

General Terms and Conditions of the Rembrandt House Museum

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Museum Rembrandthuis has General Terms and Conditions for Visitors, which apply to all legal relations between Museum Rembrandthuis and visitors. These conditions are designed to ensure safety, comfort and the overall museum experience for all visitors.

All agreements and disputes are governed by Dutch law.

Definition

Museum Rembrandthuis:

The Museum Rembrandthuis Foundation, located at Jodenbreestraat 4 in Amsterdam, aims to present the extraordinary significance of Rembrandt to a wide audience in the house where he lived and worked. The museum includes Rembrandt's house and three exhibition halls

[This webpage](#) publishes visitor information about Museum Rembrandthuis.

Visitor:

Any person who enters the museum building.

Admission ticket:

A valid admission ticket in the form of an entrance ticket, e-ticket, voucher, invitation, group pass, or Friends pass that grants access to the museum and/or to the office.

Officers:

All employees and volunteers of Museum Rembrandthuis.

1. Access

1.1 Visitors are only entitled to enter Museum Rembrandthuis on presentation of a valid admission ticket. Registration may be required for some sections, depending on the nature of the visit.

1.2 Visitors must show their admission ticket to employees of Museum Rembrandthuis upon request. If the admission ticket cannot be shown (or is not valid), the museum reserves the right to deny the visitor access.

1.3 An entrance ticket is non-refundable. However, the date and time of an online ticket can be changed free of charge up to 24 hours before the scheduled visit, provided the ticket was purchased via the museum's official website and based on the availability of time slots. There is an exception for a reserved tour, which can be changed free of charge up to 14 days before the scheduled visit. There is also an exception for tour operators, for which the conditions for cancellation and change are stated in the voucher contract.

1.4 Museum Rembrandthuis is not responsible for admission tickets purchased through third parties or other parties with which the museum has no official agreement. It is recommended to purchase tickets through the official website or from recognised partners.

1.5 Visitors are prohibited from carrying - in the opinion of a museum official - dangerous objects or (liquid) substances. Visitors carrying these prohibited objects or substances may be refused entry to the museum. These prohibited objects or substances include, but are not limited to: weapons, pointed and/or sharp objects, explosive, inflammable, chemical and toxic substances and bottles filled with liquid.

2. Rules of conduct

2.1 Smoking, including the use of electronic cigarettes and other smoking devices, is strictly prohibited in all areas of Museum Rembrandthuis.

2.2 Pets are not allowed in the museum. Assistance dogs are welcome in Museum Rembrandthuis, provided they are recognisable and the companion can show a valid proof of assistance dog registration.

2.3 Large bags, backpacks, umbrellas and baby carriers, Nordic Walking Sticks etc. must be left in the cloakroom upon entry. Free lockers are available for safe storage of personal belongings

2.3.1. In special cases where the general safety of persons or the collection reasonably requires it, no bags and/or coats will be allowed in the museum.

2.4 Mobile or video calls are not allowed in the museum. Visitors are requested to put their phones on silent; phones may only be used for taking photos without flash or tripod.

2.5 The consumption of food and beverages is not allowed in the museum, unless otherwise indicated during special events or with explicit permission from the museum.

2.6 Visitors should maintain a minimum distance of half a metre from the artworks and should not touch the artworks under any circumstances.

2.7 Writing or drawing is allowed only with pencil and on a hard surface, such as a notebook or a writing board provided by the museum. It is forbidden to write on walls, furniture or exhibition objects.

2.8 It is not allowed to sit on the historical furniture in Rembrandt's historical house unless explicit permission is granted by the museum.

2.9 Visitors should be considerate of other guests present and avoid disruptive behaviour or excessive noise to ensure a pleasant museum experience for all.

2.10 Visitors under the influence of alcohol or drugs may be denied entry to the museum to ensure the safety of other visitors.

2.11 Inappropriate behaviour, including vandalism, verbal abuse, intimidation, or violations of the rules of conduct, may result in immediate removal from the museum, without refund of entry fees.

