GENERAL TERMS AND CONDITIONS FOR VISITORS OF THE ROYAL PALACE AMSTERDAM

1. GENERAL PROVISIONS: DEFINITIONS

1.1 Royal Palace Amsterdam: The Amsterdam Royal Palace Foundation [Stichting Koninklijk Paleis Amsterdam], which opens the building for visitors and holds regular exhibitions in the opened portion of the building.

1.2 Palace: the areas open to the public in the Royal Palace Amsterdam.

1.3 Visitor: any person who, on the basis of a valid Admission Ticket, enters the Palace

1.4 Entrance Ticket: a ticket giving the Visitor access during normal opening hours to the opened areas in the Palace.

2. APPLICABILITY

2.1 These Terms and Conditions shall apply to all Visitors to the Palace.

2.2 Deviations from these Terms and Conditions shall only be valid if they have been agreed explicitly and in writing.

3. ADMISSION TO THE PALACE

3.1 A Visitor shall only be entitled to enter the Palace on presentation of a valid Admission Ticket.

3.2 A Visitor shall be denied admission (or further admission) to the Palace if it appears that the Admission Ticket has not been issued by the Palace or a body authorized by the Palace for that purpose.

3.3 A Visitor shall show his/her Admission Ticket to officials of the Palace at their first request; should the Visitor not be able to show an Admission Ticket, the Palace shall be entitled to refuse the Visitor admission to the Palace.

3.4 An Entrance Ticket shall not be exchanged.

3.5 The Palace shall be entitled to alter its opening hours by issues related to the Dutch Royal House and/or the Dutch State. The Palace shall be entitled to alter its opening hours to allow for occasional first-aid drills and emergency exercises (as referred to in article 23 of the Working Conditions Act [Arbo-wet]) or, in the event of an emergency, to allow for the total or partial clearance of the Palace as the Palace considers necessary. Such alteration in the opening hours shall not entitle a Visitor to the repayment of any admission charge which he/she may have paid.

3.6 Children under 12 years old must be accompanied by an adult (at least one adult per five children). Children in the age 12 to 18 must be accompanied by at least one adult per ten children.

3.7 e-tickets a. an e-ticket to the Royal Palace Amsterdam can only be purchased at the website www.paleisamsterdam.nl or at www.facebook.com/paleisamsterdam. An order is done when the visitor has completed and sent electronically the order form to the Palace. The agreement between the visitor and the Royal Palace is closed when the Palace has sent a ticket by email to the email address specified by visitor.

b. the visitor is responsible for a proper copy of the e-ticket. The barcode / ORcode on the e-ticket must be legible and readable.

c. the email confirmation is not an e-ticket, but the attachment is. A printout of the email confirmation does not give access to the Palace.

d. the visitor is responsible for obtaining the right information about opening times on the website www.paleisamsterdam.nl.

e. once ordered and paid, it is not possible to cancel the purchase of an e-ticket. The Royal Palace does not refund purchased e-tickets. The Royal Palace is not obligated to reimburse the cost of an e-ticket which is not used.

f. payments are made by credit card or PayPal / iDeal. On payment, the terms and conditions are valid of the bank and/or payment module.

g. holders of certain cards or discount passes (including the Dutch Museumkaart) are eligible for a discount. Visitors must bring proof of discount and demonstrate their card or discount pass at the Palace. If this is not possible, the visitor must pay the full price. The discount is only valid for the person named on the (personal) card.

h. these terms and conditions are part of the general conditions for visitors of the Royal Palace Amsterdam, as stated on www.paleisamsterdam.nl. When buying your e-tickets you accept these conditions for visitors.

i. individual e-tickets an e-ticket is valid for one year after purchase. An e-ticket will be invalid after the expiry of the date indicated on the e-ticket. An e-ticket gives one person access to the Palace. After the access, the e-ticket cannot be used again.

j. group tickets and tickets for guided tours an e-ticket for a group visit or guided tour is linked to a specific date and time as stated on the e-ticket. The e-ticket is only valid on this date and time. The validity of the tickets will expire after this date and time.

