

# Visitor regulations of the AfricaMuseum

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## Welcome to the AfricaMuseum

These visitor regulations apply to all visitors of the AfricaMuseum and can be consulted on the website [www.africamuseum.be](http://www.africamuseum.be) and at the museum reception desk.

### 1. Introduction

Welcome to the AfricaMuseum! We hope you have a colourful and enjoyable visit.

To ensure the safety and well-being of staff and visitors alike, we ask you to comply with the following guidelines in all public areas of the welcome pavilion, the underground gallery and the museum building. The role of our attendants and reception staff is to ensure that this charter is respected. In order to make the visit enjoyable for everyone, we kindly ask for your cooperation.

### 2. General rules, rules of conduct and prohibitions

- Visitors must follow any instructions made by museum staff members. Museum security personnel in particular are authorised by the museum to give instructions to the visitors and to intervene when deemed necessary
- Access to the AfricaMuseum is only possible via the entrance to the glass welcome pavilion.
- For security reasons, the reception staff and security personnel may ask visitors to open bags and packages for inspection. Please open your bags and jackets unprompted during inspection.
- Group supervisors are requested to pay for reserved tickets at the ticket counter, while the rest of the group members and leaders proceed to level -2 of the welcome pavilion to store their coats and bags (backpacks, schoolbags, etc.) in the cloakroom and lockers (free and mandatory).
- Please keep your ticket with you at all times for inspection.
- Prams and pushchairs for babies and young children are allowed. Bicycles and scooters are not allowed.
- Help us protect the fragile pieces on display at AfricaMuseum. Please do not touch showcases, lighting fixtures, or exhibited objects. Do not run, climb, or push unless explicitly allowed to do so.
- Respect the barriers and enclosures around the collections and stay within the public spaces.

- Use fire alarms and emergency equipment only when strictly necessary. Misuse is punishable.
- Visitors must not behave in any way that can threaten the safety of persons or property.
- Objects that may endanger persons, collections, or the building are not allowed inside the AfricaMuseum.
- Visitors may enter the exhibition galleries after leaving the following objects in the free cloakroom for groups, or free lockers at level -2 of the welcome pavilion:
  - Schoolbags, suitcases, too large bags and backpacks (large bags with children's equipment or for medical reasons are allowed)
  - Canes and crutches with bare (unprotected) tips
  - Umbrellas, unless they are folded and placed in a handbag
  - Inline skates and scooters
  - Food and beverages
- Any accident or unusual event must be reported immediately to a museum security agent or staff member.

AfricaMuseum reserves the right to refuse access to visitors who:

- have admission tickets that are incomplete, have no barcode, or have been modified or defaced;
- are under the influence of alcohol, narcotics, or similar substances;
- are disrupting order or intend to do so;
- refuse to follow the guidelines, instructions, and house rules established by the AfricaMuseum
- are in possession of prohibited or dangerous goods, materials or objects, such as fireworks, glass objects, bottles or cans; banners bearing messages judged discriminatory or offensive by AfricaMuseum security agents; chains, firearms, knives or bladed weapons, or any other object that can be used as a weapon to disrupt order.

## 2.3

In the AfricaMuseum, please do not:

- stand too close to artworks or objects on display, touch exhibited objects (unless explicitly permitted), point out artwork or art pieces with an object, lean against walls, run, push someone, slide, climb, or lie down on benches;
- deliberately and persistently hinder other visitors, or block exits and passages, for instance by sitting or lying on the stairs;
- smoke (even in the courtyard);
- make noise;
- sell, advertise, spread propaganda, or recruit persons;
- collect money at the entrance or inside the premises;
- disturb other visitors;
- bring animals, unless they are explicitly permitted in certain rooms, or are assistance dogs for disabled visitors;

- eat, drink, or bring food and beverages outside specially designated areas (restaurant, picnic area, coffee corner);
- transport objects or substances deemed dangerous by an AfricaMuseum staff member and identified as such, including but not limited to canes, umbrellas, backpacks or large bags. You may store them in the lockers found on level -2 of the welcome pavilion.
- use selfie sticks;
- touch installations or materials on display, unless explicitly permitted;
- move furniture, chairs, seats or benches in the exhibition halls of the museum building

### **3. Camera surveillance – “Camera surveillance Act of 21 March 2007”**

A permanent video surveillance system under the responsibility of the head of the security service is installed in the various publicly accessible places to guarantee the safety of people and property, to prevent or detect crimes and to prevent inconvenience.

