Royal Museums
of Fine Arts of Belgium

FAQ

Royal Museums of Fine Arts of Belgium

1 Tickets & reservations

1. What are the prices and the discounts ?

You can find information about ticket prices here :

Fine Arts Museum

Prices vary according to the category you are in. Please note that free tickets are only available on presentation of a valid document

2. Where can I buy tickets?

You can buy tickets on site or at the ticket machines located at the entrance to the museum, or from our staff at the ticket desks located in the same area. However, the number of tickets available per time slot is limited. You can also buy tickets online via the Museums website. Please note that for school visits, you must contact our reservations department at least 1 month in advance (subject to availability):

Reservation@fine-arts-museum.be

The Museums work with a system of time slots to ensure the comfort of visitors and the safety of the works, this is why it is important to respect the time indicated on your ticket. A 30-minute margin is accepted. When you buy your tickets at the museum on busy days, you may have to wait for the available time slot to start your visit, especially at the Magritte Museum. So that you can visit the museums at a time that suits you, it is recommended to buy your tickets in advance.

3. Are audio guides available?

Audioguides can also be booked online and collected from the Friends of the Museums info desk on arrival. This desk is located in the main forum of the museum. You can reserve an audioguide online or hire one from the ticket office or kiosks. The audio guides are available in FR, EN, NL, IT, SP, and other languages.

4. I was unable to print my tickets. What should I do?

Simply display the tickets you have received by email on your smartphone.

5. I bought my ticket online but I haven't received a confirmation email. What should I do now?

The e-ticket will not be sent until payment has been received. This may take a few minutes, but if it takes longer , first check your junk mail and the accuracy of the e-mail address you have provided. After this check, if you still have not received an e-ticket, do not hesitate to contact our box office during the week:

ticketerie@fine-arts-museum.be

At weekends, our colleagues at the cash desk will always be able to help you if you come with proof of payment. Please let them know the date of the visit by showing the proof of payment.

6. How long is my ticket valid?

Tickets are only valid on the day mentioned during the opening hours of the RMFB. If you have bought your ticket in advance, you can change the date of your visit for compelling reasons (event, train problems, illness, etc.) by contacting the MRBAB reservations department at the following e-mail address :

ticketerie@fine-arts-museum.be

Please note: any change to the date of your visit will be effective upon receipt of a confirmation email.

Different tickets allow you to visit different parts of the permanent collections on the same day. You can only visit these sections on the day indicated on your ticket. You cannot spread your visit over several days. If you are unable to visit, no refunds will be made.

7. I've won/received a free ticket. When can I use it?

A ticket worth €0.00, that you received through a competition as a gift, can be used whenever you wish and gives free access to the museum or exhibition mentioned. Like standard tickets, free tickets are valid for one day only.

Don't be fooled by any date displayed in small print on the ticket: this is the date when the ticket was printed

8. Can I visit the museum with a Museum PASS?

We do not participate in the Museum Pass system. Although we would not rule out the possibility of joining the scheme in the future, we are not involved at the moment.

As a federal institution, our mission is to make our museums as accessible as possible to as many visitors as possible. For example, the museums are free for under-19s and our permanent collections are free of access every first Wednesday afternoon of the month.

Unfortunately, we are increasingly dependent on our own income. However, visitors who are specifically interested in the RMFAB and who wish to have unlimited access to the collections and temporary exhibitions can become members of the Friends of the Museum and find out about the various activities from which they can benefit on the Friends of the RMFAB website.

9. I'm a teacher. Can I visit the Museums for free?

All teachers holding a valid teacher's card have free access to our permanent collections (currently: Magritte Museum, Old Masters Museum, Meunier Museum). For temporary exhibitions, teachers receive a discount on their admission ticket. Free tickets for teachers are only available at the ticket office and not online.

Only teachers have free access to the museum's collections. If a companion is present, he or she must purchase a ticket online or at the ticket Museums office.

2 Plan your visit

1. What are the opening hours of the Museums?

The Magritte and Old Masters Museums are open :

- Tuesday to Friday, 10am to 5pm
- Saturdays, Sundays and public holidays from 11 am. to 6 pm

The Musée Meunier is open :

- Tuesday to Friday, 10am to 12pm and 12.45pm to 5pm

Please note that the Wiertz Museum has been temporarily closed for works.
The Museums of Modern Art and Fin-de-Siècle are closed.

