

## VISITOR REGULATIONS

*Welcome to the Royal Museums of Fine Arts of Belgium.*

*The Royal Museums of Fine Arts of Belgium are a federal scientific institution. Our main mission is to ensure the preservation of our magnificent national heritage. This mission is accomplished through the expertise of a team of professionals.*

*Alongside this main mission, we have the privilege to exhibit these collections for the enjoyment of an international audience. We are therefore very honoured to welcome you in our Museums.*

*In order to make your visit as pleasant as possible, may we kindly ask you to respect and strictly follow the Visitor Regulations and the instructions of our staff. In this way, together we can ensure that future generations continue to enjoy this prestigious heritage.*

*We thank you for your cooperation and wish you a pleasant visit.*

*The Director-General, Management, and staff*

The Royal Museums of Fine Arts of Belgium include the:

- Oldmasters Museum and Modern Museum
- Magritte Museum
- Fin-de-Siècle Museum
- Temporary exhibitions
- Wiertz Museum
- Meunier Museum

## VISITOR REGULATIONS

### Article 1:

The Visitor Regulations apply to all visitors of the permanent collections and temporary exhibitions of the Royal Museums of Fine Arts of Belgium, as well as to:

- individuals or groups who have received permission to use specific premises for meetings, receptions, lectures, concerts, performances, or other specified gatherings
- any person who does not belong to the institution and is in the buildings for professional reasons.

### Article 2:

Refusal to comply with the Visitor Regulations or the instructions given by our staff will be dealt with by our security staff. This may result in immediate expulsion from the Museums by the security service or law enforcement officers.

## ACCESS TO THE MUSEUMS AND TEMPORARY EXHIBITIONS

Due to the heightened threat level in Brussels, we have increased our security measures. To ensure the safety of our visitors, staff and collections, our security staff are allowed to carry out bag checks. Security gates have been installed at the entrances of our buildings as well.

We thank you for your understanding.

### Article 3:

To enter and visit the exhibition rooms of the Oldmasters, Modern, Fin-de-Siècle and Magritte Museum, visitors must be in possession of a valid ticket which they can purchase at the ticket counter or online.

The admission price and the conditions under which certain visitors have free or reduced price access are posted on our website and on the screen above the ticket counter.

Visitors must keep their ticket on their person during the entire duration of their visit. They may be asked to show it at any time and in particular at the entrance of each Museum or exhibition.

In the temporary exhibitions and Magritte Museum, the ticket is time-limited. Once visitors leave these rooms, they are no longer able to enter the room with the same ticket.

The fact that some rooms in the Museums may be temporarily closed does not entitle the visitor to a refund of the entrance ticket.

In case of fraud with an entrance ticket, the Royal Museums of Fine Arts of Belgium will introduce a complaint with law enforcement officers.

### Article 4:

The Oldmasters, Modern, Fin-de-Siècle and Magritte Museums and the temporary exhibitions are open from Tuesday to Friday from 10:00 to 17:00, and on Saturday and Sunday from 11:00 to 18:00. They are closed on Mondays, the second Thursday of January and the following public holidays established by law: 1/1, 1/5, 1/11, 11/11, 25/12.

The Museumshop and the Museumcafé remain open until 17:30 on weekdays, and 18:00 on weekends.

Visitors are requested to leave the exhibition rooms 10 minutes prior to the Museums closing time.

The Wiertz and Meunier Museum are open from Tuesday to Friday from 10:00 to 12:00 and from 12:45 to 17:00. They are closed on Mondays, Saturdays, Sundays, the second Thursday of January and the following public holidays established by law: 1/1, 1/5, 1/11, 11/11, 25/12.

## ACCESS TO THE MUSEUMS AND TEMPORARY EXHIBITIONS

### Article 5:

Light, non-cumbersome pushchairs for children (strollers) are permitted in the rooms of the Museums, with the exception of the Magritte Museum for which special safety rules apply. These rules are dictated by the fire brigade to ensure the overall safety.

Pushchairs for children (strollers) must be controlled at all times by a parent/adult who bears full responsibility.

Wheelchairs are permitted, with the exception of electric wheelchairs.

