

## Welcome to Museum Rotterdam!

We want the museum to be a welcoming place for all our visitors, and kindly ask staff and visitors to respect the museum's house rules:

### 1. Cloakroom and luggage

We aim to provide a relaxed, safe environment for all employees and visitors, and ask you to leave coats, suitcases, trolleys, large (back) packs and umbrellas in our cloakroom or in one of the lockers. Please note: our cloakroom is not staffed and is unsupervised. Keys are available for the lockers. Please keep your key safe – a replacement key costs € 5.

### 2. Theft and loss

The museum is not liable for the loss, theft or damage to personal belongings. In the event of theft or attempted theft, we will call the Police.

### 3. Food and drink

You are not allowed to consume food and drink in the museum. If you'd like a drink or snack during your visit, you can drop in at Thoms, the restaurant adjoining the museum. You can resume your visit, on presentation of your ticket.

### 4. Alcohol and drugs

You are not allowed to consume alcohol or drugs in the museum. If you do, the museum will take immediate action and ask you to leave.

### 5. Touching objects in the collection

In this museum, some objects are not kept in display cases. However, this doesn't mean that you are allowed to touch them. If you cause damage to objects in our collection, you will pay for the damage.

### 6. Nuisance

The museum will not tolerate nuisance or inconvenience to other museum visitors. Please supervise your children at all times. Running and shouting are not allowed in the museum.

### 7. Mobile phone, photography and film

This museum has surveillance cameras to guarantee your security and that of our property. If you wish to make film recordings or take photographs for personal use, you must first ask one of our Visitor Support Team for permission. Flash photography may not be used. We encourage visitors to mention and tag the museum on social media. Mobile phone calls must not be made in the museum.

### 8. Accessibility

The museum is accessible to everyone. Young and old, people with buggies, and wheelchair or rollator users. A member of our Visitor Support Team is always available to help. The museum has a lift for wheelchair users and visitors with disabilities. Please talk to a member of staff if you need help. Unfortunately, the museum does not have facilities for visitors who are visually impaired.

### 9. Pets

With the exception of registered service dogs, pets are not allowed in the museum.

### 10. Calamities

The museum has a calamity plan. In the event of calamities, always follow the instructions of the personnel, Police, or Fire Department.

### 11. Toilets

The toilet for disabled persons is only available to disabled visitors, and to visitors who need baby-changing facilities. Babies can only be changed in this space. Other visitors may use the toilet facilities at the adjoining Thoms restaurant.

Thank you for your cooperation. We hope you enjoy your visit to the most Rotterdam museum in the world.