

# Visit regulations of the AfricaMuseum

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# Visitor regulations of the AfricaMuseum

Welcome to the AfricaMuseum!

## Introduction

The AfricaMuseum wishes you an enjoyable and instructive visit.

For ease of reading, we use the trade name AfricaMuseum in this document, which corresponds administratively to the Royal Museum for Central Africa.

These rules are valid for all visitors to the AfricaMuseum and the Welcome Pavilion. They can be consulted on the website <https://www.africamuseum.be/en/visit> and on request at the museum reception desk.

In addition to these rules, the Code of Ethics also applies to anyone renting commercial spaces and/or organising events there. This will be sent to you by our staff if necessary.

To ensure your well-being and safety, we ask you to comply with the following instructions. The reception and security staff can help you to comply with these rules. Please do not hesitate to ask them about this.

## 1. Before the visit

### 1.1. Car park

A car park with 287 spaces is located around 200 metres from the museum, next to the tram terminus. This is a regional car park and is not operated by the museum. It will become a pay car park in the course of 2024.

All parking spaces currently available, whether mentioned on the website or not, are unsupervised and their use is the responsibility of the car owners.

### 1.2. Bike park

You can park your bike in the bike park next to the Welcome pavilion under your own responsibility. See map below.

The cloakrooms and lockers at the AfricaMuseum do not accept folding bicycles. It is therefore not possible to enter the museum with this type of bicycle.

### 1.3. Access

The AfricaMuseum is always closed on Mondays, 1 January, 1 May and 25 December.

The AfricaMuseum is open from 10.00 am to 5.00 pm Tuesday to Friday and from 10.00 am to 6.00 pm at weekends. On 24 and 31 December, the museum closes at 2pm. Ticket offices close 30 minutes before the museum closes.

Opening hours at AfricaShop and Bistro Tembo may vary. We advise you to consult their respective websites: <https://www.africashop.be/> and <https://www.bistrotembo.be/en/>

The Welcome pavilion is the only way into the AfricaMuseum, and also the only way out.

Individual lockers and group cloak rooms are available on level -2 of the Welcome pavilion. They are not compulsory, except for large bags and rucksacks. They are unattended and no claims will be accepted in the event of theft.

Entry to and movement within the exhibition areas during opening hours are subject to possession of a valid admission ticket.

Every evening, evacuation measures begin 15 minutes before closing time.

### 1.4. Tariffs

The AfricaMuseum respects the prices and information communicated to the public. The AfricaMuseum accepts responsibility for any errors it may have made in the indication of prices or in the dissemination of information. This responsibility only applies to information provided by the AfricaMuseum that was present in the museum at the time of the complaint or that has recently been disseminated by the AfricaMuseum.

The AfricaMuseum is not liable for the dissemination of incorrect information due to the malice or negligence of third parties, including resale platforms.

### 1.5. Wheelchairs

The AfricaMuseum makes a small number of wheelchairs and walkers available to people with reduced mobility during their visit. These can be requested at reception or reserved before the visit ([reservations@africamuseum.be](mailto:reservations@africamuseum.be)), and must be returned

to the reception desk in good condition at the end of the visit. An identity document will be requested as a deposit.

