
Terms & Conditions: Vincent's Friend

Van Gogh Museum Foundation

1. The following terms & conditions, drafted by the Van Gogh Museum Foundation, Paulus Potterstraat 7, Amsterdam, apply to the agreement between Vincent's Friend of the Van Gogh Museum (hereafter: Friend) and the Van Gogh Museum Foundation. Solely natural persons may register as a Friend; registration is not open to legal bodies or other entities.
2. The agreement between the Van Gogh Museum and the Friend is entered into for one (1) year from the date of registration.
3. Following receipt, the Van Gogh Museum will process the registration within five (5) working days. The Friend will subsequently receive confirmation of their registration.
4. Subsequent to the first year, the agreement will be automatically extended for an indefinite period, until such time as the Friend cancels the agreement.
5. Subsequent to the first year, the Friend may cancel the agreement in writing or by email, observing a notice period of one (1) month. See article 19 of these terms & conditions for the correct contact details. Should the subscription be cancelled, no part or full refund of the contribution already paid by the Friend will be given. The Friend's Pass remains valid until the end of the year of membership, calculated from the date of registration.
6. It is not possible to register multiple persons on the same agreement.
7. Each Friend's annual pass grants free access for two (2) adults and also grants free access for up to four (4) (grand)children aged 17 and under.
8. The Van Gogh Friend's Pass is strictly personal and remains the property of the Van Gogh Museum. The Van Gogh Friend's Pass may not be used in association with any form of commercial activity.
9. The Van Gogh Friend's Pass will be distributed within ten (10) days of receipt of payment. Alternative criteria apply to registrations from countries outside of the EU.
10. The Friend is obliged to inform the Van Gogh Museum as soon as possible in case of loss, theft or damage to the Friend's Pass. See article 19 of these terms & conditions for the correct contact details.
11. If the Van Gogh Friend's Pass is lost, stolen or damaged, the Friend is entitled to a replacement Pass. The Friend will be charged €5 for each replacement Pass.

12. The Friend is obliged to inform the Van Gogh Museum of a change of address or other personal details in writing or by email. See article 19 of these terms & conditions for the correct contact details.
13. Should the Van Gogh Museum not receive payment within the specified time period, the Van Gogh Museum reserves the right to block the Van Gogh Friend's Pass(es).
14. Subsequent to a Friend's Pass being blocked, invitations to Friends activities will cease. The blockade will only be lifted once full payment has been received. In all cases, the Friend is obliged to pay the Friends contribution from the date of registration.
15. The Van Gogh Museum will inform the Friend of relevant products and services offered by the Van Gogh Museum.
16. A promotional code (if supplied) is strictly personal and may only be redeemed by the Friend for whom the promotional code was intended. The potential discount linked to the promotional code is only valid for one (1) transaction.
17. The Van Gogh Museum is authorised to immediately dissolve the agreement if the Friend fails to fulfil any relevant obligations as outlined in these terms & conditions. In such instances, the Van Gogh Friend's Pass will be blocked.
18. The Van Gogh Museum reserves the right to revise these terms & conditions and the substance of the membership. Such revisions also apply to existing agreements.
19. The contact details of the Van Gogh Museum are as follows:

The Van Gogh Museum Foundation
Attn Vincent's Friends
Antwoordnummer 75366
1070 AJ AMSTERDAM
The Netherlands
Email address: vrienden@vangoghmuseum.nl

Telephone: 0031 (0)20 - 57 08 717 (Mon-Fri, 8:30 am - 5:30 pm)