

FREQUENTLY ASKED QUESTIONS

Why are the opening hours of the Palace so varying?

The Royal Palace Amsterdam is one of the three palaces officially used by the Dutch Royal House. The Palace is used for State Visits, the King's New Year receptions and many other official functions, including the annual presentation of the Erasmus Prize, the Silver Carnation, the Royal Award for Modern Painting, and the Prince Claus Prize. During the period around these events the Palace is closed to the public.

Which rooms are open to the public?

On the ground floor you can visit the Tribunal. Furthermore, almost all the rooms on the first floor are open to the public, including the imposing Citizens' Hall, the Burgomasters' Council Room, the City Council Chamber and the Magistrates' Court.

When there will be an exhibition at the Palace, will it be possible to see the whole Palace or just the exhibition?

No rooms of the Palace are temporary closed during an exhibition. You can see all the rooms that are regular open for the public.

Can I reserve a mobile guide?

It is not possible to make a reservation for a mobile guide. A mobile guide is free (if available).

In which languages is a mobile guide available?

A mobile guide is free and available in several languages: Dutch, English, German, French, Spanish, Italian, Chinese and Russian.

Do I have to pay an additional admission-price for exhibitions?

For exhibitions no additional admission-prices are charged.

Can admission tickets to the Palace be ordered in advance?

Yes, it is possible to buy e-tickets at this website. Tickets can not be bought in advance at the ticket desk.

Can I pay at the ticket office with my debit or credit card?

Yes, at the ticket office you can pay in cash, but also with debit (Maestro or Vpay) or credit card (Visa or Mastercard).

Is it necessary that I make a reservation for less than 15 people?

It is not necessary for less than 15 people to make a reservation. People visiting the Palace individually can buy a ticket at the ticket desk or buy an e-ticket at this website. If available, you get an audio tour with it. It is not possible to join a tour. If you want to book a tour, this is only possible if your group is larger than ten persons.

**Am I allowed to make photos or to film in the Palace?**

Photography is allowed if you don't use a tripod, a selfiestick or flashlight. No filming of any kind is permitted (even with a mobile phone).

Can I take my bag into the Palace?

Large bags, umbrellas, backpacks and backpack baby carriers must be deposited in the cloakroom. No large or dangerous objects may be taken into the building. Pushchairs and strollers are allowed.

Can we have lunch or coffee at the Palace?

Eating and drinking is not prohibited inside the building. There's no café-restaurant inside the Palace. You can find several cafés and restaurants in the direct neighborhood.

Are there facilities for the disabled?

Visitors with special needs the building offers easy wheelchair access. The facilities include a lift, a wheelchair-accessible toilet, and wheelchairs for the use of visitors.

Is admission for carers disabled visitors free?

Admission for carers is free when they are accompanying a disabled visitor who would be unable to visit the Palace on his/her own.

Can I bring my dog to the Palace?

Dogs and all other pet animals are not allowed in the Palace, except for therapy dogs.

Can I make wedding photos in the Palace?

No, it is not permitted to make wedding photos in the Palace.

Can I buy a Museum Card at the ticket desk?

You can not buy a Museum Card at the ticket desk.

I am a journalist, where can I sign up for information?

During regular opening hours, press can sign up at the ticket desk. Upon presentation of a press card a press map is available. Specific press request can be submitted to the Educational Department, t. +31 (0) 20 5226153, e. info@dkh.nl