Large pushchairs (strollers) are not permitted in the exhibition rooms.

## ACCESS TO THE BUILDINGS

### Article 6:

It is forbidden to enter the buildings of the Museums with:

- large bags, backpacks or any other large luggage
- any objects which by their purpose or nature pose a risk to the safety of persons, works of art or buildings
- excessively heavy, bulky, inconvenient or malodorous objects
- works of art or antiques
- reproductions of works of art and casts
- musical instruments
- animals, except trained guide dogs accompanying visually impaired, blind or epileptic visitors
- explosive, flammable or volatile substances
- any vehicle such as segways, scooters, bicycles, folding bikes ...

This list is not exhaustive. The security staff have the right to refuse other items when they present a risk to the overall security, the preservation of our collections or the security of the buildings and their facilities.

### Exception:

There are specific regulations for copyists.

Copyists may request prior written authorisation to use the material necessary for their work.

They are under the supervision of the staff responsible for surveillance and fire prevention for the duration of their work. No more material may be brought in than is necessary for one day's work.

## ACCESS TO THE MUSEUMS AND TEMPORARY EXHIBITIONS

### Article 7:

This article includes instructions particularly important for the preservation of our heritage from damage and theft.

It is forbidden to enter the permanent and temporary exhibition rooms with:

- any bag carried on the back, including baby back carriers
- capes, coats and long jackets carried over the arm
- walking sticks with the exception of crutches and walking sticks with protective caps used by elderly or disabled persons
- umbrellas or parasols
- laptops
- handbags, school bags, briefcases, shopping bags, suitcases, backpacks and other bags, unless they are smaller than 34 x 22 x 12 cm
- paper or non-transparent plastic carrier bags larger than 34 x 22 cm
- food and drinks
- folding seats, except those made available by the Museums
- spotlights for filming, taking videos or photographs and reflectors
- camera tripods, subject to the provisions of Article 27
- selfie sticks or similar devices
- animals, except for trained guide dogs accompanying visually impaired, blind or epileptic visitors.

Visitors have the right to draw in pencil on A4 paper in the rooms of the Museums and temporary exhibitions providing that they have received written authorisation.

Visitors are allowed to take notes in pencil on A4 paper in the rooms of the Museums and temporary exhibitions.

Small backpacks (maximum 34 x 22 x 12 cm), authorised by the security staff, may not be worn on the back, but must be carried by hand. This is then clearly specified by the security guard. In case of violation of this rule, the visitor will be asked to interrupt his visit and leave the rooms.

A baby front carrier can be borrowed free of charge to visit the Museums and temporary exhibitions.

## CLOAKROOMS

### Article 8:

Cloakrooms and luggage lockers are available free of charge for the visitors of the Royal Museums of Fine Arts of Belgium.

- The purpose of the cloakrooms is to offer visitors the opportunity to deposit items of clothing, walking sticks and umbrellas during the time of their visit free of charge.
- The purpose of the lockers is to offer visitors the opportunity to deposit small bags during the time of their visit free of charge.

For small luggage, handbags and other objects, visitors must always use the lockers. These items cannot be deposited in the cloakrooms. The maximum size of small luggage is 55 x 50 x 35 cm.

Suitcases and large bags may in no case be deposited. For those items, visitors are advised to use the nearby facilities provided by the Belgian National Railway Central Station [Gare Centrale].

### Article 9:

Upon arrival, school groups must report to the info desk for groups and deposit their belongings in the cloakrooms [cases and/or lockers] at the entrance of the Oldmasters Museum.

### Article 10:

For security reasons, visitors may be asked to open their bags or packages for inspection before they are accepted in the cloakrooms or in the lockers.

Staff members of the Royal Museums of Fine Arts of Belgium may refuse items that appear to present a risk to the security and good order of the institution.

### Article 11:

The cloakroom staff take items for storage provided there is still space in the cloakrooms.

## CLOAKROOMS

### Article 12:

The following items may in no event be left in the clothes deposited in the cloakrooms:

- cash
- credit cards
- valuable items, in particular jewellery.