Please also note that :

- The Museums are closed on Mondays.
- As the Museums close at 5pm, visitors are asked to leave the galleries at 4.45pm after announcement.
- Ticket sales close 45 minutes before the Museums close- Les week-ends : uniquement

2. When will the Musée Fin-de-Siècle and the Musée Wiertz reopen?

Since 8 January 2024, the Musée Fin-de-Siècle has been closed to the public. This is because the Royal Museums of Fine Arts of Belgium are entering a new phase of works that will require a different use of spaces.

This transitional phase represents an opportunity to rethink the vision, values and missions of the Royal Museums of Fine Arts of Belgium. The objective of the Museums remains, of course, to ensure that the collections are as accessible as possible to the public.

Further information will be available in the coming months on the RMFAB website and through official channels.

As for the Wiertz Museum, it has been closed for works since 11/10/24.

3. What are the exceptional closing dates? Will the museum be open over the festive season?

The Museums close their doors on a few exceptional dates. In 2025, the Museums will be closed on the following dates: 01/01, 01/05, 18/06, 01/11, 11/11 and 25/12.

On 24/12 and 31/12, the Museums close at 3pm and ticket sales end at 2pm.

However, exceptional closures may occur, details and times of which are communicated on the RMFAB website and official channels. We therefore recommend that you check our website before planning your visit.

4. How long does a visit to the Museums take?

The length of your visit to our institution is entirely up to you! Perhaps the Magritte Museum will be more to your liking? Or the Old Masters Museum? Or both?

You are free to organise your visit as you wish. Museums close at 5pm. Visitors spend an average of 90 minutes in the museum. As long as you wish to see all the collections, allow half a day to a full day.

Our 2 smaller museum-workshops, the Wiertz Museum and Meunier Museum, take an average of 45 minutes to visit.

5. Do *Happy Wednesdays* offer full access to the Museums?

Every first Wednesday of the month, from 1pm, the RMFAB open the doors of their permanent collections to visitors free of charge.

At present, the Museums are the Magritte and Old Masters Museums.
Access to the Meunier and Wiertz Museums remains free of charge (open Tuesday to Friday, 10am to 12pm and 12.45pm to 5pm, weekends only for groups booked in advance with a museum guide). Please note that since 11/10/24, the Musée Wiertz has been temporarily closed for renovation.

Plan your visit.

If the first Wednesday of the month coincides with an RMFAB closing day, Happy Wednesday will not be rescheduled.

However, you will need to go to the ticket office, and it is not currently possible to book tickets online for Happy Wednesday.

6. Can I bring my pet?

Pets are not accepted. However, if you have a disability, you may be accompanied by a guide dog. To obtain this authorisation, you will need to contact our services to plan, book and notify the security department of your arrival.

Please contact us directly when you make your booking. You can contact us directly via :

museesurmesure@fine-arts-museum.be

7. Can I take a guided tour?

Yes, we organise guided tours and workshops for individual visitors. Check the diary for dates and themes:

Our agenda

8. How can I register for one of your activities?

On the «activities web page», you will always find information on how to register in the «practical information column on the right. Bookings can be made either through our booking service or via the online ticketing service.

9. Is it possible to have a picnic?

Unfortunately, we have no space in the museum that can be used for groups to have lunch. Picnics are not permitted. So plan to eat your lunch outside the Museums. Moreover, picknicking is not possible inside the Museums. At the moment, It is not possible to eat there.

3 During your visit

1. How long does a visit to the Museums last?

Once you arrive at the Museums within the time slot you have chosen, you are free to spend as much time as you like in the galleries

2. Are changing rooms available? Are they free?

Yes, free cloakrooms are available at the entrance to the Forum, near the ticket offices and also at the entrance to the Magritte Museum. A €1 or €2 coin is required and recoverable. You can ask the nearby security guard for a token.

Lockers are of various sizes:

Old Masters Museum

- 38x38x55cm
- 38x58x55cm

Magritte Museum

- 39 x 39 x 54cm
- 40 x 61 x 46cm (no coin required).

Items larger than the size of the lockers may not be left in the lockers or nearby. It is therefore essential that you arrange a place to leave your oversized items before your visit. In the vicinity, the following options are available:

- Brussels-Central Station offers several paid storage facilities for travel luggage and large items.
- The Bounce platform also provides luggage storage services nearby.

Items deposited must be collected on the same day. You are personally responsible for any valuable items you leave in safekeeping.