## 1.6. Animals

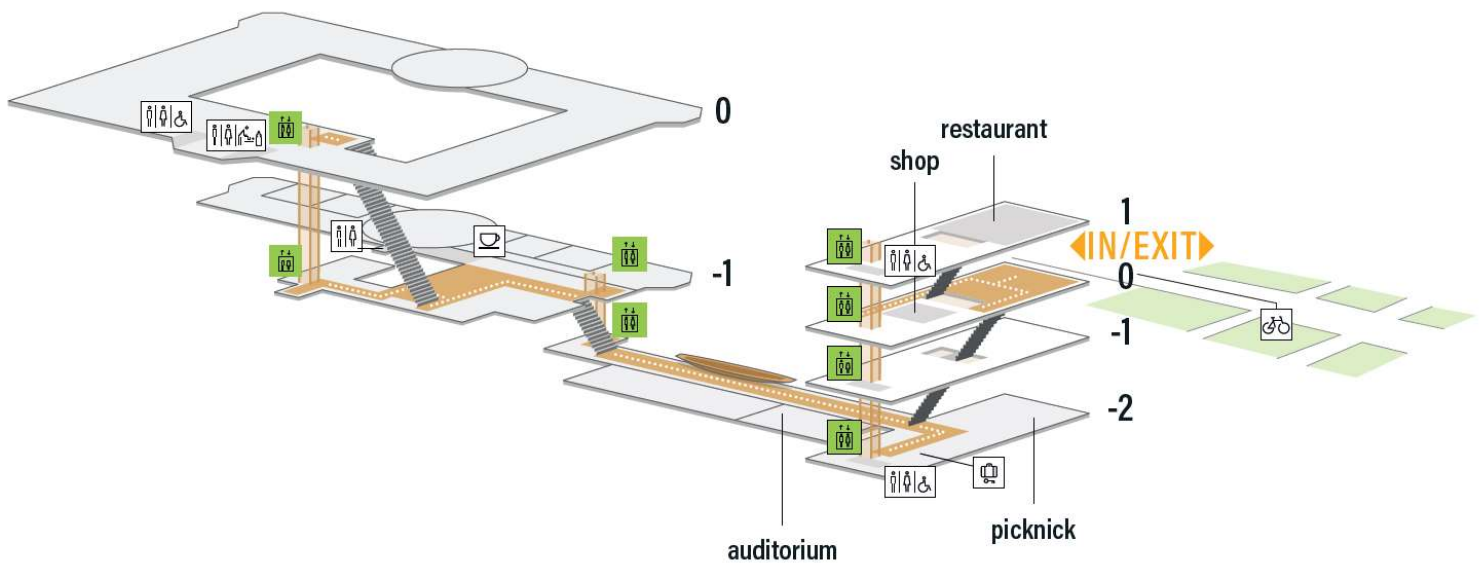
Only assistance dogs are allowed in the museum buildings, including the welcome pavilion and its restaurant. The conditions are that the dog is wearing its cape and that its owner is in possession of an assistance dog passport.

## 1.7. Facilities for babies and toddlers

The following facilities are available for babies and toddlers:

- low staircase ramps ;
- low-level toilets (in the reception pavilion only);
- a baby area in the small rotunda (the central point of the visit) with a changing table and breast-feeding facilities. See map below.

Breastfeeding in public is also welcome. Federal museums are joining the network of establishments that allow women to breastfeed their babies without having to hide from the gaze of others. This natural gesture can take place in the permanent collections, temporary exhibitions and restaurants.



## 2. During the visit

### 2.1. Responsibilities

#### 2.1.1. Individual responsibility

- Visitors visit and stay at the AfricaMuseum entirely at their own risk.
- The AfricaMuseum is not responsible for accidents that damage personal property, nor for the loss or theft of such property.
- In the event that an individual entrusts property to the AfricaMuseum or deposits or abandons it in the museum, whether or not compensation is paid to the AfricaMuseum, the AfricaMuseum accepts no responsibility and cannot be held liable for any loss or theft of, or damage to, such property.

#### 2.1.2. Responsibilities for the children

- Children under the age of 12 may not visit the museum alone. They must be accompanied by a person of at least 12 years of age.
- Parents or carers are responsible at all times for the behaviour of the children they accompany.
- Lost children are taken to reception on the ground floor of the welcome pavilion. If necessary, and in any case after the AfricaMuseum has closed, the lost child will be handed over to the police.

#### 2.1.3. Responsibilities for the groups

- Group visits take place under the supervision of a person in charge, who ensures compliance with the rules and regulations, as well as order and discipline within the group. ;
- The person in charge of the group must be present, even if the group benefits from a guided tour.

### 2.2. Video surveillance - Act of 21 March 2007

A permanent video surveillance system, under the responsibility of the Head of Security and Building Management, is installed in the various public areas to guarantee the safety of people and property, prevent or detect offences and prevent nuisance.

