

Corona Protocol stipulating terms and conditions for visitors Van Gogh Museum

In order to comply with the Dutch National Institute for Public Health and the Environment (RIVM) guidelines, the Van Gogh Museum 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 Van Gogh Museum 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 Van Gogh Museum.
- 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 Van Gogh Museum 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 with a time slot of your choice.
- You can purchase up to five 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 Van Gogh Museum is through self-service. This means that you need to scan your ticket (printed out or on your smartphone) at the entrance. Van Gogh Museum staff will be on hand to assist you.
- A maximum of 2 people is allowed in the lift at any one time. 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 the [contact form](#) on our website, or by sending an e-mail to onlinetickets@vangoghmuseum.nl. If you have any of the symptoms mentioned above and visit the museum anyway, you will be refused entry. In this case, you can e-mail onlinetickets@vangoghmuseum.nl. We will then try and find a solution.

Cloakroom

- The Van Gogh Museum 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 Van Gogh Museum 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 that you 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. In a change to what is stated in the [Terms and Conditions for Visitors](#), baby buggies are permitted in the museum. This exception applies as long as the corona measures remain in force.
- To help us protect the paintings, we ask that you always store wet coats in the cloakroom.

Multimedia guide and other educational materials

- The Van Gogh Museum multimedia guide will be available. All educational materials, including the multimedia guide, are disinfected before and after use.

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.
- Particular safety guidelines apply at specific locations in the museum, including the lifts and toilets. Please follow the instructions provided by the signs.
- 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 shops are open.
- A maximum of 1 visitor from your party may visit a museum shop at any time. Please follow the signs in the shops and keep a 1.5 metre distance from other visitors.
- We kindly request that you use contactless payment using your bank card or smartphone.

Coffee bar and restaurant

- The restaurant is closed.
- The coffee bar in the entrance hall is open. Please follow the signs to help you keep a 1.5 metre distance from others.
- Please use contactless payment to pay for your refreshments.
- You can consume your refreshments in the entrance hall, provided that you keep a safe distance from other visitors and staff.

Privacy

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

The Van Gogh Museum may amend this Protocol if changes in the protocols and guidelines of the RIVM or the government require it.

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