Scooters, large suitcases and folding bikes are not allowed in the changing rooms. In addition, we do not have bicycle parking

For more information on the objects prohibited in the Museums, please refer to the visitor regulations below:

Visitor regulations

3. Are pushchairs allowed inside the Museums?

Yes, pushchairs are allowed throughout the Royal Museums of Fine Arts of Belgium.

Moreover, our facilities allow you to move from one floor to the next with complete peace of mind. All you have to do is ask the nearest security guards to point you to the nearest lift.

4. What should I put in the cloakroom? What can I take with me during my visit

Large bags, rucksacks and umbrellas must be left in the cloakroom during your visit. The same goes for food and drink.

If you need a cane or support to move around, please leave your own in the cloakroom. Our guardians will provide you with an approved cane.

4 Group visits

1. Can I visit the various museums in a group? (Only by appointment and reservation for Meunier and Wiertz Museum)

It is possible to visit our institutions as a group. To do so, you must make an appointment at least one month in advance at the following address to ensure you have a place and a guide (subject to availability) :

Reservation@fine-arts-museum.be

In addition, the Cultural Mediation Service offers a wide range of guided tours. These activities can be found on the following page :

Our agenda

Please note that it is also possible to take a guided tour of the Meunier and Wiertz Museums (currently inaccessible), but by appointment only.

2. Do I need to book in advance if I'm bringing a group?

Yes, large groups (over 15 people) must always book their visit in advance, even if it's not for a guided tour. Reservations can be made via the email address :

Reservation@fine-arts-museum.be

3. I would like to book a guide. How far in advance do I need to do this?

You must book a guided tour or workshop at least one month in advance. Please note that tours are subject to availability.

4. Do I have to order tickets in advance?

Groups of less than 15 people do not need to book. However, we recommend that you reserve your access, as the number of tickets available per time slot is limited.

5. Do I have to pay directly when booking?

Group bookings must be paid in advance.

6. Can I receive an invoice?

For group bookings, you will receive a booking confirmation by email in which we will ask you to make a transfer to pay the guide and entrance tickets. Only government organisations may pay by invoice and only after submitting an official order form.

For group bookings, you will receive a booking document which, together with proof of payment, should be sufficient for your accounting purposes. No invoice is provided for tickets purchased at ticket offices, ticket machines or via the website

5 Accessibility

1. Where are the Royal Museums of Fine Arts of Belgium located?

The RMFAB is made up of various museums on several sites:

- **Magritte Museum:** Entry with an electronic ticket is at Place Royale, 2 - 1000 Brussels. If you don't have an e-ticket, you shoud enter via the Old Masters Museum (Rue de la Régence, 3 - 1000 Brussels) to buy a Museum ticket and go to the Magritte Museum through an internal circuit.

- **Old Masters Museum :** Rue de la Régence, 3 - 1000 Brussels
- **Wiertz Museum (temporary closed since 11.10.2024) :** Rue Vautier, 62 - 1050 Brussels
- **Meunier Museum :** Rue de l'Abbaye, 59 - 1050 Brussel

2. How to get there by public transport?

Our Museums are easily accessible. Regarding the main site of the RMFAB (Magritte and Old Masters Museum) :

-By train: Brussels Central Station - The museum is accessible on foot from Brussels Central station (5 min walk).

- **By metro:** lines 1 and 5 - Gare centrale stop (the nearest)
- **By bus:** lines 38, 71, 95 - Royal stop
- **By tram:** lines 92 and 93 - Royal stop

3. Can I park in front of the Museums?

The Museums do not have a car park for visitors. However, public parking spaces are available in the vicinity for a fee. Disabled parking spaces are also available in front of and near our institutions. Please note that the RMFAB is well served, making it easier for you to travel by public transport.

Please note that the centre of Brussels is a low-emission zone. Not all vehicles are allowed to enter. For more information, click here.

4. Are the RMFAB accessible for wheelchair users and parents with pushchairs?

Yes, wheelchair users and parents with pushchairs can use the entrance to the right of the main stairs, Rue de la Régence 3. A security guard is always nearby to guarantee access. Inside, the rooms are wheelchair accessible.

Disabled parking spaces are available in front of the entrance on Rue de la Régence. Please note that certain models of electric wheelchair are not authorised due to the presence of batteries.

5. When will the renovation works start? How will the RMFAB be affected?

The Building Agency is planning a major phase of works, starting in 2026. It will involve renovating the two upper floors of exhibition rooms and the roof of the «Extension» building in rue du Musée (currently inaccessible to the public), as well as refurbishing the entrance hall in rue de la Régence.

