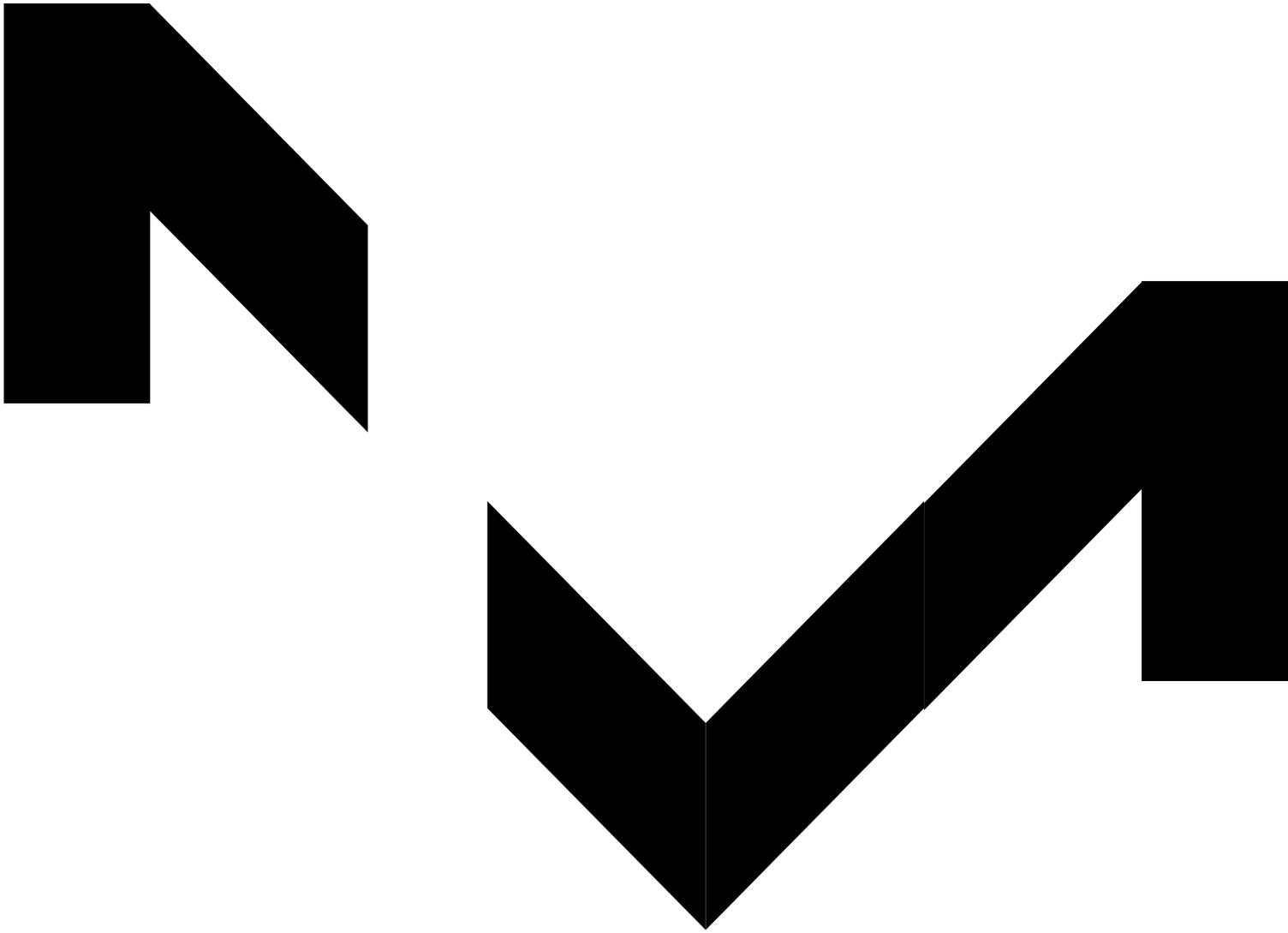


**Museum
Leuven**



VISITOR REGULATIONS



ARTICLE 1

When you buy an entrance ticket, you automatically agree to comply with the general visitor regulations of M Leuven. The following articles stipulate the rights and obligations of both the museum and its visitors. Visitors to the museum are expected to know and comply with these regulations.

ARTICLE 2

You must be in the possession of a valid entrance ticket to visit the exhibition spaces in the museum. In the event that any of the exhibition spaces are inaccessible, you are entitled to a reimbursement, either in whole or in part, of the price of your entrance ticket.

ARTICLE 3

Guarded lockers that operate with € 1 coins are available. M Leuven cannot be held responsible for the loss, theft or damage of your personal property. Items that have not been collected by closing time will be considered to be lost and found items.