2.12 Museum Rembrandthuis reserves the right to request visitors to follow safety instructions, including evacuating the building in case of emergencies.

2.13 It is not allowed to interview visitors in the museum without written permission from Museum Rembrandthuis.

2.14 To ensure the safety of visitors and employees in the museum, demonstrations are not allowed in or in front of the entrances and exits of Museum Rembrandt House.

2.15 It is prohibited to sell or resell services and goods from or at Museum Rembrandthuis (such as guided tours, tickets, and shop articles) without written permission from Museum Rembrandthuis.

3. Liability

3.1 Museum Rembrandthuis is not liable for loss, theft or damage to visitors' personal property, unless such damage is demonstrably the result of gross negligence or intent by the museum.

3.2 Visitors are responsible for their own personal belongings and are advised to store valuables in a locker in the cloakroom.

3.3 The museum is not liable for indirect or consequential damage, such as lost profit or immaterial damage, unless there is gross negligence or intent by the museum.

3.4 Damage caused by a visitor to the museum building, the collection or other visitors can be recovered by Museum Rembrandthuis from the perpetrator.

3.5 Failure of facilities, such as lifts or audio-visual equipment, will not entitle you to a refund of entry fees.

3.6 Museum Rembrandthuis is not liable for any nuisance or inconvenience caused by other visitors, such as noise pollution or inappropriate behaviour.

4. Safety and emergencies

4.1 Visitors' stay in Museum Rembrandthuis is entirely at their own risk. The museum accepts no liability for damage or injury incurred during the visit, unless such damage or injury is the direct result of intent or gross negligence by the museum.

4.2 Visitors are obliged to follow the instructions and directions of museum staff and security officers at all times to ensure the safety of all attendees.

4.3 Children under the age of 12 may only visit the museum when accompanied by an adult. Parents, guardians or supervisors are responsible and accountable for the behaviour of minors accompanied by them at all times.

4.4 Museum Rembrandthuis reserves the right to check visitors and their luggage upon entering the museum. Visitors may be requested to cooperate with an inspection of bags or other belongings by the museum's security staff. If cooperation is refused, entry to the museum may be denied.

4.5 For the safety of visitors and employees, Museum Rembrandthuis uses camera surveillance. Camera images are stored in accordance with applicable privacy laws and a reasonable retention period. If necessary, images are made available to the police or other authorities.

4.6 In the event of emergencies, such as the loss of an art object, acts of violence, or a terrorist threat, Museum Rembrandthuis reserves the right to close the doors and escort visitors out in phases and under supervision. In doing so, visitors may be asked to cooperate with a search of bags and personal belongings.

4.7 Museum Rembrandthuis may temporarily or permanently deny a visitor access to the museum in the following cases: a. If the visitor causes damage to an object during the visit through fault, gross negligence, or deliberate action. b. If the museum has well-founded reasons to fear that the visitor may cause damage to the collection or the building.

Museum Rembrandthuis reserves the right to adjust regular opening hours if business operations, emergencies or in-house emergency response (BHV) drills make this necessary to ensure the safety and continuity of the museum.

5. Group visit

5.1 For the safety and comfort of all visitors, Museum Rembrandthuis operates a limited capacity for groups. Groups larger than 15 people must be split into smaller groups of no more than 15 people. Would you like to make a reservation for a group of more than 8 people? Then make a group booking with or without a guided tour via our web page: [Group bookings](#)

5.2 The date and time of an admission ticket for group visits can be changed up to 24 hours before the start, provided there is availability on the desired new date and time. There is an exception for a reserved tour, for which changes can be made free of charge up to 14 days before the planned visit.

5.3 Museum Rembrandthuis reserves the right to refuse groups access to the museum if they do not comply with the visitor conditions or if the group size exceeds the maximum capacity.

5.4 The organiser of a group visit acts as the point of contact and is responsible for informing all participants of the General Conditions for Visitors. The organiser should ensure that all participants comply with the terms and conditions during the museum visit.