### Article 13:

The Royal Museums of Fine Arts of Belgium decline any responsibility for the loss, theft or damage to any item left in the cloakrooms or in the lockers.

### Article 14:

The loss of a cloakroom token will incur payment of a standard amount of 5 euros for its replacement. In this case, the visitor will only get back what was left in custody after the Museums have closed and against detailed description of the deposited item.

The visitor is expected to authorise the museum staff to take note of his identity details.

### Article 15:

Anything deposited in the cloakrooms and lockers must be collected the same day before the Museums closing time.

Every day after closing time, cloakrooms and lockers are emptied by the security staff and the forgotten items are stored.

After a period of 48 hours all unclaimed items will be considered lost property.

### Article 16:

Any item found in the Museums will be handed to the security service. Anything unclaimed after the statutory period will be donated to a charitable organisation.

Perishable and worthless items are destroyed daily after the Museums closing time.

Luggage and closed parcels left unattended in the Museums buildings, outside cloakrooms or luggage lockers, which appear to present a security danger for the Museums, may be destroyed by the police without delay or warning.



## GENERAL CONDUCT

### Article 17:

The Royal Museums of Fine Arts of Belgium expect visitors to

- respect the calm of the museum buildings
- behave correctly, towards both museum staff and other visitors
- stand at least one metre away from the works of art, including the sculptures
- as parents, remain at all times nearby their children.

### Article 18:

It is forbidden to make any movement that could endanger the safety of the works of art or the proper conduct of the visit. In particular, it is forbidden to:

- touch the works of art or the décor; visitors must stand at least one metre away from works of art
- point to works of art with any objects such as a pencil, ball point, sharp object, ruler, etc.
- use a magnifying glass, electric torch or other light source, etc.
- ignore barriers and other means of keeping the public at a distance
- lean against the walls or touch the walls with their feet
- lie down and sleep on the benches
- lean against the display cabinets, pedestals and other exhibition furniture
- put stickers, make graffiti, inscriptions, marks or stains anywhere in the Museums
- walk around barefoot or in indecent clothing
- run, push, slide or climb
- play on the escalators or in the lifts
- impede the flow of visitors and obstruct the corridors and exits, in particular by sitting on the stairs
- obstruct visitors or endanger the safety of works of art by taking notes or making drawings in front of them
- smoke
- eat or drink outside the rooms especially intended for these activities
- throw paper or rubbish on the floor, especially chewing gum
- disturb other visitors by making noise

## GENERAL CONDUCT

### Article 18 (bis):

- disturb other visitors by the use of mobile phone or other devices in the rooms; however, listening to downloaded programmes and audio guides from the Museums is authorised
- collect money at the entrance or inside the Museums
- do business, advertise, make propaganda or otherwise solicit people
- activate without cause a fire alarm or use fire safety equipment (fire extinguisher, fire hydrants, hoses...)
- displace chairs, seats or benches.

The prohibitions in points 1, 3 and 4 above may be subject to derogations granted individually by the management, in particular for the blind and visually impaired persons who are accompanied by the guides of the Royal Museums of Fine Arts of Belgium.

The Royal Museums of Fine Arts of Belgium support the campaigns encouraging breastfeeding. However, we ask mothers to take into account the multi-cultural and intergenerational aspect of our public.

### Article 19:

Visitors must comply with the instructions given by the Museum staff.

The staff of the Royal Museums of Fine Arts of Belgium, and in particular the security staff, are mandated by Management to instruct and intervene where it is deemed necessary.

### Article 20:

Comments and suggestions can be left at the information desk in the large hall of the Oldmasters Museum [entrance Rue de la Régence].

## ADDITIONAL RULES FOR GROUPS

### Article 21:

Group visits take place under the supervision of a group leader who is committed to ensure compliance with the present Visitor Regulations and to maintain order and discipline in the group. The leader will present himself at the reception desk for 'groups' and will receive, a badge that has to be worn visibly throughout the visit, upon registration of the group.

Visitors in a group must in no case disturb other visitors. Each member of the group should remain close to their responsible leader. A group should not exceed 20 persons, except for occasional guided conferences organised by the educational staff of the Museums.