ARTICLE 4

It is prohibited to enter the exhibition spaces with:

- Hand luggage of which the dimensions exceed 34 x 22 cm;
- Transport vehicles, with the exception of wheelchairs, prams, buggies and walking frames;
- Baby carriers that are carried on one's back and ruck-sacks of which the dimensions exceed 34 x 22 cm;
- Walking sticks that do not have covered points and umbrellas; capes and coats that visitors cannot carry over their arms or around their shoulders;
- Objects that, due either to the purpose for which they are used or their features, might endanger the safety of people, artworks or the buildings;
- Pets and animals, except guide dogs
- Food and beverages;
- Personal folding chairs, except if they are used by people with reduced mobility who have obtained prior permission from the security staff.
- Small rucksacks are permitted, provided that they are no larger than hand luggage. They must be carried by hand, however, and not on the back.

This list is not exhaustive. The security staff may judge whether or not any objects or items may be taken into the museum.

ARTICLE 5

For security reasons, the security staff may request visitors to open bags or packages for their contents to be examined. The security staff may also search bags and packages if they deem this to be necessary.

ARTICLE 6

Entry to the museum complex will be refused to visitors if it is apparent that:

- The security strip of the entrance ticket is missing, the entrance ticket is no longer complete or the ticket has been tampered with;
- The visitor is clearly under the influence of alcohol, narcotics or similar substances;
- The visitor is clearly causing a disturbance or intends to cause a disturbance;
- The visitor clearly refuses to behave in accordance with the guidelines, instructions, house rules or forms of behaviour stipulated by M Leuven;
- The visitor wishes to enter the museum barefoot and/ or shirtless;
- The visitor is in the possession of legally prohibited or dangerous goods, materials or objects such as fire works, glass containers or cans; banners with – in the opinion of the security staff of the museum
- Discriminatory or provocative language;
- Chains, fire arms, bludgeoning weapons, edged weapons or thrusting weapons or other objects that may be used as weapons to cause disturbances.

ARTICLE 7

Children must be accompanied by an adult at all times. Parents, guides or teachers of children or groups are responsible for the behaviour of the people they accompany.

ARTICLE 8

In the museum, it is forbidden:

- To stand too close (less than 60 cm) to the artworks, to touch the exhibited artworks, to use objects to point at the artworks; to lean against the walls, to run, push, slide or climb and to lie on the benches;
- To purposefully hinder other visitors for prolonged periods of time or to cause a hindrance in the passages and exits, in particular by sitting on the stairs;
- To smoke;
- To have beverages or liquids in glass bottles/ cans or other containers, unless their necessary use can be demonstrated with a certificate from a qualified medical practitioner;

- To use mobile telephones, audio players or other means of causing noise pollution;
- To conduct trade, to spread propaganda or to attempt to recruit people for whatever purpose;
- To take photographs using lights, a flash or a tripod, to take video or film recordings without express written permission from M. Further, it is forbidden, without written permission from M, to make photo, video or film recordings accessible to the general public or to reproduce them in any form or by any means, including through electronic media. M assumes no responsibility whatsoever for the publication of photographic material for which permission has not been obtained.

In the event that the above-mentioned guidelines are violated, the security staff is permitted to intervene.

ARTICLE 9

In the event of any unlawful or irregular occurrence, necessary measures may be taken, in particular the closing of the entrances and the checking of the exits. This entails that visitors are expected to stay at M until the proper authorities have arrived.

ARTICLE 10

In the event of an onrush of visitors, of disturbances or of unfavourable weather conditions that may endanger people, artworks or goods, it may be decided to close the museum, either in whole or in part, or to change the opening hours.

ARTICLE 11

Visitors cannot claim redress under any of the following circumstances, which never in any way oblige the museum to compensate visitors:

- The partial closure of the museum, including but not limited to partial closure resulting from the installation or removal of exhibitions;
- Inconvenience or discomfort caused by other visitors, including but not limited to noise pollution, inappropriate behaviour or theft;
- Inconvenience or discomfort caused by maintenance works, including but not limited to the alteration, renovation or arrangement of the rooms;
- Inconvenience or discomfort caused by the incorrect functioning of facilities in the museum.

ARTICLE 12

Visitors may submit complaints, suggestions for improvement and requests for the reimbursement of entrance fees in writing. To this end, complaint and suggestion forms are available at the reception desk.

Complaints about M must be submitted in writing within six weeks of the date of the visit to M. Complaints submitted after this time period will not be treated. M will investigate the complaint and respond to it in writing no later than 30 days after receiving it. If the investigation is not yet complete at this time, the complainant will be informed of this fact, along with the probable date a response may be expected. In the event that M deems the complaint to be justified, the price of the entrance ticket will be reimbursed.

Reimbursement can only occur upon the presentation of the original entrance ticket and only if the request for reimbursement is submitted within six weeks of the visit to M.

There will be no reimbursement for complaints related to:

- The absence of artworks that are part of the permanent collection of M;
- The partial closure of the museum complex, including but not limited to partial closure resulting from the installation or removal of exhibitions;
- Inconvenience or discomfort caused by other visitors, including but not limited to noise pollution, inappropriate behaviour, theft or harassment.

ARTICLE 13

Refusal to comply with the stipulations of these regulations will result in immediate removal from the premises of M.

ARTICLE 14

Objects found in the museum complex by visitors may be handed in at the museum's reception desk. The museum will attempt to return found items to their owners. Objects of which the owner or claimant cannot be found will be passed on to the police after six months.

M LEUVEN

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