5.5 Accompanying school groups remain responsible for their pupils' behaviour throughout the museum visit. If necessary, a museum official may request the accompanying person to take measures in the event of disruptive behaviour. In the event of repeated or insufficient intervention by the supervisors, the group may be denied access to the museum.

5.6 Coats and bags should be stored in the designated cloakroom. Valuables can be safely stored in the available lockers in the cloakroom.

5.7 Due to safety and the historical value of the property, the spiral staircase in the old house should only be used for going up. For going down, please use the stairs in the modern wing.

5.8 Purchased e-tickets for both groups and individual visitors cannot be cancelled and no refunds will be made. Tour operators with a partner contract and school groups can cancel their reservations free of charge up to two weeks before the visit date.

6. Accessibility

6.1 Museum Rembrandthuis is committed to maximum accessibility for all visitors, including those with physical disabilities. However, due to the monumental status of Rembrandt's historic house, this location is not entirely suitable for wheelchairs and other mobility aids. In contrast, the museum's exhibition rooms are accessible and reachable via our lift.

6.2 Assistance dogs are welcome in Museum Rembrandthuis, provided they are recognisable and the handler can show valid proof of assistance dog registration. Visitors with assistance dogs must ensure that the animal is under control and does not cause a nuisance to other visitors.

6.3 Prams and buggies are allowed in the exhibition halls, but not in the historic Rembrandt House due to narrow passages and stairs. Prams can be left in the cloakroom or a specially designated area near the entrance.

6.4 For visitors with disabilities, the museum has a wheelchair-accessible toilet. Staff are available to provide support with other facilities if needed.

7. Image and sound recordings

7.1 Visitors are allowed to take photographs, videos and sound recordings in Museum Rembrandthuis, provided they do not need a flash, tripod, selfie sticks or other devices that could harm the safety of the collection or inconvenience other visitors. Specific temporary exhibitions may prohibit photography or video recordings.

7.2 Photographs, videos and sound recordings made in the museum are for private use only. Commercial use of these recordings is only permitted with the prior written consent of Museum Rembrandthuis.

7.3 Museum Rembrandthuis reserves the right to make visual and audio recordings of visitors and activities for promotional purposes, such as in publications, on social media and for archival purposes. Visitors who object to the use of their visual material can indicate this in writing prior to their visit via a museum official or via museum@rembrandthuis.nl.

8. Use of Facilities

8.1 Purchases in the museum shop are final. Exchanges or returns are possible within 14 days upon presentation of the proof of purchase, provided the product is unused and undamaged

8.2 Visitors can use free Wi-Fi in the museum. Museum Rembrandthuis is not responsible for any failures or interruptions in this service and reserves the right to restrict or terminate Wi-Fi use at any time.

9. Other provisions

9.1 Lost and found

Museum Rembrandthuis posts found objects in and around the building on the [iLost](#) website.

9.2 Complaints and Suggestions

Visitors can submit complaints or suggestions via a form at the box office or by sending a message to museum@rembrandthuis.nl. The museum usually handles complaints within 10 working days. If more time is needed, the visitor will be informed.

9.3 Amendments to Conditions

Museum Rembrandthuis reserves the right to amend the General Conditions for Visitors at any time and without prior notice. Visitors are deemed to agree to the terms and conditions in force on the day of their visit. The current terms and conditions are available on the website and at the museum entrance.

9.4 Prices and Taxes

All prices in Museum Rembrandthuis, including those for admission, guided tours and shop items, are displayed inclusive of VAT. Prices are subject to change without prior notice.

9.5 Privacy

Museum Rembrandthuis refers visitors to its [privacy statement](#) for information on the processing of personal data and the related rights of data subjects.

Final provisions

These visitor conditions are designed to promote a safe, pleasant and respectful visit to Museum Rembrandthuis. By entering the museum, visitors agree to the above terms and conditions.

For questions about these terms and conditions or for more information, please contact Museum Rembrandthuis at museum@rembrandthuis.nl

These Visitor Conditions of Museum Rembrandthuis have been adopted by the management and are published on www.rembrandthuis.nl.

Director of Museum Rembrandt House,

Milou Halbesma