School groups should have at least one supervisor per 12 students from Kindergarten to Primary 6 and one supervisor per 15 students above Primary 6.

### Article 22:

The curators of the Royal Museums of Fine Arts of Belgium and staff who are granted permission by the Director-General are entitled public speaking in the Museums.

Group leaders are entitled public speaking in the Oldmasters and Modern Museums on the conditions that they were given a badge and that they belong to one of the following categories:

- foreign lecturers and guides with the required qualifications
- teachers accompanying their students
- people with express written authorisation from the Director-General of the Royal Museums of Fine Arts of Belgium.

Only museumguides are entitled public speaking in the Magritte Museum, Fin-de-Siècle Museum and temporary exhibitions.

### Article 23:

Authorisation to draw on A4 paper, in pencil, in the rooms of the Oldmasters, Modern and Fin-de-Siècle Museums is automatically granted to groups who have booked a visit and received written authorisation.

Drawing is not permitted in the Magritte Museum and temporary exhibitions. This restriction is due to stricter security measures for works of art on loan from private collectors and some Museums.

## **ADDITIONAL RULES FOR GROUPS**

### Article 24:

Authorisation to take notes on A4 paper, in pencil, in the rooms of the Oldmasters, Modern and Fin-de-Siècle Museums is automatically granted to groups who have booked a visit, are accompanied by their group leader and received written authorisation.

Taking notes is not permitted in the Magritte Museum and temporary exhibitions. This restriction is due to stricter security measures for works of art on loan from private collectors and some Museums.

## PHOTOGRAPHY, FILMING AND SURVEYS

### Article 25:

During public opening hours, visitors are authorised to photograph or film (including videos recording) the works of art exhibited in the Museums, using lightweight equipment and for private use only, except for those with an interdiction symbol.

Under no circumstances may the images be disseminated.

### Article 26:

Without written permission from Management, it is forbidden to use:

- flashes, lamps and other lighting apparatus
- tripods
- microphone booms.

### Article 27:

It is forbidden to photograph technical installations and equipment.

Any image, sound or other recording which might include the Museums staff or members of the public requires the consent both of the Director General and of the persons involved. In the event of violation of these rules, the Museums disclaim any responsibility towards third parties.

In case of image recording of the security staff or security facilities, the Royal Museums of Fine Arts of Belgium will file a complaint with the police.

### Article 28:

Without prejudice to the provisions of the preceding article, a special set of regulations drawn up by the Museum Management, applies to professional photography, film-making and the recording of radio and television broadcasts. These regulations are available through the communication service.

[communication@fine-arts-museum.be](mailto:communication@fine-arts-museum.be)

Any opinion poll or survey requires prior written approval of the Museum Management.

## **SAFETY OF PERSONS, WORKS OF ART AND BUILDINGS**

### Article 29:

Visitors must refrain from any act that can jeopardize the safety of persons, collections, facilities and property.

Any accident, health incident or abnormal occurrence should be immediately reported to a member of the security service.

Any doctor, nurse or first aider from the visiting public providing assistance are invited to show their professional card to a member of the security staff, and to stay with the person who has become ill or had an accident until evacuation. They are also invited to leave their contact details with the staff on site.

### Article 30:

If a fire breaks out, visitors must stay calm. The incident must be immediately reported verbally to a museum attendant. If the evacuation of the building is required, it should take place in an orderly and disciplined fashion under the supervision of the security staff and as instructed. The use of lifts is then prohibited. In the case of evacuation, the cloakrooms are not accessible.

### Article 31:

Any lost child is entrusted to a museum attendant and is taken to the internal surveillance office. This office is located near the Forum [the large hall in the Oldmasters Museum].

### Article 32:

No work of art can be moved by anyone other than the duly authorized staff of the Museums.

### Article 33:

In case of theft, attempted theft or vandalism in the Museums, emergency measures will be taken, including the closing of entrances and the monitoring of exits.

### Article 34:

In case of excessive numbers of visitors, disturbance, civil unrest, strikes, technical problems and in any situation that can potentially endanger the safety of persons or assets, the Museum Management may at any time of the day fully or partially close the Museums, or change the opening times.