communications issued by the museums. If any visitors object to being photographed or filmed in this manner, they must make their objections immediately known to the photographer or cameraman.

All the Musea Brugge locations are equipped with permanent security cameras.

SECURITY OF PERSONS, WORKS OF ART AND THE BUILDINGS

Article 10

In the event of any illegal or irregular happening, the museum will take all necessary security measures. In particular, the entrances may be closed and the exits monitored/controlled. If these measures are initiated, it is expected that the visitors will remain calmly in the museum until the police arrive.

Article 11

In the event of overcrowding, unrest or exceptional natural circumstances, the museum authorities may decide to close the museum either partially or fully, or change the hours of opening.

COMPLAINTS

Article 12

Amongst other things, the visitor has no cause for redress or complaint in the following circumstances, so that there can be no question of the museum paying any form of compensation to the visitor:

- the absence or temporary inaccessibility of works of art from the collection;
- the partial closure of the museum, including (but not limited to) closure resulting from the need to prepare new exhibitions or remove old ones;
- nuisance or inconvenience caused by other visitors, including (but not limited to) excessive noise, inappropriate behaviour and theft;

- nuisance or inconvenience caused by maintenance works, including (but not limited to) renovation, refurbishment or (re)decoration of the museum spaces;
- nuisance or inconvenience caused by the inadequate or incorrect functioning of the museum's facilities.

Article 13

The visitor can submit written complaints and suggestions or note them on the form available at the reception desk.

SANCTIONS

Article 14

Refusal to comply with the provisions of these regulations will result in the immediate removal of the offender from the museum.

Article 15

These regulations are subject to Belgian law.

Article 16

All disputes arising from these regulations will be settled exclusively by the courts sitting in Bruges.