The images are kept for a maximum of 20 days. Any person filmed has a right of access to the images in accordance with Article 12 of the Camera Act. To do so, you can submit your request to the controller, in accordance with the GDPR (General Data Protection Regulation). To exercise your right of access, you must send a written, dated and signed request (accompanied by a copy of your identity card) to the data

controller. In this request, you describe the reasons for requesting access to the images.

In addition, the request must also contain enough detailed information to precisely locate the concerned images (date and time). You can also send your request by e-mail to [cctv@africamuseum.be](mailto:cctv@africamuseum.be). The data controller will send you a response within a maximum of 3 months from your request.

The Royal Museum for Central Africa (RMCA), Leuvensesteenweg 13, B-3080, Tervuren, is responsible for processing your personal data. The RMCA is represented by Mr. Bart Ouvry, Director General of the institution. For any information concerning data protection, please contact our data protection officer: [dpo@africamuseum.be](mailto:dpo@africamuseum.be).

## 2.3. Security & Safety

### 2.3.1. Obligations

- To visit the museum, you must comply with these regulations. The security staff have the right to intervene if you violate them and, in the worst case, to deny you access.
- For security reasons, security staff may ask you to show the contents of your bag at the entrance to the museum. Large bags and backpacks must be placed in the lockers provided free of charge on level -2 of the welcome pavilion, unless they are needed for your child or companion. Baby and toddler strollers are allowed, but not bicycles or scooters.
- Always keep your entrance ticket with you, even when you go to lunch at the Tembo brasserie or take a walk in the park and want to return to the museum afterwards.
- The heritage displayed in the AfricaMuseum is fragile. Help us protect it! Never touch the showcases, lighting, or displayed objects unless explicitly authorized, do not run, climb, or push. Respect the barriers protecting the collection items.
- Only use the fire alarm or emergency aid facilities in serious emergencies. Any misuse will be punished by the police.
- Visitors must refrain from any act likely to endanger the safety of people or their property.
- Any accident or abnormal or suspicious event must be reported to a staff member.

### 2.3.2. Prohibitions

In the AfricaMuseum, you cannot undertake certain actions that endanger the safety and/or well-being of visitors or the integrity of the exhibited objects. They are listed below:

- deliberately and for a prolonged period obstruct other people and form an obstacle in passages and exits, for example by sitting or lying on the stairs;
- smoking (including in the courtyard);
- generating noise pollution;
- engaging in commerce, advertising, propaganda, recruitment;
- collecting money at the entrance or inside the museum;
- disturbing other people;
- eating or drinking, except in designated areas (restaurant, picnic area, coffee corner);
- moving furniture, chairs, or benches in the exhibition areas of the museum building and the reception pavilion.
- It is forbidden to enter the AfricaMuseum with objects that pose a risk to the safety of people, collections, or the building. Below is a list of prohibited items; this list is, of course, non-exhaustive, and the security staff has the right to deny you access if they deem an object in your possession to be a risk:
  - crutches and canes not fitted with a protective tip; crutches and canes with a mudguard are allowed;
  - umbrellas, unless they are folded and stored in a bag;
  - roller skates and scooters;
  - food and drinks;
  - selfie-stick.
- Access to the museum may be denied if:
  - You refuse to comply with the AfricaMuseum regulations;
  - your entrance ticket is no longer intact, does not have a barcode, or has been altered;
  - you are under the influence of alcohol, drugs, or similar substances;
  - you clearly disrupt order or intend to disrupt it;
  - you are in possession of illegal or dangerous goods, materials, or objects such as fireworks, glass, and cans; supports or clothing bearing - in the opinion of AfricaMuseum security personnel - discriminatory, racist, or provocative texts or images; weapons or other objects that can be used as weapons.

## 2.4. External guides

External guides who are not affiliated with the AfricaMuseum are prohibited from organizing guided tours unless they have prior written authorization from the AfricaMuseum management. Teachers are authorized to guide their students.

## 2.5. Drawing and sketching

Freehand sketches on paper or cardboard, with a maximum size of 50 cm x 40 cm, are permitted. Only black pencil and colored pencil work is allowed.

