

Visitor's Charter from Belspo

In the interests of respect and comfort for visitors AfricaMuseum undertakes to :

1. **Make this code available** to visitors at the reception desk of its establishment and on its website;
2. Provide visitors - prior to the planned activity - with **the most complete information possible**, which does not include information or representations likely to mislead them, in particular regarding the nature, price of access, duration, location and date of the activity requested;
3. **Inform visitors** as soon as possible in the event of **substantial modification or cancellation of the activity** concerned by the museum (whether occasional or permanent) and provide for arrangements for reimbursing visitors if access to the cultural activity is subject to a charge;
4. **Indicate all its prices** (admission tickets, cloakroom, audioguide, etc.) on its website and at the entrance to all the places where it welcomes visitors. In the same way, indicate any occasional reductions - specifying whether they can be combined with each other or with permanent reduced rates - any free tickets and the conditions for benefiting from them;
5. When buying on the spot, **spontaneously offer** users **the best price** applicable to them;
6. **Offer identical prices and discounts** regardless of the information media used;
7. **Disseminate targeted information** to encourage access and the widest possible participation by all visitors, particularly people with reduced mobility, visually impaired people, hard of hearing people, etc.);
8. **Ensure**, as far as possible, **a welcoming adapted** to people with reduced mobility, pregnant women, blind and partially sighted people, deaf and hard of hearing people (translation into sign language, subtitles, induction loop - increasing the volume of devices for the hard of hearing - etc.). Reserve easily accessible seats for them, inform them of the adapted services that can be offered to them and the safety instructions specific to them;
9. **Visibly display full contact details**, including e-mail address, so that visitors can send any detailed written complaints;
10. **To provide a detailed response to written complaints** from visitors within 30 calendar days of receiving them. If AfricaMuseum and the visitor fail to reach an amicable solution following the detailed written complaint referred to above, the visitor may

contact the **Federal Ombudsman**, whose contact details are posted on the:
<https://www.federaalombudsman.be/en/homepage>