



FAQ

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THE MUSEUMS, COLLECTIONS AND EXHIBITIONS

I am particularly interested in artwork “xyz”. Is it currently exhibited

Our collections are largely digitized, which is one of our core missions as a scientific institution. On http://www.opac-fabritius.be/fr/F_database.htm you can search the name of the artist, artwork, inventory number, etc in French and Dutch. Once you have clicked on the work of art of your choice, you can see under *Localisation / Bewaarplaats* (place of storage) in which part of the museum it is exhibited. If no place of storage is mentioned, the artwork is held in the storage rooms or restorations studios; or is temporarily on loan to another museum of cultural institution.

If you have to consult an artwork in the storage rooms within the framework of a recognized scientific research, please contact conservateurs@fine-arts-museum.be We will only deal with serious requests.

Why is the Musée Modern Museum closed for the moment?

The Musée Modern Museum is momentarily closed due to space limitation, without concrete plans for reopening in the near future. Sadly, the RMFAB have not been able to reach an agreement yet with the Federal Government and the Régie des Bâtiments/Regie der Gebouwen regarding a new space for the collections modern and contemporary art.

Currently, a number of sub-collections of the modern art collection are exhibited in the following museums:

1. Some early modern works of art, such as paintings by David, are on display at the **Musée Old Masters Museum**.
2. The **Musée Magritte Museum** houses the world's largest collection of paintings by one of the most famous surrealist masters. In addition, you will also find drawings, graphic works, etc.
3. The **Musée Fin-de-Siècle Museum** is dedicated to a specific period in modern art history. The museum creates an image of the Brussels art scene between 1868, the year in which the *Société libre des Beaux-Arts* was founded, and 1914. You will meet artists such as James Ensor, Henri Evenepoel, Fernand Khnopff, Léon Spilliaert and Georges Minne and discover art movements such as Impressionism, Symbolism, Wagnerism, Art Nouveau ...
4. The **Musée Meunier Museum** and the **Musée Wiertz Museum** are two satellite museums, dedicated to the 19th-century Belgian artists Constantin Meunier and Antoine Wiertz respectively.

In addition to the permanent collections, the RMFAB regularly organize temporary exhibitions, highlighting modern and contemporary artists. More information about our temporary exhibitions can be found here: <https://www.fine-arts-museum.be/en/exhibitions>.



TICKETS

Which tickets are available?

The RMFAB offer four types of tickets, which each allows you to discover a different trail throughout the museums.

1. **Collections (Old Masters + Fin-de-Siècle)**
This ticket gives access to the Old Masters Museum and the Fin-de-Siècle Museum.
2. **Musée Magritte Museum**
This ticket gives access to the Magritte Museum.
3. **Collecties + Musée Magritte Museum**
This ticket gives access to all museums situated on the central site of the RMFAB. This includes the Old Masters Museum, the Fin-de-Siècle Museum and the Magritte Museum.
4. **Temporary exhibitions**
The large temporary exhibition of the RMFAB take place in the exhibition rooms on floors -3/-4. These can be visited with a specific ticket for the exhibition. This ticket only gives you access to the exhibition, not to the permanent collections.

Smaller temporary exhibitions often take place in one of the museums, instead of our exhibition rooms. On the website page of the temporary exhibitions, it is always mentioned whether you need a separate ticket, or whether you can visit the exhibition freely with a ticket for the permanent collections.

An overview of all admission fees per ticket can be found here: <https://www.fine-arts-museum.be/en/visit/planning-my-visit/admission-prices>

I wish to book tickets online; how do I proceed?

Online tickets can only be purchased through the official website of the RMFAB. On <http://onlineticketing.fine-arts-museum.be> you can buy tickets for our Museums, for temporary exhibitions or for activities.

Click in the list on the museum/exhibition/activity/... for which you would like to buy a ticket. Here you can select the desired date and time of your visit. Afterwards choose the type of ticket and the number of tickets you wish to buy; and click on *Add to Shopping Cart*. Once you have added all the desired tickets to your shopping cart, click Continue.

You then have to register by creating an account. If you already have an account, you can click on *log in*.

Then you can pay online with Ingenico. We accept the following payment methods: VISA, MasterCard, American Express and Bancontact/Mister Cash.



When you have paid correctly, you will receive an email from us with your e-tickets. If you have not received this mail, please check your spam folder and/or junk mail folder before contacting us.

Attention: free tickets can never be reserved online. These are only available at the ticket office or at the ticket machines at the entrance of the Museums.

Should I book tickets in advance?

It is possible to buy tickets right before your visit, at the ticketing desk and the ticketing machines inside the museums. It is therefore not mandatory to buy tickets online in advance.

However, we do recommend visitors who plan to visit the Museums during the weekend or on public holidays to book tickets in advance. The same applies to visitors with a tight schedule.

The Museums work with a time slot system to protect the comfort of the visitors and the safety of the art works, which is why it is important to respect the starting time on your ticket. There is a margin of 30 minutes. When you buy your tickets in the Museum on busy days, you may have to wait until the next available time to start your visit, especially in the Magritte Museum. To ensure that you can visit the Museums at your preferred time, it is recommended to buy your tickets in advance.

