



gaasbeek  
castle

## Visitors' Regulations

All visitors who enter the castle, the inner garden and the park buildings are required to have read and to observe these regulations.

The castle grounds include all of the areas (buildings and others) that fall under the legal jurisdiction or management authority of the Vlaamse overheid - DAB Kasteel van Gaasbeek, including, but not limited to, exhibition rooms, inner garden, meeting rooms, offices, other public areas and warehouses.

### 1. Access to the castle/museum

Gaasbeek Castle is open every day except Monday from 1 April to 31 October inclusive from 10 a.m. to 6 p.m. (last visit at 5 p.m.). Open on national holidays. Consult our website for variable opening times.

### 2. Tickets, promotions and prices

Gaasbeek Castle will respect all the quoted prices and other information communicates via its own information material that is present inside the museum or that is posted on its website. Gaasbeek Castle cannot be held liable for mistakes that can be attributed to the intent, carelessness or negligence of third parties.

### 3. Access to the rooms

In order to visit the museum, one must have an entrance ticket, valid on the day of the visit, and a sticker visibly attached to the clothing. No refund will be paid for non-accessibility to certain rooms. If requested, visitors are obliged to show their admission ticket at all times to the attendants or other members of staff employed by Gaasbeek Castle.

It is forbidden to enter the rooms with:

- rucksacks or bags measuring more than 34 x 22 cm,
- walking sticks that do not have protected tips,
- umbrellas,
- objects that present a risk to the safety of people, works of art or the buildings,
- animals and pets with the exception of guide-dogs (dogs are allowed in the parc on a leash, not in the inner garden),
- food and drinks,
- personal folding chairs (chairs area available at the reception desk of the castle),
- prams/pushchairs.

This list is non-exhaustive. The attendants are authorised to judge whether you may take an item with you on your visit of the museum.

Small rucksacks or bags are allowed, but they must be carried in the hand and not worn on the back.

#### **4. Ethics**

It is expected that visitors behave according to the rules of public order and morality. Visitors must immediately comply with the directions and instructions of the authorised staff.

Children under the age of 12 must be accompanied by adults. Parents, monitors or teachers of children/groups are responsible for the behaviour of those they are accompanying.

In the museum, it is forbidden among other things to:

- place yourself at an unsafe distance (less than 60 cms) from the works of art, touch objects, to point with a sharp object, lean against the walls, to touch the wall fabric, run, slide or climb or sit on the benches/chairs (unless you are invited to by mottoes on cushions such as: 'rest here'), push other visitors,
- disturb other visitors by shouting, annoying use of cell phone, music,
- intentionally obstruct other visitors and create an obstruction in the corridors or on the staircases,
- to trade, advertise, make propaganda or solicit,
- to smoke, eat or drink.

#### **5. Photos and filming**

No permission is required for taking photos, making short audio and video recordings that are intended for non-commercial private purposes and that can be carried out without the need for flashes or special equipment (tripods, extra lighting) or staging of any kind (extras, models, sets, etc.) and the involvement of visitors and/or personnel.

Permission is required for all other photo shoots and audio video recordings. Application for simple filming sessions must be submitted at least three days before the date of filming and preferably earlier.

Films made under the above-mentioned stipulations without permission may under no circumstances be used publically (exhibitions, publications, etc.). If, after completing the filming, you wish to use it publically or commercially you must also apply for and obtain permission and pay the associated costs.

#### **6. Safety, prevention and evacuation**

For reasons of security, the attendants may ask you to open your bag or rucksack and show the contents.

In the event of illegal or irregular occurrences, the necessary measures may be taken, this includes closing entrances and checking exits in the main. This means the visitors in the inner garden or in the castle must remain where they are until the designated authorities arrive.

In the event of too many people arriving, riots or bad weather conditions which could endanger persons or material, a decision may be taken to close all or part of the museum or to change the opening times.

In the event of fire and evacuation, the instructions from the employees of Castle of Gaasbeek or the emergency services must be obeyed immediately. When you hear the evacuation alarm, please go to the nearest emergency exit and assemble at the fountain in the inner garden. Supervisors of groups should ensure that all persons in their group have left the building and check at the assembly point whether everyone from the group is present.

## **7. Complaints**

The visitor has no claim for events under the following circumstances. Consequently, these do not give rise to any obligation on the part of Castle of Gaasbeek to compensate the visitor:

- the absence or non-visibility of items from the collection of the Castle of Gaasbeek,
- the museum is partially closed or, through inconvenience, is difficult to enter, for example during build or breakdown of an exhibition,
- inconvenience or discomfort caused by other visitors, by maintenance activities or because the facilities of the museum do not work properly.

The visitor can submit complaints and suggestions in writing, using a complaint form that can be obtained from the reception desk.

## **8. Sanctions**

If the visitor does not comply with these visitor regulations, the visitor can be temporarily or permanently refused admittance to the castle grounds.

