

## **Terms and conditions for visitors to Camp Vught National Memorial**

### **Introduction**

Within reason, Camp Vught National Memorial (hereinafter referred to as CVNM) will do everything possible to ensure that visits to the museum complex and the exhibitions and activities organised by the CVNM are in accordance with visitors' wishes. CVNM will make every effort to minimise any nuisance or inconvenience to visitors and guarantee visitors' safety.

### **General provisions: definitions**

#### Article 1.1

'The museum' means the organisation that manages and operates the museum complex. 'Staff' is understood to mean all CVNM staff including, but not limited to, the management, the staff and all volunteers.

#### Article 1.2

'The museum complex' is understood to mean the entirety of spaces (developed and undeveloped) that fall under the legal or management authority of the management of CVNM, including, but not limited to, exhibition rooms, reception rooms, meeting rooms, museum café, outdoor area, depot and barrack 1B.

#### Article 1.3

'Visitor' is understood to mean anyone visiting CVNM.

#### Article 1.4

These terms and conditions apply to every visit to CVNM. Deviating provisions may apply during other special activities outside the regular opening hours and/or for visitors other than regular visitors, such as in the case of room hire, catering and such like.

### **Ticket sales, offers and prices**

#### Article 2.1

CVNM is entitled to change its prices.

#### Article 2.2

Potential visitors are not entitled to a refund of the admission price or any other compensation in the event of loss or theft of the admission or participation ticket before entering the museum complex. If a visitor does not use the pre-purchased admission ticket, this is at the visitor's own expense and risk. This is also the case if the admission ticket is only valid for a certain time and/or date. A ticket, once obtained, cannot be exchanged. The entrance fee will also not be refunded.

## **At the museum complex**

### **Article 3.1**

When at the museum complex, visitors must behave in accordance with legal standards, particularly regarding public order, morality, and the rules of decency that apply to the nature of the activity visited. In view of the nature of the memorial centre, appropriate clothing is expected. Visitors are also obliged at all times to follow the directions and instructions given by CVNM staff. If in the reasonable opinion of an authorised official of CVNM, a visitor acts in any way contrary to these standards, directions or instructions, the visitor may be denied further access to the museum complex.

### **Article 3.2**

Parents and/or supervisors of children are at all times responsible for and accountable for the behaviour of minors they are accompanying. Teachers and other group supervisors are responsible for and accountable for the behaviour of group members they are accompanying. Parents, teachers and group supervisors must strictly monitor that exhibited objects and materials are not touched or damaged.

### **Article 3.3**

In the museum complex, visitors are not permitted to:

- a. offer goods of any kind to third parties for sale, or provide them free of charge.
- b. block the path or obstruct the view of exhibited items for other visitors intentionally and for long periods of time;
- c. give guided tours of the museum other than if they are authorised staff or after explicit permission from the management of CVNM;
- d. annoy other visitors, including, but not limited to, by using mobile telephones or other visual or audio devices.
- e. bring in pets, with the exception of assistance and guide dogs;
- f. smoke;
- g. bring in food and drinks or consume refreshments purchased in the museum café outside the museum café, except with the explicit permission of the management.
- h. bring in objects or substances that are deemed dangerous by CVNM staff, including, but not limited to, walking sticks, umbrellas, backpacks or large bags.

### **Article 3.4**

CVNM is accessible to the disabled. Wheelchairs are available and can be borrowed.

### **Article 3.5**

CVNM's safety policy may mean that staff forbid certain visitors from entering a certain area, temporarily or otherwise.

### **Article 3.6**

In special cases where the general safety of persons or the collection reasonably requires this, the staff can ask to inspect a visitor's luggage/bags. If the visitor does not give permission, the staff may immediately remove or have removed the visitor in question from CVNM.

### **Article 3.7**

Taking photographs for private purposes is permitted. The visitor is not allowed to make video and film recordings other than with prior permission from the CVNM staff based on contact with the secretary's office. Furthermore, it is not permitted, other than with the prior permission of the CVNM management, to make public or reproduce photo, video and film recordings for commercial purposes, in any way and on any medium, including electronic media.

## **Complaints**

### Article 4.1

CVNM will do everything possible to ensure that the visit to the museum complex or the exhibitions and activities organised by CVNM can go ahead in accordance with the published offer. This also includes the obligation to inform the public as fully as possible about full, partial or early closure of the museum complex and/or exhibitions organised by CVNM. CVNM also informs the potential public about hindrances caused by maintenance work, refurbishment or designing or redesigning of spaces.

### Article 4.2

CVNM will make every effort to make each visit as pleasant as possible. However, CVNM cannot give any guarantees in this regard. In particular, it cannot guarantee that:

- a. the items in CVNM's permanent collection are viewable at all times;
- b. the entire museum complex is accessible to visitors at all times;
- c. the visit will not be disturbed by nuisance or inconvenience caused by other visitors, such as noise, inappropriate behaviour, theft and harassment;
- d. the visit will not be disturbed by nuisance or inconvenience caused by maintenance work, such as refurbishment, designing or redesigning of spaces;
- e. the visit will not be disrupted by nuisance or inconvenience caused by the malfunctioning of facilities in the museum complex.

### Article 4.3

Visitors may submit complaints and suggestions for improvement in writing by completing a form attached to these Terms and Conditions for Visitors.

### Article 4.4

CVNM will investigate complaints and respond in writing within 30 days of receipt.

## **Liability in the museum**

### Article 5.1

CVNM's total liability for loss due to death or physical injury will in no case exceed €1,000,000 (one million euros per event), with a series of related events counting as one event.

### Article 5.2

CVNM's liability for indirect damage, including consequential damage, lost profit or wages, lost savings, etc., is excluded. Besides the cases mentioned in this article, CVNM does not bear any liability for compensation, regardless of the grounds on which an action for compensation would be based.

## **Lost and found**

### Article 6.1

Items found by visitors at the museum complex can be handed in at the museum's Information Desk. CVNM will do its utmost to track down the owner of or entitled person to the found item.

### Article 6.2

If the owner of or entitled person to a found item contacts the museum, they may collect the items personally. At CVNM's request, the owner or entitled party must identify themselves correctly.

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*Annex: complaint form*

## **Form for complaints and suggestions for Camp Vught National Memorial**

You can hand in the completed form  
at the counter, for attention of the management, or send it to:

Nationaal Monument Kamp Vught  
Attn.: the management  
Lunettenlaan 600  
5263 NT Vught

Date of visit:

Description of the complaint/suggestion:

The complaint/suggestion has also been passed on orally to:

This form was filled in by:

Mr/Ms

Address

Postcode and city

Country

Phone number

E-mail address