

## Terms & Conditions for Supervised Activities and Unsupervised Group Visits

These terms & conditions apply to all visitors who book a supervised activity or unsupervised group visit at the Van Gogh Museum.

### Definitions

Supervised activities are understood to mean all guided tours, workshops and other activities involving a supervisor or guide arranged by the Van Gogh Museum, which can be booked for groups and for individual visitors.

An unsupervised group visit is understood to mean an independent visit by a group of visitors without a supervisor or guide arranged by the Van Gogh Museum.

### Booking

Supervised activities and unsupervised group visits at/to the Van Gogh Museum must be booked at least two weeks in advance via the website

[www.vangoghmuseum.nl](http://www.vangoghmuseum.nl).

A limit applies to the number of bookings per (booking)party. A party may book a maximum of 20% of the total available start times for a group visit or a supervised activity per week. Furthermore, from this 20% a maximum of 1 group visit per day and 1 group visit per weekend is allowed.

### Changing visit date

The following provisions apply to changing the date of a visit:

- The visit date can be changed up to two weeks before the booked visit date.
- The proposed new visit date can only be within two weeks of the original visit date, and based on availability.

Date change requests can be made by contacting the Van Gogh Museum via [reserveringen@vangoghmuseum.nl](mailto:reserveringen@vangoghmuseum.nl).

### Changing group size

The following provisions apply to changing the group size:

- The sum paid for the entrance tickets that are no longer required will not be refunded.
- The sum paid for guides that are no longer required will not be refunded.
- The sum paid for audio tours that are no longer required will not be refunded.

### Cancelling the visit

In the case of cancellation of a supervised activity or an unsupervised group visit, no refunds will be made. Those wishing to cancel a supervised activity or unsupervised group visit should contact the Van Gogh Museum via:

[reserveringen@vangoghmuseum.nl](mailto:reserveringen@vangoghmuseum.nl).

### **No-show and late arrival**

In the case of a no-show, the cost of the supervised activity or unsupervised group visit (including entrance tickets and/or audio tours) will not be refunded. Late arrivals will be denied access to the museum, and the cost of the supervised activity or unsupervised group visit (including entrance tickets and/or audio tours) will not be refunded.

If you are delayed or it appears that you and your (school) group are going to arrive too late, please contact the Van Gogh Museum by calling +31 (0)20 5705 200. In each individual case, the museum will determine on a discretionary basis whether there is still space for the group in the museum. In the case that a guided tour has (also) been booked, this will be cancelled or shortened.

### **Availability of guides**

The Van Gogh Museum always makes every effort to ensure that a sufficient number of guides are available. In the unexpected case that the required number of guides cannot be provided, the contact person or person who made the booking will be contacted to discuss an alternative.

### **Payment**

Payment for supervised activities and unsupervised group visits is made electronically at the time of booking. Payment can be made using various online payment methods, such as iDEAL or credit card. Dutch schools can also pay using the Cultuurkaart, or subsequently by invoice. It is not possible to pay in person at the museum.

### **General Terms & Conditions for Visitors**

The Van Gogh Museum's [General Terms & Conditions for Visitors](#) are applicable to all participants of supervised activities and unsupervised group visits.

### **Questions?**

In the case of questions regarding a booking, the Van Gogh Museum can be contacted as follows:

- By email via [reserveringen@vangoghmuseum.nl](mailto:reserveringen@vangoghmuseum.nl).

By telephone (on workdays from 9.00 to 17.00): For supervised activities: +31 (0)20 5705 246

For unsupervised group visits: +31 (0)20 5705 200