

GROUP WELCOME SERVICE TO THE ROYAL MUSEUMS OF FINE ARTS OF BELGIUM

PREPARE YOUR VISIT

In order to prepare your visit, please do check the interactive and educational website of our cultural mediation department (www.extra-edu.be), the

online catalogue (www.opac-fabritius.be), the websites of our permanent collection and the Magritte museum

(www.fine-arts-museum.be and www.musee-magritte-museum.be). The website of the RMFAB also gives you useful and practical information on how to organize and book a group's activity in our Museums.

In case you need to show specific works to your group, please indicate this on the booking form. Our services will inform you whether these works are on show the day of your visit. Certain works may not be available during your visit due to a temporary loan to another museum or a restoration.

GROUP ARRIVAL

Groups must check in at the Gresham entrance (Koningsplein 3, 1000 Brussels); (between the Museum Brasserie and the Museum Shop). Please do arrive 10 to 15 minutes before the time mentioned on the confirmation letter (= start of your visit), so that your visit can start and finish on time. The guides are required to keep within the stated times.

WITHIN THE WALLS OF OUR MUSEUMS

We expect our visitors to:

- behave correctly and show respect towards the museum and its staff and towards other visitors;
- respect the calm and quiet of the museum (including in passages and cloakrooms);
- stand at least one meter away from the works of art;
- comply with the instructions given by the museum staff.

Visitors are allowed to take pictures (without a flash) unless indicated otherwise (see pictogram next to the work in question).

It is forbidden to:

- point to works of art with any sharp or cutting object (ballpoint, ruler, pencil, ...);
- make (mobile) phone calls during the visit;
- yell or raise your voice in our museums;
- run;
- lean against walls, pedestals, ...;
- touch the works of art;
- lie on the floor;
- make graffiti, inscriptions, marks or stains;

TICKETS & GUIDES

All reservations will be paid in advance by bank transfer. On arrival, the group leader will present himself at the reception desk in the forum with the confirmation letter (and proof of payment in case of late payment). In order to make your group visit as pleasant as possible (mainly assure your activity starts on time and can be completed), we strongly advise you to pay in advance to avoid any queues that could delay your visit.

In addition to the tickets, the group leader will receive the museum rules as well as green badges which every person in charge of the group must wear in the museum.

Important notice: advance bookings are not refundable. If necessary, additional tickets can be bought on the day of the visit. Please note that we can give no guarantee concerning tickets for the Magritte museum (limited numbers per hour) and the temporary exhibitions.

It is forbidden to sell unused tickets within the walls of our museums.

THE CLOAKROOM

For conservation and security reasons, large bags, umbrellas and impeding objects are not allowed in the galleries. Only groups with reservation are guaranteed access to a group cloakroom.

THE GUIDE

The guide will meet the group at the reception desk. The group leader and the guide will break the group down into smaller ones if needed. Groups consist of 12 to 15 students or 15 to 20 adults. Each group must be accompanied by a proper leader/supervisor.

THE VISIT/THE ACTIVITY

The length of the activity (see confirmation letter) cannot be exceeded.

The tour can be shortened at the request of the group. If so, the guide(s) must be notified at the start of the tour.

Important notice: only museum guides are entitled public speaking in temporary exhibitions and in the Magritte Museum!

In the event of large numbers of visitors in the galleries of the permanent collection, the museum guides have priority.

IN THE GALLERIES

Every leader is responsible for his group: all participants must stay with their group leader throughout the duration of the visit or guided tour.

Groups who want to take notes or to draw in the Museums, need to request this in advance. After approval, the group will be granted a written authorization to take notes or draw on A4 paper, in pencil. Only groups who have booked a visit in advance can request this authorization.

VISIT WITH EXTERNAL GUIDE & PERMITS TO SPEAK

An external guide accompanying a group or a teacher who wants to act as guide in the RMFAB must request written permission from the reservation service (reservation@fine-arts-museum.be) specifying the context of the visit (origin of the group, lesson, theme ...), the time and the specific location (Old Masters Museum, Bruegel room, Fin-de-Siècle Museum, Wiertz Museum, Meunier Museum) at least two weeks in advance of the visit.

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Permission will not be granted on the day of the visit itself.

Due to the high number of visitors, permission to act as a group guide will only be given for the Old Masters Museum, the Fin-de-Siècle Museum, the Wiertz Museum and the Meunier Museum, subject to availability and to the number of visitors in the rooms.

Permission will not be granted for the Magritte Museum or temporary exhibitions.

The cost of a permit to act as a guide is €25 per group of 15/20 persons and per speaker and is payable before the visit.

Exception: teachers in Belgian schools can obtain a free permit to act as a guide by submitting a justified request by email to [reservation@fine-arts-museum.be], accompanied by a copy of their teacher's card.

Subject to approval of the pedagogical project the Museum will grant a free permit. If no suitable pedagogical project is submitted then the permit will be charged for at the standard rate of €25.

IN PRACTICE

- At the information desk for groups you will receive in exchange for your letter of confirmation a badge entitling you to speak as a guide in our rooms.
- The museum remains a public place. Please have respect for other visitors and other groups. The right to speak does not give the right to monopolize rooms or works of art for a long period of time.
- Groups are limited to a maximum of 15 (children) or 20 (adults) per speaker/lecturer/guide/facilitator.
- Please hand in your badge at the end of your visit at either the group information desk or the cloakroom.

OTHER INFORMATION

CANCELLATION AND MODIFICATION

Visits must be cancelled at least 14 days prior to the scheduled date; this rule also applies to modifications (more or fewer participants, guides, ...). Only cancellations and modifications in writing will be taken into account!

MUSEUMCAFÉ

Take a quick lunch or a relaxing break in our museum!

Regentschapsstraat/rue de la Régence 3, 1000 Brussels.
More information: +32 2 508 34 91

PICNIC FOR SCHOOLS

Royal Library of Belgium [Albertina, cafeteria on the 5th floor]:
Entrance Kunstberg [down the steps].
More info: educdien@kbr.be | +32 2 519 5372

GENERAL VISITORS REGULATIONS AND OTHER PRACTICAL INFORMATION

To prepare their visit, group leaders can always take a look at our website: www.fine-arts-museum.be/en/visit/planning-my-visit

Here you can find all information on safety measures and the general visitors regulations.

If you wish more information, we suggest you contact our Cultural Mediation Department.

More information:
www.fine-arts-museum.be/en/education
T +32 2 508 33 61 [NL] | +32 2 508 33 69 [FR]

We hope you enjoy your visit to the RMFAB!