As a visitor you have the right to access images in accordance with Article 12 of the Camera Act. For this you can address your request to the controller, in accordance with the General Data Protection Regulation. To exercise your right of access, you must send a dated and signed written request (possibly together with a copy of your identity card) to the controller. In this request you describe the reasons why you are requesting access to the images. In addition, the request must also contain sufficient detailed information to be able to precisely locate the images concerned. You can also send your request by e-mail to [cctv@africamuseum.be](mailto:cctv@africamuseum.be) The controller will send you a reply within one month or a maximum of 3 months after your request.

The Royal Museum for Central Africa (RMCA), Leuvensesteenweg 13, B-3080, Tervuren is responsible for the processing of your personal data. The RMCA is represented by Mr. Guido Gryseels, general director of the institution. For information about our data protection policy, please contact our data protection officer: [dpo@africamuseum.be](mailto:dpo@africamuseum.be)

### **4. Responsibility of the museum**

#### 4.1.

Persons visit the AfricaMuseum at their own risk.

#### 4.2.

The AfricaMuseum is not responsible for the loss or theft of visitors' personal property, or for any accidents that may damage such property.

#### 4.3.

If the AfricaMuseum receives, holds, or takes custody of any property, or if property is deposited, entrusted, or abandoned here, in any way by anyone, with or without

compensating the AfricaMuseum, the AfricaMuseum is not responsible and is in no way liable for any loss, theft or damage to such goods.

#### 4.4. Parking and bicycles

All parking areas available at present, whether or not indicated on the website, are unattended. Vehicles parked there remain the responsibility of their owners.

Bicycles may be left on the bicycle rack in front of the welcome pavilion at the owner’s risk.

Folding bicycles are not allowed inside the AfricaMuseum and are not accepted for storage in the cloakrooms or lockers.

## 5. Access to the AfricaMuseum

### 5.1 Access and opening hours

The welcome pavilion, AfricaShop, and restaurant are open from 09.00 to 18.00. Entrance is free.

The AfricaMuseum exhibition galleries are open at the following times:

	Weekdays (Closed on Mondays)	Weekends, bank holidays, and school holidays
Groups with pre-booked guide	10.00 – 17.00	10.00 – 18.00
General public and unguided groups	11.00 – 17.00	10.00 – 18.00

The AfricaMuseum is closed on Mondays, 01 January, 01 May, and 25 December.

Ticket sales end 30 minutes before closing time.

Lockers are available on level -2 of the welcome pavilion. The lockers are unsupervised. No claims will be accepted in case of theft. The museum will not store items left in the lockers.

### 5.2 Prices

The AfricaMuseum will honour prices and information communicated to the public.

The AfricaMuseum accepts responsibility for any errors made regarding pricing or other information. This responsibility only applies to informational materials found in, or recently released by, the AfricaMuseum at the time of the complaint. The AfricaMuseum is not responsible for errors due to the malice, fault, or negligence of third parties.

## 6. Visiting the AfricaMuseum

### 6.1 Responsibility for children and minors

Children under the age of 12 must be accompanied by a parent or guardian.

Parents or guardians are held responsible at all times for the behaviour of the children in their custody. Teachers and group supervisors are responsible for the behaviour of members of their supervised group.

The presence of a resource speaker made available to the group does not relieve group supervisors of their duty to remain present.

Lost children will be escorted to reception, on the ground floor of the welcome pavilion, and brought to a safe place. If necessary, and during AfricaMuseum closing hours, the lost child will be entrusted to the police.

### 6.2 Independent guides

Guides who are not affiliated with the AfricaMuseum are not allowed to conduct guided tours without the prior written permission from AfricaMuseum management.