## 2.6. Photographing, recording images, sounds or other

It is permitted to use cameras, mobile phones, and audiovisual equipment for private use (without flash) that does not require a tripod, except in certain clearly indicated places. These images and/or sound recordings can only be used for strictly personal and non-commercial purposes and cannot be distributed.

For the reproduction of documents, artworks, images, sounds, or collection pieces, authorization may be required from the copyright and/or neighboring rights holder.

For recordings of images, sounds, or others where people are visible and recognizable, prior authorization from the individuals involved is required.

For the use of a tripod or additional lighting for photography or sound recordings, written authorization must be requested from the communication service ([press@africamuseum.be](mailto:press@africamuseum.be)).

If you wish to film or photograph for commercial or professional purposes, this can only be done after obtaining written authorization from the communication service ([press@africamuseum.be](mailto:press@africamuseum.be)). Please bring this written authorization during your visit to the museum.

The AfricaMuseum disclaims any responsibility for recordings of images, sounds, or others made by third parties, both for private use and for commercial or professional purposes.

You may be photographed or filmed during your visit to the AfricaMuseum. These images and/or recordings may be used by the AfricaMuseum for commercial, educational, or promotional purposes. If you do not wish to be photographed or filmed, please inform the photographer or cameraman.

## 3. After the visit

### 3.1. Lost and found

- Items found in the AfricaMuseum can be handed in at the reception in the welcome pavilion.
- Lost items that have been kept by the AfricaMuseum for a period of 6 months and have not been claimed are handed over to the police or local charitable organizations, or may be destroyed.
- If we have found an item that belongs to you and you come forward, you can either collect the item in person or have it returned to you at your own expense. In



both cases, you will need to prove your identity and provide evidence that the item belongs to you.

- Perishable goods are destroyed each evening after closing. Luggage or packages abandoned in the museum and deemed dangerous to safety may be destroyed.

### 3.2. Complaints

We welcome any comments you may have. Our mission is to make your visit as pleasant and interesting as possible. Any comments, suggestions or complaints will receive our full attention at the following address: [complaints@africamuseum.be](mailto:complaints@africamuseum.be)

Belgian law is applicable to these regulations. The courts of Brussels shall have exclusive jurisdiction over any dispute arising from these regulations.

## 4. Visitor's Charter from Belspo

In the interests of respect and comfort for visitors AfricaMuseum undertakes to :

1. **Make this code available** to visitors at the reception desk of its establishment and on its website;
2. Provide visitors - prior to the planned activity - with **the most complete information possible**, which does not include information or representations likely to mislead them, in particular regarding the nature, price of access, duration, location and date of the activity requested;
3. **Inform visitors** as soon as possible in the event of **substantial modification or cancellation of the activity** concerned by the museum (whether occasional or permanent) and provide for arrangements for reimbursing visitors if access to the cultural activity is subject to a charge;
4. **Indicate all its prices** (admission tickets, cloakroom, audioguide, etc.) on its website and at the entrance to all the places where it welcomes visitors. In the same way, indicate any occasional reductions - specifying whether they can be combined with each other or with permanent reduced rates - any free tickets and the conditions for benefiting from them;
5. When buying on the spot, **spontaneously offer** users **the best price** applicable to them;
6. **Offer identical prices and discounts** regardless of the information media used;

7. **Disseminate targeted information** to encourage access and the widest possible participation by all visitors, particularly people with reduced mobility, visually impaired people, hard of hearing people, etc.);
8. **Ensure**, as far as possible, **a welcoming adapted** to people with reduced mobility, pregnant women, blind and partially sighted people, deaf and hard of hearing people (translation into sign language, subtitles, induction loop - increasing the volume of devices for the hard of hearing - etc.). Reserve easily accessible seats for them, inform them of the adapted services that can be offered to them and the safety instructions specific to them;
9. **Visibly display full contact details**, including e-mail address, so that visitors can send any detailed written complaints;
10. **To provide a detailed response to written complaints** from visitors within 30 calendar days of receiving them. If AfricaMuseum and the visitor fail to reach an amicable solution following the detailed written complaint referred to above, the visitor may contact the **Federal Ombudsman**, whose contact details are posted on the: <https://www.federaalombudsman.be/en/homepage>