4. GUIDED TOURS

4.1 A guided tour can only be booked by completing the form on the website www.paleisamsterdam.nl

4.2 A tour can only be arranged within the regular opening hours of the Palace, at a time mentioned in the booking form.

4.3 You need to arrive in time before the start of the tour so there is enough time for payment and the storage of coats and bags. If the group arrives too late, it may be necessary, taking into account the schedule of our guides, to shorten the tour.

4.4 Cancellation can be done up to two week in advance. Up to that period we charge a € 20 ,- fee. After this period of two weeks, we will charge the full fee.

4.5 Due to official occasions the Palace can be closed for visitors unexpectedly. The Palace preserves the right to cancel the tour if necessary and reschedule your tour after consulting with you.

5. VISIT TO THE PALACE

5.1 The Visitor's visit to the Palace shall be at his/her own expense and risk.

5.2 During his/her visit to the Palace, the Visitor shall behave in accordance with the safety regulations, public order regulations, and other rules applying to museum visits. Children younger than 12 shall only be permitted to enter the Palace in the company of an adult. The Visitor shall also be obliged to immediately follow any directions and instructions given by recognizable officials of the Palace. Should any such official consider that the Visitor is behaving in any manner which contravenes the said regulations, standards, directions or instructions, he/she may be denied further admission to the Palace, without the Palace being liable to pay damages of any kind or to repay any admission charge which he/she may have paid.

5.3 Visitors are not permitted to take with them large bags, rucksacks, umbrellas, baby carriers on their back, baby carriages and strollers or other large objects. Visitors must hand in these objects at the cloakroom. The Palace accepts no liability for loss or damage to goods which the Visitor has handed in. All carriages (prams, pushchairs/strollers and invalid carriages) may be subject to searches.

5.4 A Visitor shall be liable for any damage caused by any object (or similar) which he/she has taken with him/her past the ticket check in contravention of the provisions of article 5.3.

5.5 The Palace shall be entitled to refuse admission to the Palace, permanently or temporarily, to any visitor who during one or more previous visits to the Palace or to another museum has damaged an object through negligence, gross negligence or an intentional act or omission, or if there is a justifiable apprehension that the Visitor will cause damage. The Palace shall in any case be entitled to subject such a Visitor, during all his/her visits. The Visitor shall be immediately notified of the decision to refuse admission, if possible in writing.

5.6 In the event of an emergency, for example the sudden disappearance of a work of art, a terrorist attack or other kind of violence, the Palace shall be entitled to close the doors and then to let out Visitors one by one. The Visitor may then be requested to cooperate with the inspection, by or on behalf of staff of the Palace, of his/her bag and other objects. The Visitor may also be requested to permit himself/herself to be searched. A Visitor who refuses to cooperate with such inspection and/or search will be requested to furnish proof of identity before leaving the Palace.

5.7 The Palace regularly grants permission for reports (photo, film or video) to be made in and around the Palace. The material produced may be used for marketing purposes on the website, social media, in brochures, etc. By purchasing an Admission Ticket, the Visitor states that he/she agrees to the publication of this material. Any objections a Visitor may have to the publication of visual material in which he/she is recognizable should be made known to the Palace which will do its utmost to prevent publication of the material.

6. CODE OF CONDUCT

6.1 While in the Palace, a Visitor:

a. shall not offer goods of any kind for sale to third parties, or provide goods free of charge;

b. shall not hinder other visitors, including, but not exclusively, by interfering for a long period with their view of objects on display or by making noise (including, but not exclusively, by using a mobile telephone, Walkman, mp3-players , selfiesticketc.);

c. shall not bring with him any animal (including a pet), except if such animal is a guide dog;

d. shall not smoke;

e. shall not eat food. Food and bottles of drinks may not be taken into the Palace;

f. shall not use a mobile phone;

g. shall not touch objects on display; parents and/or teachers and/or supervisors shall ensure that the minor/minors, individuals or groups whom/which they have brought into the Palace do not touch objects on display.

h. may take photographs and record short videos using a mobile phone or small handheld camera to capture and share your visit and experience.

i. shall not take photographs involving the use of lamps, flash equipment and/or a tripod and/or a selfie stick of gimbals;.

j. shall not make wedding photo's.

