

Corona Protocol stipulating terms and conditions for visitors

In order to comply with the Dutch National Institute for Public Health and the Environment (RIVM) guidelines, The Mesdag Collection has taken a number of measures laid down by this Protocol. In addition to our [Terms and Conditions for Visitors](#), this Protocol applies to anyone who purchases a ticket or has purchased a ticket before 13 March 2020, and visits The Mesdag Collection from 1 June 2020. So that everyone can visit the museum safely and comfortably, we ask our visitors to adhere to the measures and follow the advice of the RIVM.

General

- Our staff regularly wash their hands thoroughly.
- In order to protect each other, plexiglass screens have been placed where possible so that there is no direct contact between visitors and staff.
- The museum is cleaned regularly.
- At various points in the museum, we provide hand sanitiser so you can clean your hands.
- Please wash your hands before and after your visit to The Mesdag Collection.
- Please keep a minimum of 1.5 metres distance from other people. Families and other groups should keep 1.5 metres distance from others as a unit.
- Always follow the instructions given by The Mesdag Collection staff. They will specifically oversee compliance with the safety guidelines laid down in this Protocol and make every effort to ensure that your visit is as safe and enjoyable as possible. If you have any questions about our safety guidelines, please ask our staff (while maintaining a suitable distance).

Tickets and admission

- Tickets can only be purchased online for a particular time slot. Tickets cannot be purchased at the museum itself.
- You can book and purchase up to four tickets per person. Please do not visit the museum with a large group, as this makes it more difficult for our staff and other museum visitors to comply with RIVM guidelines.
- Please arrive on time. Unfortunately, you cannot visit the museum after your booked start time. This is due to the limited capacity of the museum as a result of the guidelines issued by the RIVM.
- If you arrive later than your booked start time, unfortunately, we cannot allow you to enter the museum. You are also not entitled to a reimbursement of the cost of your tickets in this case.
- Admission to The Mesdag Collection is with your e-ticket. You can have your ticket (printed out or on your smartphone) scanned by our staff at the desk in the entrance hall.
- A maximum of 2 people is allowed in the lift. If you are visiting the museum with your family (or other social unit), you can only use the lift with a person from this group.
- If you have any (mild) cold symptoms or feel unwell, please stay at home in accordance with RIVM guidelines. You can rebook your tickets free of charge. You can do so via our website.
- If you have any of the symptoms mentioned above and come to the museum anyway, unfortunately, we cannot give you access to the museum.

Cloakroom

- The Mesdag Collection provides an unattended and unguarded cloakroom.
- You can store personal belongings such as coats and bags in the cloakroom. Umbrellas can be stored in the umbrella stands. Storage of belongings is at your own risk. The Mesdag Collection is not liable for loss of or damage to personal belongings.

- Umbrellas and suitcases larger than 45×25×25 cm are not permitted in the museum. We kindly request you to leave large bags at home.
- Bags smaller than 45×25×25 cm are permitted in the museum. Due to the risk of artworks being damaged, bags and backpacks may only be carried in front of you.
- To help us protect the paintings, we ask that you always store wet coats in the cloakroom.

Galleries

- The RIVM guidelines concerning keeping a distance of 1.5 metres from others apply throughout the museum, including the galleries.
- In order to ensure that everyone keeps the appropriate distance from others, the floors have been provided with markings. Our staff will ensure that everyone keeps a safe distance and will give instructions if necessary.
- All visitors are expected to follow the indicated routes, keep a safe distance from each other, and follow all directions and instructions. This is for your safety and that of other museum visitors. If you do not keep a safe distance, do not follow the guidelines and directions, or do not follow the instructions of our staff, you risk being removed from the museum.

Toilets

- The toilets in the museum are open and are cleaned regularly.
- Please follow the instructions given by our staff when visiting the toilet, follow the signs, and keep your distance from other museum visitors.
- Please flush the toilet with the lid closed, then wash your hands with soap and keep the toilet area tidy.

Museum shop

- The museum shop is open.
- We kindly request that you use contactless payment using your bank card or smartphone.

Cafe

- The cafe is only open for takeaways. There is limited space for consuming your refreshments at the café.
- However, you can also consume your refreshments in the garden. Please keep a distance of 1.5 metres from other visitors.
- Please keep a distance of 1.5 metres at the café as well, as indicated by the signs, and pay for your refreshments using contactless payment with your bank card or smartphone.

Garden

The garden is open to museum visitors. Please ensure that you keep a distance of 1.5 metres from other visitors.

Privacy

Should the Municipal Health Service (GGD) ask The Mesdag Collection for personal details as part of a contact inquiry, The Mesdag Collection will comply with the request in the interest of public health.

The Mesdag Collection may amend this Protocol if changes in the protocols and guidelines of the RIVM or the government require it.