

# Visitor regulations for the Museum of Fine Arts Ghent (MSK)

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## VISITOR REGULATIONS

### Article 1. Scope

These regulations apply to every visitor to the museum premises. Everyone visiting the museum premises is required to comply with the regulations. The museum reserves the right to remove non-compliant visitors from its premises with immediate effect.

### Article 2. Definitions

The following definitions apply in these regulations.

**MSK:** the organisation that runs and manages the museum and its premises.

**Museum premises:** the entirety of the museum and grounds that are open to the public, consisting of both buildings and open spaces, over which the MSK is legally entitled to exercise its authority, including but not limited to the following: museum galleries, auditorium, patios, library, restaurant, meeting spaces, offices, depots, technical areas, adjoining outdoor spaces.

**Visitor:** any person who enters the museum premises at any time and in any manner, with the exception of museum staff, external partners and other MSK personnel who are authorised to act on its behalf. The term 'visitor' includes but is not limited to the following: individuals, groups, school groups, and representatives of organisations or businesses who enter the museum for the purpose of **1** viewing the museum's permanent collection and/or an exhibition; **2** entering a space that is open to the public; **3** attending an activity organised by the museum and/or an external party; **4** engaging in professional activity at the request of the municipality of Ghent, AGB Kunsten en Design or the MSK and/or its representatives.

**Museum staff:** persons working at or for the MSK, including but not limited to its directors, conservators, security personnel, reception staff and others authorised to act on its behalf.

### Article 3. Regulations

#### 1. Access to the museum premises

The MSK is open to the public during specific hours.

- a. Museum galleries: Open weekdays from 9.30 to 17.30; weekends, school holidays and public holidays from 10.00 to 18.00. Galleries may be open at other times for special events and evening programmes. The museum is closed on Mondays and on 1 and 2 January and 25 and 26 December. The museum complex may close earlier than usual on 24 and 31 December.
- b. Library: Open weekdays from 9.00 to 16.30 by appointment only.
- c. Other areas: Open during office hours (Monday to Friday from 8.00 to 17.00) by appointment only.

\*Most recently amended on 8 September 2022.  
A copy of these regulations is available at the museum reception desk.

## 2. Entry to museum galleries

- a. A valid museum ticket is required for entry into the galleries.
- b. All visitors are required to show their ticket (or voucher or other valid equivalent) to a member of museum staff upon request. Visitors who are entitled to a reduced entry rate must also show proof of this upon request.
- c. Tickets are issued until 15 minutes before the scheduled closing time.
- d. Clearance of the museum galleries begins approximately 30 minutes before the scheduled closing time. At that time, security personnel will ask visitors to leave the premises so that the museum can begin closing.
- e. Visitors are prohibited from bringing any object into the museum that could pose a danger to the safety and/or security of other visitors, museum staff or museum property. Such items include but are not limited to the following:
  - I. bags and handbags measuring larger than 25 × 30 × 15 cm. Bags allowed into galleries must be carried in the hand or worn on the front of the body. Visitors may carry small items needed during their visit, provided these are placed in the bag that the museum reception desk provides for this purpose;
  - II. backpacks, book bags, shopping bags, suitcases;
  - III. canes and walking sticks with a metal tip. Only canes and walking sticks with protective rubber tips are permitted;
  - IV. umbrellas and parasols;
  - V. capes, coats and raincoats; jackets or other outerwear that is wet. Blazers, suit jackets and waistcoats are permitted. Jackets may not be carried in the hand or draped over the shoulders;
  - VI. lamps, flash apparatus, tripods and other camera stands, selfie sticks, or other equipment for photography, filming or sound recording;
  - VII. natural or chemical substances in liquid or solid form;
  - VIII. animals, with the exception of service animals;
  - IX. food, drink or chewing gum;
  - X. folding seats brought from outside the museum, with the exception of those needed by disabled visitors and for which a member of museum security staff has given express permission for use.

Please note: Museum staff have the final word on whether items may be brought into the museum. Visitors wishing to draw in the museum may bring the materials they need for this purpose and may draw under the supervision of authorised museum staff and in accordance with specific regulations. Regulations for drawing in the museum are avail-

able upon request. No more drawing materials may be brought into the museum than may reasonably be expected to be needed in a single day.

- f. Visitors may be temporarily or permanently prevented from entering the museum if they:
  - I. are not in possession of a complete, unaltered ticket;
  - II. are under the influence of alcohol, narcotics or another substance;
  - III. cause a disturbance or show intent to do so;
  - IV. fail or refuse to behave in accordance with museum regulations;
  - V. are in possession of any illegal, prohibited or dangerous item, object or materials, for example fireworks, glass, cans, chains, firearms, knives, clubs or any other object that could serve as a weapon or be used to cause a disturbance;
  - VI. are in possession of banners or leaflets bearing discriminatory or otherwise undesirable text, unless they have acquired the museum's express permission in writing in advance.