Our teams are currently preparing for the actual phases of the renovation by transforming the spaces of the former Fin-de-Siècle Museum into storerooms and emptying the spaces in a wing that is not accessible to the public (the «Extensions»). In a few months' time, we will begin to move some of the works into this part.

At the same time, we are in the process of designing a new Museum circuit trail that will run from the 15th to the 21st century. It should be accessible by 2026. This is also the reason why we will not be organising any new exhibitions in-house at the moment: we need time to prepare this new route, reorganise certain areas, design the scenography and move the artworks.

6 Collections

1. How do I know if a work is part of the RMFAB collection? How do I know if the work is currently exhibited/visible to the general public

If you would like to know more about a particular work, to find out if it is part of the collections of the RMFAB, you can visit the «collection» page of our website:

Collections

This page contains information about the works in our collection. However, if you would like to get more practical and precise information about the work, you can visit our «FABRITIUS» tool. This tool contains a technical data sheet for each of the works in our collection:

FABRITIUS

2. How can I contact the collections curators?

If you wish to contact a curator of the Royal Museums of Fine Arts of Belgium, please contact the following e-mail address:

info@fine-arts-museum.be

7 Events

Can I use the Museum for a private event?

If you would like to organise an event at the RMFAB, it is possible to privatise the premises.
For more information, please contact the events department at the following address:

Events@fine-arts-museum.be

You can already find information on this page:

Booking

8 Museumshop & Magritte Shop

1. Do I have to pay admission to the Museum to access the Museumshop and Magritte Shop?

No. Admission to the Museumshop and Magritte Shop is free.

2. What are the opening hours of the Museumshop?

The Museumshop is open during Museum opening hours:

- **Tuesday-Friday:** 10.00am - 5.15pm
- **Saturday-Sunday:** 11.00 am - 6.00 pm
- **Closed on Monday**

3. Can I order online?

We don't have an online shop but you can always contact us for more information via :

- **For the Museum shop** : museumshop@fine-arts-museum.be or +32 (0)2 508 34 20
- **For the Magritte Shop :** magritteshop@fine-arts-museum.be or +32 (0)2 508 25 54

4. What can I buy in the Museumshop and Magritte shop?

The Museumshop offers a wide range of books, jewellery and gifts. In the Museumshop, specialised literature rubs shoulders with popular works, alongside a special corner dedicated to children. In addition to the usual range, you can choose from all kinds of gadgets, jewellery, ceramics and textiles, as well as catalogues of temporary exhibitions held in our museums.

The Magritte Shop also offers a wide range of souvenirs relating to the universe of the Belgian icon.

5. Is there a loyalty card?

No, there is no loyalty card for either shop.

9 Other

1. Are photo shoots and filming allowed at the RMFAB ?

Unfortunately, no shooting or filming requiring equipment other than a smartphone or camera is permitted. We receive a huge number of requests of this type, but it's impossible at the moment to supervise them safely for individuals, in any case.

Shooting for the press or our privileged partners is possible on request. For press enquiries, please contact press@fine-arts-museum.be and for all non-press enquiries events@fine-arts-museum.be enclosing a completed shooting form.

However, the museum square is open to the public and offers an interesting outdoor setting...

2. Can I take photos and videos of the Museums?

It is permitted to take photos and videos within the RMFAB for private use.

However, it is important to follow certain rules:

- Keep a reasonable distance from the works
- Be careful of surrounding works of art, statues, etc
- Respect other visitors
- Do not bring selfie poles, flash units or other cumbersome devices.

Please note that it is forbidden to take bags on the tour. You will be asked to leave them in the lockers at the entrance. The same applies to mechanical feet, non-approved walking sticks, etc. The guardians on site will warn you and try to find a suitable alternative to ensure you have a pleasant visit.

Please respect other visitors and Museum staff and any wishes they may have not to appear in your images.

3. I am a journalist. How can I be added to your press list?

You can send an e-mail to our press officer, Hélène Lebailly, indicating the media outlet you work for: Helene.Lebailly@fine-arts-museum.be

4. I have the work «xyz» in my possession. Can I get an estimate of its value?

If you wish to verify provenance, authenticity or value of a painting, we advise you to contact the Belgian Chamber of Art Experts. As a Museum, we are dedicated solely to the conservation, protection and study of our own collections, which belong to the State.

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

Financially, it is impossible for us to respond to this type of request and we have decided, with regret, to no longer respond favourably