Attention: free tickets can never be reserved online. These are only available at the ticket office or at the ticket machines at the entrance of the Museums.

Should I make a group reservation in advance?

Yes, to make your visit as smooth as possible, we ask your group to book in advance, whether you plan to visit with or without a guide. To groups who would like a guided tour, we ask to book at least 4 weeks in advance.

More information on group reservations can be found here: <https://www.fine-arts-museum.be/en/visit/planning-my-visit/group-reservations>

Why do you work with a time slot system?

Time slots are especially important in the Magritte Museum and the temporary exhibitions. Given the smaller dimension of the rooms, they allow fewer people in at the same time. To ensure the visitors' comfort and the security of the artworks, we have applied a time slot system in cooperation with the fire brigade. This way visitors can explore our Museum in the most comfortable way. It is therefore important to respect the starting hour on your ticket.



When you buy your tickets online, make sure to indicate the starting hour of your visit. There is a margin of 30 minutes. In case the only hour that is mentioned is 10:00 (or 11:00 for weekend days), we are not working with the time slot system that day and you can visit the museum at whatever time you wish.

How long is my ticket valid?

Tickets are only valid on the day mentioned on the ticket.

Different tickets allow you to visit multiple parts of the permanent collections on the same day. You can only visit these parts on the date indicated on the ticket. You cannot spread your visit over several days.

I won/received a free ticket. When can I use this?

A ticket showing a 0.00 euro value, that you obtained through a contest or from an acquaintance, can be used whenever you want and gives free access to the museum or the exhibition mentioned on the ticket. Like standard tickets, free tickets are only valid for one day.

Do not pay attention to the date printed in small. This corresponds to the date the ticket was printed.

Can I visit the Museums with a museumPASSmusées?

We do not partake in the project of the Museum Pass. Though we do not exclude the possibility of joining the project in the future, we have no such plans for the moment.

As federal institution, one of our main goals is to make our museums as accessible as possible for all kinds of visitors. For example, the Museums are free for anyone under 19 years old and our permanent collections are free every first Wednesday afternoon of the month.

Sadly, we do have to keep in mind a reality in which we are increasingly dependent on our own income. Besides the budgetary concerns, the procedure to partake in such a venture is quite heavy for a federal institution. Several external partners need to give their approval.

Visitors that are specifically interested in the RMFAB and wish to have unlimited access to both the collections and the temporary exhibitions, can always take a look on the website of the Friends of the Museum (<http://becomeafriend.be>).

Can I visit the museum with an Article 27 ticket?

Yes, the RMFAB participate in the "Article 27" action with their permanent collections.

An "Article 27" ticket [worth 1.25 €] gives you access to the permanent collections. The ticket can be used to visit the Magritte Museum or the Old Masters Museum and the Fin-de-Siècle Museum. However, the



ticket never gives access to temporary exhibitions and additional activities organized in the Museums (unless they can be visited free of charge with a ticket for the permanent collections).

Is it possible to cancel or exchange my tickets?

After payment, there is no right of withdrawal. The RMFAB do not accept cancellations by the client after payment of entrance tickets or reservations. The reimbursement of tickets can only take place if an error has been made by the staff or the ticketing system of the RMFAB.

Temporary closure of museum rooms or changes to the exhibited works do not give rise to a refund or exchange of the admission ticket.

I am a teacher. Can I visit the museum for free?

Belgian teachers, in possession of a Belgian teacher's card, enjoy free access to the Magritte Museum, the Old Masters Museum and the Fin-de-Siècle Museum. For temporary exhibitions, they can buy tickets at a reduced price.

Teachers do not need to reserve their tickets in advance. To receive your free ticket or buy your ticket at a reduced rate, please show you teacher's card at the ticketing desk in the museums.



YOUR VISIT

How do I reach the Museum?

The RMFAB are located in the center of Brussels, within walking distance of the Central Station and next to many tram and bus stops. There are also various parking facilities nearby.

The Wiertz Museum & the Meunier Museum are both located in the district of Ixelles, and are also easily reached with public transport.

All information can be consulted here: <https://fine-arts-museum.be/en/visit/planning-my-visit/access>

Attention: The center of Brussels is a low-emission zone. Not all vehicles are allowed to enter. More information: <https://www.brussel.be/lez>.

Are the Museums accessible for everyone?

We aim to make our collections and museum spaces accessible to all visitors, regardless of their specific mobility needs.

Visitors with reduced mobility can make use of the following entrances:

Regentschapsstraat 1A / Rue de la Régence 1A

In front of the entrance at Regentschapsstraat 1A, there are two parking spaces for people with a physical disability. These cannot be reserved.

Wheelchairs, both manual and electric, are allowed in the museums. However, for the safety of the works, the visitors and the staff, we do not allow mobile scooters. It is possible to borrow a free wheelchair on site, if you do not have a wheelchair or if your wheelchair (mobile scooter) is not allowed in the rooms.

All information you need to make your visit as smooth as possible, can be found on the following page: <https://fine-arts-museum.be/en/visit/planning-my-visit/visitors-requiring-assistance>

What are your opening hours?