## 3. Cloakroom and lockers

- a. Visitors may store personal items such as clothing, baggage, umbrellas, backpacks and similar in the museum lockers during their visit. Lockers are provided free of charge.
- b. Lockers are accessible during museum opening hours. Instructions for using the lockers are provided in multiple languages in the cloakroom area. Visitors are requested to read these instructions carefully before using lockers.
- c. All items placed in lockers must be retrieved the same day before closing time.
- d. All lockers are opened and checked each day after the museum closes.
- e. Any item left in a locker after the museum closes will be treated as lost property.
- f. A staffed cloakroom may be available during specific exhibitions or events.
- g. The MSK has an unattended cloakroom for groups with wire mesh lockers and garment hangers for stowing clothing and other objects. Keys for mesh lockers are provided to the designated leader of the group, who bears responsibility for the keys and for the contents of the mesh lockers.
- h. The MSK accepts no liability for loss, theft or damage to items left in lockers, wire mesh lockers or cloakrooms.

#### 4. Lost and found items

- a. Visitors are required to present any item they find in the museum to a member of the museum staff.
- b. The MSK will make every reasonable effort to identify the owner of a found item or another person authorised to collect it. To this end it will report the item to the municipality of Ghent seven days after it is found.
- c. The owner or authorised recipient of a found item may visit the museum to collect it. If they are unable to do so, the item may be sent to the owner, if feasible, at the owner's expense. In all cases, the owner or authorised recipient of the item must provide an accurate description of the item and show proof of identification.
- d. The museum stores found items for a maximum of six months, with the exception of perishable or dangerous items and bicycles. Items that are not collected or otherwise returned to their owner are donated to charity or, in the case of items of no value, are destroyed and discarded.

#### 5. Visitor conduct

- a. Visitors are required to adhere to museum regulations and to behave appropriately and with consideration for others. Disturbances will not be tolerated.
- b. Visitors are required to follow the instructions and directions of security personnel, guides or other authorised MSK staff without delay.
- c. In the absence of prior written permission stating otherwise, children under the age of 15 must be accompanied by an adult at all times. Parents, teachers and other persons accompanying children are deemed responsible for the behaviour the children and groups they accompany.
- d. Any visitor who fails to follow the instructions or directions of security staff may be barred from the museum premises. In accordance with Articles 110 and 112 of the Act on Private and Special Security of 2 October 2017, a visitor who acts unlawfully or who is suspected of damaging or destroying a work of art may be detained on the premises until the arrival of the police. For security reasons, security staff may ask visitors to open bags or other containers and/or empty their pockets and display the contents. Visitors may be asked to show a personal identification document while in the museum.
- e. Visitors to the museum are prohibited from:
  - I. approaching within an unsafe distance of artworks (closer than 60 cm);

- II. touching artworks, objects or items on display or any other materials that are part of an exhibition;
- III. using an object to point at or gesture towards art or other objects;
- IV. leaning against walls, running, sliding, climbing, reclining on benches or seats;
- V. blocking or obstructing passages or stairs, including by sitting inconveniently;
- VI. causing annoyance or hindrance to other visitors by using mobile phones or any other audio apparatus to play music or make disruptive noises. The use of these items may be permitted in specific areas subject to the explicit permission of the MSK;
- VII. bringing any animal into the museum other than a service animal;
- VIII. smoking;
- IX. eating or drinking anywhere other than in designated areas, or outside clearly demarcated areas for which the museum has given written permission;
- X. littering;
- XI. carrying children on the shoulders. Children must be guided by the hand or carried in the arms;
- XII. defacing museum property with graffiti, text, symbols or other markings;
- XIII. intentionally obstructing other visitors long enough to cause annoyance and/or deliberately hindering their view of items exhibited in the museum;
- XIV. leaving personal items unattended in the museum, even briefly;
- XV. engaging in commercial activity, advertising, begging, recruitment or the promotion of propaganda.

#### 6. Photography, filming and audio recordings

- a. When taking photographs and/or making video or film recordings, visitors are prohibited from using lamps, flash equipment, tripods or stands, selfie sticks or other accessories unless they have prior permission for this in writing. The same applies to audio and other recordings. A request for permission should be submitted to the MSK's general email address. The MSK accepts no liability for materials produced without appropriate permission.
- b. Unless indicated otherwise, visitors are permitted to take photographs and make video and/or audio recordings in the galleries housing the permanent collection during museum opening hours, provided these are for personal use only. Visitors are prohibited from using a flash, tripod or stand or any other accessory.

- c. Visitors wishing to take photographs or make video/film or audio recordings for professional use (for example, as journalists and producers of films or podcasts) must request permission for this in advance.
- d. Permission must be obtained from any member of public or museum staff whose image appears in a photograph or a video or audio recording. The MSK accepts no liability for the actions of third parties. Additional permission is required for publication of these photographs or recordings, with the exception of personal or private use or when this is reasonable justified, for example if the images could be of use to the authorities in investigating or prosecuting criminal activity.
- e. Photography and audio/video recording may be prohibited in some temporary exhibitions. This may apply to specific works or art or to an exhibition in its entirety. Visitors are required to comply with posted instructions.
- f. Photography, video recordings and scanning of technical equipment in or belonging to the MSK is prohibited.

