

MUSEUM VISITATION RULES

The RMCA is committed to making your museum experience a pleasant one, whether you are visiting our exhibitions or participating in our organized activities. The RMCA takes the greatest possible care to minimize inconveniences and disturbances and guarantee visitor security.

Ticket Sales, Special Offers, and Prices

Article 1.1.

The RMCA stands by all of its pricing and information notices. It accepts responsibility for pricing or communication errors in its own informational material within the museum at the time of a related complaint, and in information recently disseminated by the RMCA. It is not responsible for errors caused by the intent, fault or negligence of others.

Article 1.2.

The visitor is required to present his admission ticket when requested by security personnel or other staff members assigned this function by the RMCA.

Article 1.3.

A visitor may access the cafeteria only when in possession of a valid museum admission ticket.

Article 1.4.

Individuals who do not purchase a valid museum admission ticket may use the lavatories for a charge of €0.50.

Article 1.5.

It is the responsibility of the potential visitor to use his museum admission ticket. Once purchased, the ticket cannot be exchanged or refunded, unless RMCA management concludes that circumstances beyond the purchaser's control make a museum visit impossible.

Article 1.6.

An unused ticket for admission to the permanent collection is valid for one year after its print date. An unused ticket for admission to a temporary exhibition is valid until that exhibition's closing date (except in the case of admission tickets issued for a fixed date and time for a particular exhibition) and does not entitle access to another temporary exhibit. A voucher is valid until its indicated expiration date.

Visiting the Museum Complex

Article 2.1.

Museum visitors are required to conduct themselves in a proper manner that conforms to the law and customary manners.

Article 2.2.

Visitors are required to promptly follow instructions provided by identifiable RMCA civil servants.

Article 2.3.

Parents or adults are responsible at all times for the behaviour of the children whom they are accompanying. Teachers and group tour guides are responsible for the behaviour of the members of the groups whom they are accompanying.

Article 2.4.

It is forbidden for any visitor to:

- disturb other visitors;
- bring pets into the museum unless explicitly authorized in certain areas or in the case of guide dogs accompanying vision-impaired visitors;
- smoke anywhere on the museum premises, in accordance with the royal decree prohibiting smoking in public buildings;
- bring food or drink into any museum area not prescribed by the RMCA for the presence and consumption of such items;
- introduce objects or substances considered dangerous by an identifiable RMCA civil servant, including canes, umbrellas, hand bags or large bags, all of which may be stowed in areas intended for that purpose near the museum entrance;
- touch exhibited objects or material unless expressly and explicitly permitted;
- use lifts unaccompanied by RMCA staff.

Article 2.5.

Guides unaffiliated with the RMCA are forbidden from organizing guided tours of temporary exhibitions without the prior written consent of the RMCA.

Article 2.6.

The RMCA provides wheelchairs to disabled visitors on request at the reception desk or by advance reservation. They must be returned in good condition to the reception upon the visit's conclusion.

Article 2.7.

The RMCA provides a diaper-changing room, which visitors must leave clean after using.

Photography and Film

Article 3.1.

Professional film or photography shoots and sound recording are forbidden within the museum complex without the prior written consent of the RMCA.

Article 3.2.

Publishing or reproducing such photographs, film or video in any way, including via electronic/digital media, is also forbidden without the prior written consent of the RMCA.

Article 3.3.

Flash and tripod photography are forbidden.

Complaints and Related Procedures

Article 4.1.

Visitors can write comments or suggestions in the gold book located near the museum's main entrance. Formal complaints and admission price refund requests must be submitted in writing to the RMCA within six weeks of the visit. Complaints and refund requests sent after this period will not be considered.

Article 4.2.

The visitor who wishes to file a complaint may request a complaint form at the museum entrance or download it from the RMCA website. The completed form is submitted to the reception desk or sent by post to the RMCA Communication and Reception Service.

The submission of a complaint form does not in itself entail any compensatory obligation on the part of the RMCA. Forms may not be submitted regarding:

- the visibility of objects in the RMCA's permanent collection;
- the partial closing of the museum, especially owing to the mounting or dismounting of exhibitions;
- disturbances or nuisances caused by other visitors, especially noise, inappropriate behaviour, theft and aggression;
- disturbances caused by maintenance work, especially the modification or (re)furnishing of rooms.

Article 4.3.

The RMCA examines the complaint or request and responds to it in writing within ten days of receipt. If examination of the complaint/request is not completed by this date, the plaintiff will be notified of the approximate date by which it will be completed.

Museum Liability

Article 5.1.

The visitor's presence at the museum is his responsibility and at his own risk. The museum is liable only for those damages or visitor injuries resulting directly and exclusively from negligence, intent or grave error on the part of the museum or its personnel, it being understood that only damages for which the museum is insured will be considered.

Article 5.2.

In no case is the RMCA required to pay compensation greater than the sum of the paid admission price and incurred travel expenses; or, if the damage amount is greater, either the amount paid by the RMCA's insurer to the RMCA to cover the damage in question or the compensation obtained from a third-party to cover the same.

Article 5.3.

The RMCA is not liable for accidents that take place in its car parks.

Article 5.4.

If the RMCA receives property or if property is left, stored and/or abandoned in any way, place, and by any party, without equivalent compensation in return from the RMCA, the RMCA is never liable for damages to or related to the property, no matter how the damage occurred.

Found Objects

Article 6.1.

Objects found in the museum building by visitors can be deposited at the museum sales desk.

Article 6.2.

The RMCA makes every effort to find the owner or legal beneficiary and to this end remains in contact with the local police. Found objects that are not claimed by the owner or legal beneficiary within six months are transferred to the local police.

Article 6.3.

If the owner or legal beneficiary of a found object identifies himself to the museum, he may either come in person to collect the object or have it shipped at his own expense. In either case, the owner or legal beneficiary must prove his identity.

The current RMCA visitation rules were established by the general director and can be consulted at the reception desk or on the RMCA website.