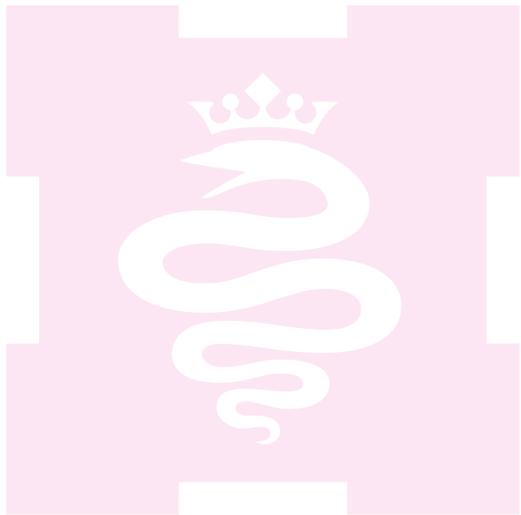
This agreement is governed exclusively by Belgian law.

All disputes resulting from it can be submitted exclusively to the courts in Brussels.

## **9. Lost and found**

Any items found can be handed in at the desk. The Castle of Gaasbeek undertakes to trace the owner or the entitled party of the object.

Should the owner or entitled party of the found item report its loss, they shall have the choice of picking up the item themselves or having it sent C.O.D. In both cases, the owner or entitled party shall be required to furnish proof of identity.



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# Regulations for group visits

The visitors' regulations also apply to participants of group visits.

Timetable of the visit:

- Report 15 minutes before the start of the guided tour.
- Groups that have reserved a guided tour shall meet the guide at the reception.
- The participants are counted.
- Bags, briefcases and other material are left at the desk.
- During the visit the supervisor/parent/teacher is expected to accompany his/her group. He is liable for the behaviour of his group.

In museums, a number of important basic rules apply:

- The supervisor(s) is/are asked to maintain order and discipline in the group.
- Nothing may be touched.
- No shouting or running is allowed.
- The group shows respect for the guide, the building and the heritage that is preserved there.
- The guided tours and workshops for schools are always accompanied by one guide. In order to ensure that the workshops run smoothly and pleasantly, the supervising teachers and/or parents are asked to lend a hand.
- The group provides at least one supervisor who ensures that his/her group follows the rules. We advise schools to provide two supervisors per group.

The reservation will only be considered confirmed when the Castle of Gaasbeek has received a signed copy of the reservation form.

Any cancellation must be given in writing and no later than 2 weeks before the date of the visit. Should the group not arrive and not cancel, the costs of the guide(s) will be invoiced.

The castle has no food or drink facilities. It is possible to rent one of our rooms. For alternatives if the weather is bad, we would advise you to contact the hospitality and catering businesses in the vicinity of the castle.

We ask you to arrive on time. Take into account that it is around a ten-minute walk from the parking lot to the castle.

Anyone not complying with these visitor regulations can be temporarily or permanently refused admittance to the castle grounds. This does not entitle that visitor to any repayment.

## Group visits

A group is a maximum of 15 people who wish to enter the museum at the same time under the supervision of one of the guides designated by Gaasbeek Castle.

Guided tours must be reserved at least 2 weeks in advance. For all questions and requests regarding a group visit, please visit the reception desk at the castle during opening times or via [bezoek.gaasbeek@vlaanderen.be](mailto:bezoek.gaasbeek@vlaanderen.be) and T. 02 531 01 30.

With the reservation, please state the name of the person responsible, the group name, address, telephone number, date and time of the guided tour, type of guided tour, number of participants, e-mail and invoice details.

When you have made your reservation, you will receive a confirmation with all practical details, place of the appointment and further methods of payment.

Please read all details carefully. Notify us immediately if the details are not correct or if you have not received a confirmation.

Each change to or cancellation of the programme must be submitted in writing to [bezoek.gaasbeek@vlaanderen.be](mailto:bezoek.gaasbeek@vlaanderen.be), and not by telephone.

Please notify the reception on T. 02 531 01 30 if the group will be arriving late. The guide will wait for a maximum of 30 minutes after the designated time of commencement of the guided tour. In consultation with the guide, the guided tour may then continue for at most 15 minutes after the planned finish time. When the guide has another guided tour that begins immediately after the end of the current tour, this is, of course, not possible.

## **Schools and families**

### **School visit**

Payment is in cash on the day itself at the cash desk, or by invoice, on condition that the company number is stated, two weeks in advance. If we have not received the company number in advance, the guided tour cannot take place.

### **Birthday party**

- To be paid on the day itself at the cash desk.
- Maximum number of participants is 15 children and 2 supervisors.
- The children may visit the castle in fancy-dress.

### **Family guided tour**

- To be paid on the day itself at the cash desk.
- Maximum number of participants is 15 persons per group.
- The children may visit the castle in fancy-dress.