

Terms & Conditions for Guest Tour Guides at the Van Gogh Museum

In order for the Van Gogh Museum to offer visitors a varied and accessible range of guided tours, while it safeguards the integrity of the collection and visitors' museum experience, as well as protects visitors from undesirable purchasing practices, these terms & conditions have been drafted for Guest Tour Guides operating in the Van Gogh Museum.

1. Additional terms & conditions

These Terms & Conditions complement the General Terms & Conditions for Visitors, which apply at all times to all visitors to the Van Gogh Museum, including Guest Tour Guides and their groups, as defined in these Terms & Conditions.

2. Definition of Guest Tour Guide

For the purposes of these Terms & Conditions, a Guest Tour Guide is defined as: a Guest Tour Guide or an independent guide not directly employed by the Van Gogh Museum, but who offers guided tours to visitors for commercial purposes after being registered with the Van Gogh Museum and with the approval of the museum.

3. Booking a group visit

A group visit is booked based on availability using the Van Gogh Museum ticket system for group visits (not the standard ticket system) or using the group portal in the case of tour operators contracted with the Van Gogh Museum. For group visits, a distinction is made between unsupervised groups and groups with a Guest Tour Guide. The following minimum and maximum number of visitors apply:

- Group visit with a Guest Tour Guide: minimum 1 and maximum of 15 people.
- Group visit without guide or supervision: minimum 6 and maximum of 50 people.

An entrance ticket must be booked for all group members, as well as for the Guest Tour Guide. The Guest Tour Guide is required to register in advance online (see paragraph 4). Group visits are always required to report to the group entrance, not the main entrance.

4. Registration and identification:

- Guest Tour Guides are required to register in advance in order to operate in the museum, as outlined in paragraph 3 of these Terms & Conditions.
- Registration is via the registration form on the group visit page on the Van Gogh Museum website.
- Registration is required so that tour guides can collect a badge upon arrival at the museum. This badge must be worn during guided tours. It is not permitted to operate as a Guest Tour Guide in the museum without this badge.
- These badges are and remain the property of the Van Gogh Museum, and are strictly personal. It is therefore not permitted to transfer a badge to someone else.
- Personal details need to be processed for the registration of Guest Tour Guides. The Van Gogh Museum handles these personal details with the greatest care. More information on how the Van Gogh Museum handles personal data is available in the [Privacy Statement](#).

5. Priority and cooperation:

Van Gogh Museum tour guides always have priority when giving guided tours and using the museum facilities. Guest Tour Guides are required to cooperate with them and display understanding for the needs of the museum tour guides, other Guest Tour Guides and visitors to the Van Gogh Museum.

6. **Ethical behaviour and respect for the museum:**

- Guest Tour Guides are required to behave ethically and respectfully at all times towards the artworks, staff and other museum visitors.
- It is not permitted to touch artworks, behave inappropriately or hinder other visitors, and any such behaviour may result in the Van Gogh Museum taking disciplinary action.

7. **Responsibility for groups:**

- The Guest Tour Guide is responsible for ensuring that all group members, including the Guest Tour Guide, have a valid ticket for the start time in question.
- The Guest Tour Guide is responsible for ensuring that the group is present at the booked start time. If the start time is missed by more than 30 minutes, the group will not be admitted to the museum.
- Guest Tour Guides are responsible for the behaviour and safety of their group during the museum visit. This entails keeping the group together, avoiding disruption in the museum and adhering to the General Terms & Conditions for Visitors, Guidelines for Guest Tour Guides and instructions given by Van Gogh Museum staff.

8. **Supervision and enforcement:**

The Van Gogh Museum reserves the right to take disciplinary action against Guest Tour Guides and their groups who (repeatedly) violate these Terms & Conditions, or who fail to adhere to the General Terms & Conditions for Visitors. Such action can range from an official warning to being banned from the museum.

In general, Guest Tour Guides will receive an official warning in the case of a first violation. In the case of a second violation, contact will be made directly with the organisation for which the Guest Tour Guide works. In the case of a third violation, the Guest Tour Guide will be banned from the museum. If multiple guides from the same organisation fail to adhere to the Terms & Conditions, the museum reserves the right to ban the entire organisation.

General Terms & Conditions for Visitors

The Van Gogh Museum's [General Terms & Conditions for Visitors](#) are applicable to all participants of supervised activities and unsupervised group visits.

Questions

In the case of questions regarding a booking, the Van Gogh Museum can be contacted as follows:

- By email via reserveringen@vangoghmuseum.nl.
- By telephone (on workdays from 9.00 to 17.00):
 - For supervised group visits: +31 (0)20 5705 246
 - For unsupervised group visits: +31 (0)20 5705 200