## 7. Security of visitors, artworks and buildings

- a. Visitors entering the museum for special purposes (for example, technicians and others entering to work in the museum) must wear an identification badge in a visible manner.
- b. Visitors are prohibited from doing anything that could endanger the health or safety of other visitors, museum staff or the museum premises or property. Visitors must immediately report any accident, illness or irregular occurrence to an authorised member of staff, e.g. security personnel, reception staff or other member of staff.
- c. In the event of a fire, visitors should remain as calm as possible. Should evacuation be necessary, this will take place under the supervision and guidance of museum staff and/or emergency services. Please note that there will be no access to cloakrooms, lockers or wire mesh lockers in the event of an evacuation.
- d. A lost child must be immediately entrusted to a member of museum staff, who will take the child to the reception desk.
- e. Except under specific circumstances, works of art are never moved or removed in the presence of visitors during museum opening hours. Any visitor who witnesses the moving or removal of any work of art should notify security staff immediately.
- f. Appropriate measures may be taken in response to any irregular or illegal event. Measures may include the closure of the museum's doors and monitoring of exits, at

which time visitors will be required to remain on museum premises until police arrive.

- g. In the event of a crowd surge, rioting, a natural disaster posing a threat to people or property, or a strike or drill, the museum may partially or fully close and/or opening hours may be adjusted. The museum accepts no liability for damages incurred in connection with such a situation, nor will restitution be given for purchased tickets. Drills will be announced in advance via signage at the entry to museum premises and via the museum's own communication channels.
- h. Should any person become unwell due to illness or injury, they must be attended to without being moved. No food, drink or medication may be given before the arrival of emergency personnel. If a person with medical training is present and can present the proper credentials, they may offer first aid. However, if they do so, they must subsequently remain with the sick or injured person until the person is evacuated for treatment. Persons who have provided first aid are requested to leave their name and address with staff at the museum reception desk.

## 8. Rules for groups

- a. No registration is required for group visits to the permanent collection.
- b. However, for their and our convenience, we ask that groups inform the MSK of their planned visit.
- c. Group numbers are limited as follows:  
15 adults accompanied by one attendant per group  
± 20 school children (for number of attendants, see under d.)
- d. Registration is required for group visits to exhibitions. Group numbers are limited as follows:  
± 15 adults  
± 20 school children  
Each group must be accompanied by one attendant.
- e. Groups may bring their own guide, unless this is prohibited by, for instance, the organiser of a temporary exhibition. Guides are charged a fee for right to speak.
- f. Special rules apply for school groups. For children up to and including year six, one attendant is required per 10 children. For years 7 and higher, one attendant is required per 15 children.
- g. To ensure the comfort of all museum visitors, additional practical measures may be imposed for group visits to busy exhibitions.

- h. Each member of a group must be in possession of a personal ticket, and the group must identify itself using its reservation document.
- i. Groups and group members must not hinder other visitors to the museum. Group members are required to stay close to the attendant who is responsible for the group.
- j. The museum reserves the right to apply special terms and conditions for group visits at any time for security or safety reasons. For example, the maximum number of group members may be reduced for exceptionally busy exhibitions.

authorised by the museum to sell tickets to events on museum premises.

Visitors may send complaints and/or suggestions to the following email address: [museum.msk@stad.gent](mailto:museum.msk@stad.gent).

#### **Article 4. Entry into force and duration**

These regulations entered into force on 1 September 2022 and are reevaluated annually. Unless its powers have sub-delegated, the board of directors is authorised to issue additional regulations as needed to ensure the safety and security of museum visitors and staff and the museum premises.

## **9. Complaints**

- a. The MSK does its utmost to ensure that its exhibitions and activities proceed as advertised. In the event that work or a reorganisation taking place in the galleries will hinder visitors, the museum will make this known.
- b. The museum accepts no liability for damages or complaints arising from the following situations or occurrences:
  - I. one or more objects in the MSK's permanent collection has been removed from display or is otherwise not available for visitors to see;
  - II. the museum premises are partially or entirely closed to the public due to preparations for an exhibition or due to a drill;
  - III. visitors encounter hindrance or inconvenience caused by other visitors, such as noise, inappropriate behaviour, robbery or theft;
  - IV. visitors encounter hindrance or inconvenience due to maintenance, renovation or work or reorganisation in galleries;
  - V. visitors encounter hindrance or inconvenience due to a malfunction of museum facilities, unless this is due to unpreventable and temporary technical or organisational problems;
  - VI. visitors are unable to enter the museum due to loss or theft of tickets prior to or after arrival on the museum premises. No restitution or other compensation will be given for lost or stolen tickets. Ticket purchasers bear risk and responsibility for purchases. No restitution will be given for unused or expired tickets, including tickets that are valid on or for a specific date or period. Tickets cannot be exchanged or refunded. Tickets bought at the museum are also non-exchangeable and non-refundable. No restitution of any entrance fee will be given except in cases of unpreventable and temporary technical or organisational problems. The same applies in the case of tickets purchased from outside partners