6.2 Parents, teachers and other supervisors shall be responsible and accountable at all times for the behavior of the minors, individuals or groups whom/which they have brought into the Palace.

6.3 At least three supervisors must accompany every group of 15 primary school children. At least two supervisor must accompany every group of 15 secondary school pupils. The Palace retains the right to refuse admission to groups that do not comply with these standards.

6.4 Without prejudice to the provision in 6.1h and 6.1i, photographs, video recordings or films made in the Palace may only be used for commercial purposes with the explicit written consent of the Palace, with the relevant rates of payment applying.

7. REPAYMENT

7.1 The following circumstances shall in no case lead to any obligation on the part of the Palace to repay to the Visitor any moneys paid or to pay damages:

a. objects in the permanent collection of the Palace or in temporary exhibitions not being visible;

b. the opened areas of the Palace being partially closed, including, but not exclusively restricted to, its being partially closed as a result of the construction or dismantling of exhibitions;

c. nuisance or inconvenience caused by other visitors, including, but not exclusively restricted to, noise, inappropriate behavior (including molestation), or theft;

d. damage caused by other visitors;

e. nuisance or inconvenience caused by maintenance work, including, but not exclusively restricted to, rebuilding or the arranging/rearranging of rooms;

f. nuisance or inconvenience caused by facilities in the Palace not functioning properly.

8. LIABILITY

8.1 The Palace shall only be liable for damage sustained by the Visitor which is the direct consequence of gross negligence or of an intentional act or omission on the part of the Palace. Liability is in any case limited to the lower of the following two sums:

a. the sum paid out to the Palace by its insurance company with respect to that individual claim; or

b. the reimbursement made to the Palace by a third party with respect to the damage with respect to that individual claim.

8.2 In the event of damage in the form of death or physical injury, the total liability of the Palace shall in no case amount to more than the damage repayment specified in article 7.1 above.

8.3 The Palace shall in no case be liable for indirect damage, including consequential damage, lost profits, salary or savings etc.

9. FORCE MAJEURE

9.1 Any foreseeable or unforeseeable circumstance which impedes the performance of the agreement by the Palace, either permanently or temporarily, in such a way as to make performance of the agreement impossible or difficult shall constitute force majeure with respect to the Palace and as such shall mean that the Palace shall not be accountable for any resulting shortcoming.

9.2 The said circumstances shall include circumstances affecting persons and/or services and/or institutions which the Palace wishes to make use of in performing the visitor agreement, as well as everything which shall constitute force majeure with respect to the aforesaid, or which shall constitute a suspensive condition, a condition subsequent, or an attributable shortcoming on the part of the aforesaid.

10. LOST PROPERTY

10.1 Lost property found by Visitors in the Palace should be handed either to a member of the Palace staff or to the ticket desk or the audio desk of the Palace.

10.2 The Palace shall take charge of any lost property and, should it be valuable, shall pass it on to the Amsterdam police.

10.3 Should the supposed owner of a piece of lost property contact the Palace, he/she shall have the option of collecting the property himself/herself. In either case, the owner shall furnish proper proof of identity. Should the Palace be in any doubt as to the status of the supposed owner, it shall be entitled to require proof of ownership to be furnished.

10.4 The Palace retains the right to destroy lost property that has not been claimed within three months.

11. COMPLAINTS

11.1 Should the visitor wish to register a complaint, he/she may do so by writing to postal address
P.O. Box 3708
1001 AM Amsterdam
The Netherlands
or by email:
info@dkh.nl

12. OTHER TERMS AND CONDITIONS AND APPLICABLE LAW

12.1 The applicability of these General Terms and Conditions for Visitors shall not prejudice the potential applicability of other contractual terms and conditions and/or regulations applied by the Palace.

12.2 These General Terms and Conditions for Visitors and the agreement between the Visitor and the Palace shall be subject to Dutch law.