You can find the opening hours of our Museums here: <https://www.fine-arts-museum.be/en/visit/planning-my-visit/opening-hours>.

Attention: the opening hours during the week differ from those during the weekend; and not all Museums have the same opening hours.



When are the Museums closed?

COVID-19 UPDATE: please consult our website for up to date information regarding the opening hours of our museums. Due to certain measures, not all collections might be accessible to the public.

The Magritte Museum, the Old Masters Museum, the Fin-de-Siècle Museum, the Wiertz Museum and the Meunier Museum are closed on Mondays.

During the weekend (Saturday and Sunday), the Wiertz Museum and the Meunier Museum are open only for groups escorted by a guide from our Cultural Mediation Department.

Apart from these days, the Museums are closed on following bank holidays: January 1, second Thursday of January, May 1, November 1, November 11 and December 25. On December 24 and 31 the Museums close at 14:00.

Why are the Museums closed on the 2nd Thursday of January?

Once a year, we organize a training day for our staff. To ensure the participation of all staff members, it is held on the second Thursday of January, just after the Christmas holidays.

When are the Museums open for free?

COVID-19 UPDATE: please consult our website for up to date information regarding the opening hours of our museums. Due to certain measures, not all collections might be accessible to the public.

The Meunier Museum and the Wiertz Museum can permanently be visited for free. The other permanent collections of the RMFAB are accessible for free every Wednesday afternoon of the month after 13:00, unless this Wednesday falls on a bank holiday. It is not necessary to make any reservations.

Attention: this offer is only valid for the permanent collections (Old Masters, Fin-de-Siècle, Magritte), not for large temporary exhibitions

Can I take photos in the Museums?

Taking photos is allowed (and encouraged!) in the Museums, with the exception of some works in the Magritte Museum and possibly in the temporary exhibitions [at the owner's request]. These art works are always marked with a pictogram.

Attention: with the safety of our heritage in mind, we ask visitors to photograph without flash, tripods and/or selfie sticks.



Are bags allowed in the Museums?

At the KMSKB a cloakroom as well as luggage lockers are made available to all visitors free of charge.

- The cloakroom gives the visitor the opportunity to leave behind items of clothing, walking sticks and umbrellas free of charge during the museum visit.
- The lockers give the visitor the opportunity to store hand luggage, handbags and objects free of charge during the museum visit. They cannot be left in the cloakroom.

The maximum dimensions for hand luggage, handbags and objects allowed in the Museums are 34 x 22 x 12 cm. For all larger items, the visitor is requested to use the free lockers. Bags that can be carried on the back are never allowed in the Museums, regardless of size.

There are different sized lockers in the museums. The lockers at the main entrance (rue de la Régence) have following dimensions: 38x38x55cm or 38x58x55cm. In the Magritte Museum, the lockers have following dimensions: 39x39x54cm or 40x61x46cm. In order to use these lockers, you will need a coin, which will be returned afterwards. If you do not have a coin with you, you can borrow a token from our staff at the desk of the cloakroom. Alternatively, there is also a currency exchange machine opposite the toilets in the entrance hall.

Travel luggage, folding bicycles, steps and other large items cannot be left behind. The nearby Central Station (a 5-minute walk away) has payed storage facilities for travel luggage and large objects. In the Rue du Musée and the Rue de Régence , you can also find bicycle parking.

How do I sign up for one of your activities?

On the website page of the activity, is always listed how to sign up. It is mentioned in the right hand column, which holds all practical information. Reservations are either made through our reservations service or via online ticketing.

Can I guide in the Museums?

COVID-19 UPDATE:

Due to present measures in reaction to the COVID-19 pandemic, we are currently not granting any visitors, group supervisors or independent guides to guide inside any of our museum spaces.

I'm a group leader. Can we eat our packed lunch at the museum?

Unfortunately we do not have a dining area at the museum. Therefore, it is not allowed.



OTHER

How do I sign up for the RMFAB's newsletter?

On www.fine-arts-museum.be, you can find a registration button in the bottom right corner of the first page, in the footer. Enter your email address to receive our quarterly Newsletter and the occasional newflash.

How do I organize a report/recording/shoot in the Museums?

For the authorization of recordings and photoshoots, please fill in the [application form](#) and send it to our Press Relations Officer [Samir Al-Haddad](#). Note that, given the large number of requests, we are unable to accept/grant every request free of charge.

I'm a journalist. How can I be added to your press list?

Please send an email to our Press Relations Officer [Samir Al-Haddad](#), mentioning which media you are writing for or dealing with.

I have art work "xyz" in my possession. Can I get an estimate of its value?

If you wish to check the origin, authenticity or value of a painting, it must be done via the [Belgian Chamber of Experts in Artworks](#). As museums, we are exclusively engaged in the preservation, protection and investigation of our own collections, which belong to the state.

Do you offer tickets for tombolas/charities/school events?

We receive a lot of these requests every week. Sadly, it is financially impossible for us to grant all these requests. For this reason, we have regretfully decided not to accept any requests of this type.