### 6.3 Drawings and sketches

Freehand sketches using graphite or coloured pencils on paper or cardboard with a maximum size of 50 cm x 40 cm are allowed. The use of watercolours or oil paints is not allowed.

### 6.4 Wheelchairs

The AfricaMuseum places wheelchairs and walkers at the disposal of persons with reduced mobility. These wheelchairs and walkers can be requested at the reception or reserved in advance. They must be returned in good condition to the reception at the end of the visit. An identity document is required as a guarantee. Please note that the reception desks close 30 minutes before the museum closes for the day.

### 6.5 Special facilities

Certain facilities have been designed with infants and children in mind:

- Handrails for children
- Child's size toilets (in the welcome pavilion)
- Changing tables for babies
- Breastfeeding area: at level -2 of the Welcome Pavilion, with changing tables for babies, armchair and screens.. If you wish to breastfeed your child in this private area, please ask for assistance from one of our museum staffers. They will be glad to assist you.

## 7. Still and video photography, sound and other recordings in the museum

7.1 Cameras, video cameras, mobile phones, and other audiovisual equipment can be used (without flash) to take images for private use only. Tripods are not allowed except in clearly designated areas. Any images and recordings made are for strict personal and non-commercial use and must not be distributed.

7.2 Authorisation from copyright and associated rights holders may be required for the reproduction of artworks, documents, audiovisual material, or collection pieces.

7.3 Permission may need to be obtained from persons who are visible and recognisable on images, sound recordings, or other types of recordings.

7.4 To use tripod equipment or additional lighting for filming, photography, or sound recording, please obtain prior written permission from our communications service ([press@africamuseum.be](mailto:press@africamuseum.be)).

7.5 If you want to take photographs for commercial or professional purposes, please obtain prior written permission from our communications service ([press@africamuseum.be](mailto:press@africamuseum.be)).

7.6 The AfricaMuseum is not responsible nor can it be held liable by third parties for any sound, image, or other recordings made by visitors for private, commercial, or professional purposes.

7.7 Visitors may be photographed or filmed during their visit to the AfricaMuseum. These recordings may be used for communication purposes by the AfricaMuseum. If any visitor objects to being recorded in this manner, they must signal this immediately to the photographer or camera operator.

7.8 Visitors may be invited to answer surveys during their visit. This is entirely voluntary. Survey results are processed anonymously and are for internal use only.

## 8. Groups

Group visits must be conducted under the supervision of a group leader who ensures that regulations are followed, and that there is order and discipline within the group.

Groups must not disturb other visitors. Each group member must stay near the group supervisor.

## 9. Complaints

We welcome your feedback. Our mission is to make your visit to the AfricaMuseum as pleasant and interesting as possible. We also aim to be a trusted partner for your events. We strive to share reliable information and knowledge without causing harm.

If you feel we have fallen short of this goal, please let us know so that we can make the necessary improvements.

Please send your comments, suggestions, or complaints to [complaints@africamuseum.be](mailto:complaints@africamuseum.be)

## 10. Lost and found

### 10.1

Objects and items found in the AfricaMuseum by visitors can be left at the reception desk in the welcome pavilion.

### 10.2

The AfricaMuseum shall endeavour to find the rightful owner of found items and maintain regular contact with the local police. Found items that remain unclaimed from the AfricaMuseum after a six-month period will be turned over to local police or charitable organisations.

### 10.3

If a found item is claimed by its rightful owner, they may collect the item in person or request to have it delivered at their own expense. In either case, the claimant must provide proof of identity and ownership.

### 10.4

Perishable goods are destroyed every night after the museum closes. Luggage or sealed items abandoned in the museum in locations other than the cloakrooms or lockers, or which are believed to be dangerous, may be destroyed.

## 11. Sanctions

11.1 Any person refusing to comply with these regulations will be escorted from the premises of the AfricaMuseum.

11.2. These regulations are subject to Belgian law.

11.3. In the event of a dispute, the courts of Brussels shall have jurisdiction.